CUC/CUCM vCPU不匹配可能導致升級失敗

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簡介

本文檔介紹糾正不受支援的硬體錯誤問題的過程。

Cisco Unity Connection(CUC)/Cisco Unified Communications Manager(CUCM)升級失敗,出現「 Unsupported Hardware」錯誤。這是因為虛擬機器(VM)屬性(vSphere客戶端 — 這是正確設定的 值)上出現的vCPU(虛擬CPU)不匹配,並且通過CLI在CUC/CUCM上看到該不匹配。

必要條件

需求

思科建議您瞭解以下主題:

- Cisco Unity Connection
- 思科整合通訊管理員
- 虛擬機器

採用元件

本檔案中的資訊是根據以下軟體版本:

- Cisco Unity Connection 8.X版或更高版本
- Cisco Unified Communications Manager 8.X或更高版本

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從清除(預設)組 態來啟動。如果網路運作中,請確保您已瞭解任何指令可能造成的影響。

問題

05/31/2013 21:40:18 upgrade_manager.sh|File:/common/download/8.6.2.23900-10/upgrade_manager. sh:1048, Function: validate_upgrade_allowed(), This server is not supported for use with the version of "connection" that you are trying to install. 建立VM時vCPU的實際值如下所示:

Hardw	are Options Resources Profiles VServices Virtual Machine Version: 7			
⊏ s	how All Devices	Add Remove	Number of virtual sockets:	1 💌
Hardy	Hardware Summary		Number of cores per socket:	1 -
110	Memory	4096 MB	Total number of course	
	CPUs	1	Total number or cores:	1
	Video card	Video card		
	VMCI device	Restricted	Changing the number of virtual OS is installed might make your	CPUs after the guest
0	SCSI controller 0	LSI Logic Parallel	unstable.	Virtual machine
	Hard disk 1	Virtual Disk		

此處用一個vCPU建立虛擬機器。但是,當您登入到CUC/CUCM時,CLI會顯示vCPU的不同值,並 且show hardware也會顯示8 vCPU。

login: administrator
Password:
Last login: Wed Aug 14 13:52:56 on tty1
Command Line Interface is starting up, please wait
Welcome to the Platform Command Line Interface
UMware Installation:
8 vCPU: Intel(R) Xeon(R) CPU E7- 2830 0 2.13GHz
Disk 1: 200GB
4096 Mbytes RAM
admin:

解析

預設情況下,VM的熱插拔(新增vCPU)處於禁用狀態。驗證它是否處於啟用狀態。如果啟用此功 能,則允許虛擬機器在需要時訪問更多資源。

要禁用熱插拔(新增vCPU),請關閉虛擬機器。在執行VM時無法修改此引數。

- 1. 開啟VM的屬性視窗,然後在「高級」部分中選擇「選項」>「記憶體/CPU熱插拔」。
- 2. 請注意,在視窗的右側,有兩部分 一部分用於記憶體,一部分用於CPU。按一下「Disable CPU hot plug for this virtual machine」單選按鈕。

Hardware Options Resources		Virtual Machine Version: 8
Settings General Options VMware Tools Power Management Advanced General CPUID Mask	Summary VM0001 Shut Down Standby Normal Expose Nx flag to	Memory Hot Add The guest OS for which this VM is configured supports adding memory while the VM is powered on. C Disable memory hot add for this virtual machine.
Memory/CPU Hotplug Boot Options Fibre Channel NPIV CPU/MMU Virtualization Swapfile Location	Enabled/Add Only Normal Boot None Automatic Use default settings	Enable memory hot add for this virtual machine. CPU Hot Plug The guest OS for which this VM is configured supports adding virtual CPUs while the VM is powered on.
		 Disable CPU hot plug for this virtual machine. Enable CPU hot add only for this virtual machine. Enable CPU hot add and remove for this virtual machine.

對於較舊版本的ESXi主機,請完成以下步驟。

- 1. 開啟VM的屬性視窗,然後在Advanced部分中選擇**Options > General**。
- 2. 在視窗的右側,按一下Configuration Parameters。
- 3. 在彈出的視窗中,滾動到螢幕底部,找到名為vcpu.hotadd的設定。將設定從true更改為 false。

What is a Virtua	Advanced	nenniðri ið aun sransnes
	General Normal	Run normally
A virtual machine	CPUID Mask Expose Nx flag to	
Configuration Parameters	Record Chinage Indiation in	Ebugging Information
		atistics
Modity or add configuration parame Entries cannot be removed.	atistics and Debugging Information	
Name	Value	Parameters
hostCPUID.1	000206c200200800029ee3ffbfebfbff	
hostCPUID.80000001	0000000000000000000000012c100800	guration Parameters button to edit the
guestCPUID.0	000000b756e65476c65746e49656e69	inguration securitys.
guestCPUID.1	000206c200010800829822030febfbff	Configuration Parameters
guestCPUID.80000001	00000000000000000000128100800	
userCPUID.0	000000b756e65476c65746e49656e69	
userCPUID.1	000206c200200800029822030febfbff	
userCPUID.80000001	000000000000000000000128100800	
evcCompatibilityMode	FALSE	
vcpu.hotadd	true	
mem.hotadd	true	
vmware.tools.internalversion 8300		
vmware.tools.requiredversion	9349	=
minute basis and the		