# CUC/CUCM vCPU Mismatch can Cause Upgrade Failure



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Contributed by Anirudh Mavilakandy, Cisco TAC Engineer. Jan 20, 2015

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## Introduction

This document describes the procedure to correct the Unsupported Hardware error issue.

Upgrades on Cisco Unity Connection (CUC) / Cisco Unified Communications Manager (CUCM) fail with an '*Unsupported Hardware*' error. This is because of the vCPU (Virtual CPU) mismatch seen on the Virtual Machine(VM) properties (vSphere Client – This is the value that is set correctly) and seen on CUC / CUCM via the CLI.

## Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity Connection
- Cisco Unified Communications Manager
- Virtual Machines

### **Components Used**

The information in this document is based on these software versions:

- Cisco Unity Connection Release 8.X or later
- Cisco Unified Communications Manager Release 8.X or later

The information in this document is created from the devices in a specific lab environment. All of the devices used in this document is started with a clear (default) configuration. If the network is live, make sure that you understand the potential impact of any command.

## Problem

Upgrade fails with this error:

```
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.
```

The actual value for vCPU while you create the VM is shown here:

Hardware Options Resources Prof	Virtual Machine Version: 7	
Show All Devices	Add Remove	Number of virtual sockets:
Hardware	Summary	Number of cores per socket:
Memory	4096 MB	
CPUs	1	Total number of cores: 1
Video card	Video card	Character the number of other I critics from the most
VMCI device	Restricted	OS is installed might make your virtual machine
SCSI controller 0	LSI Logic Parallel	unstable.
Hard disk 1	Virtual Disk	

Here the VM is created with one vCPU. However when you log into the CUC/CUCM, the CLI displays a different value for vCPU, and *show hardware* also displays *8 vCPU*.



## Resolution

By default, Hot Plug (add vCPU) for VMs is in the disabled state. Verify if this is in an enabled state. If you enable this feature, it allows the VMs to access more resources if required.

In order to disable the Hot Plug (add vCPU), shut down the VM. This parameter cannot be modified while the VM is in execution.

- 1. Open the VM's properties window, and choose *Options > Memory/CPU Hotplug* in the Advanced section.
- 2. On the right-hand side of the window, note that there are two sections one for memory and one for CPU. Click the "*Disable CPU hot plug for this virtual machine*" radio button.

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

For older versions of ESXi host, complete these steps.

- 1. Open the VM's properties window, and choose *Options > General* in the Advanced section.
- 2. On the right-hand side of the window, click *Configuration Parameters*.
- 3. In the window that pops up, scroll to the bottom of the screen, and locate the setting named *vcpu.hotadd*. Change the setting from true to false.

What is a Virtua	Advanced	Debugging and Statistics
01 A virtual machine	General Norm	al 🕜 Run normally
Configuration Parameters	I CHILLINGE PYDA	exchanging Information
and shares which		atistics
Modify or add configuration parame Entries cannot be removed.	ters as needed for experimental features or as	instructed by technical support. atistics and Debugging Information
Name	Value	Parameters
hostCPUID.1	000206c200200800029ee3ffbfebfbff	
hostCPUID.80000001	00000000000000000000000000000000000000	guration Parameters button to edit the
guestCPUID.0	000000b756e65476c65746e49656e69	inguration settings.
guestCPUID.1	000206c200010800829822030febfbff	Configuration Parameters
guestCPUID.80000001	000000000000000000000000000000000000000	
userCPUID.0	000000b756e65476c65746e49656e69	
userCPUID.1	000206c200200800029822030febfbff	
userCPUID.80000001	000000000000000000000000000000000000000	
evcCompatibilityMode	FALSE	
vcpu.hotadd	true	
mem.hotadd	true	
vmware.tools.internalversion	8300	
vmware.tools.requiredversion	9349	E
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