CHAPTER 10

Troubleshooting

This chapter lists various troubleshooting options while using the UCS-SCU application.

- The OS installation process is interrupted and the server is rebooted.

    Determine the value set for the Watch Dog Timer. The Watch Dog Timer is a new feature in the BIOS of the C-series servers. If this feature is enabled and the value is set for a time duration that is lesser than the time taken to install the OS, then the OS installation process is interrupted. This Watch Dog Timer feature automatically reboots or powers off the server after the specified time duration. So prior to initiating the OS installation process, disable the Watchdog Timer feature.

- UCS-SCU prints **No USB Disk on Key detected** even after mapping virtual USB or connecting physical USB

    - For USB devices mapped through vmedia, try **USB reset** from the vmedia GUI (virtual media session -> details -> USB Reset)

    - For physical USB device, check the vendor/product information; try a different device.

- After installing Windows OS, the KVM mouse does not work and windows device manager displays a yellow bang for USB human interface device

    Check the version of CIMC. Ensure that you have the latest version of CIMC installed on your server.

- Windows 2008 installation fails with message - selected disk has MBR partition table. On EFI systems, Windows can only be installed to GPT disks.

    The EFI CDROM device for virtual drive was used to boot the Windows 2008 image. Use the CDROM device from BIOS 'CDROM order

- After installing the Windows operating system through UCS-SCU, the Windows device manager displays some devices with a yellow bang.

    - The device may not be in the Cisco support matrix.

    - You may not have selected some device drivers in the SCU GUI.

- Windows setup fails with BSOD 0x7B (inaccessible boot device).

    You may not have selected the device driver for boot controller in SCU GUI.

- CIMC change doesn't reflect in UCS-SCU immediately.

    Changes made to virtual disks using CIMC may not be immediately viewable in the SCU user interface, if the server is booted with SCU. Reboot the server to sync with CIMC.