CUC/CUCM vCPU不匹配可能导致升级失败

目录

<u>简介</u> <u>先决条件</u> <u>要求</u> 使用的组件 问题 分辨率

简介

本文档介绍更正"不支持的硬件"错误问题的步骤。

Cisco Unity Connection(CUC)/Cisco Unified Communications Manager(CUCM)的升级失败,出现 "Unsupported Hardware"**错误**。这是因为在虚拟机(VM)属性(vSphere客户端 — 这是正确设置的值)上看到的vCPU(虚拟CPU)不匹配,并且通过CLI在CUC/CUCM上看到。

先决条件

要求

Cisco 建议您了解以下主题:

- Cisco Unity Connection
- Cisco Unified Communications Manager
- 虚拟机

使用的组件

本文档中的信息基于以下软件版本:

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

本文档中的信息是从特定实验环境中的设备创建的。本文档中使用的所有设备都以清除(默认)配 置启动。如果网络处于活动状态,请确保您了解所有命令的潜在影响。

问题

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. 创建VM时vCPU的实际值如下所示:

Hard	ware Options Resources Pro	files vServices		Virtual Machine Version: 7
	Show All Devices	Add Remove	Number of virtual sockets:	1 💌
Hardware Summary		Number of cores per socket:	1 -	
44	Memory	4096 MB	Total number of course	
	CPUs	1	Total number of 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 induitie
	Hard disk 1	Virtual Disk		

此处使用一个vCPU创建VM。但是,当您登录CUC/CUCM时,CLI显示vCPU的不同值,并且**显示** 硬件也显**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 @ 2.13GHz Disk 1: 200GB 4096 Mbytes RAM admin:_

分辨率

默认情况下,VM的热插拔(添加vCPU)处于禁用状态。验证此项是否处于启用状态。如果启用此 功能,它允许VM在需要时访问更多资源。

要禁用热插拔(添加vCPU),请关闭VM。当VM执行时,无法修改此参数。

- 1. 打开VM的属性窗口,在"高级"部分选择"选项">"内存/CPU热插拔"。
- 2. 在窗口的右侧,请注意有两个部分 一个用于内存,一个用于CPU。单击Disable CPU hot plug for this virtual machine单选按钮。

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

对于ESXi主机的较旧版本,请完成以下步骤。

- 1. 打开VM的属性窗口,在"高级"部分选择"选项">"常规"。
- 2. 在窗口的右侧,单击"Configuration Parameters"。
- 3. 在弹出的窗口中,滚动到屏幕底部,找到名为**vcpu.hotadd**的设置。将设置从true更改为 false。

What is a Virtua	Advanced	Debugging and statistics
D01 A without machine	General Normal	Run normally
A virtual machine	CPUID Mask Expose Nx flag to	
Configuration Parameters	Resource Endedhilling	Ebugging Information
		atistics
Entries cannot be removed.	ers as needed for experimental features or as instructed by technical s	atistics and Debugging Information
Name ×	Value	 Parameters
hostCPUID.1	000206c200200800029ee3ffbfebfbff	
hostCPUID.80000001	0000000000000000000012c100800	guration Parameters button to edit the
guestCPUID.0	000000b756e65476c65746e49656e69	inguration seconds.
guestCPUID.1	000206c200010800829822030febfbff	Configuration Parameters
guestCPUID.80000001	0000000000000000000128100800	
userCPUID.0	000000b756e65476c65746e49656e69	
userCPUID.1	000206c200200800029822030febfbff	
userCPUID.80000001	0000000000000000000128100800	
evcCompatibilityMode	FALSE	
vcpu.hotadd	true	
mem.hotadd	true	
vmware.tools.internalversion	8300	
vmware.tools.requiredversion	9349	=
and a state in a set of a set of the set		