

Note: ♦ This process is completely unauthorised. ♦ Do not expect any assistance from Cisco TAC if you have problems.

How to install Cisco CallManager 4.1(3) on VMWare

1. Create VM with at least 6GB disk space and 1GB Memory
2. Install Windows 2000 Advanced Server
- a. I used the disk from a CCM 3.3 install
- b. Make sure you enable SNMP services
3. Put the items below in a text file called, say, CCM.reg on the desktop

```
[HKEY_LOCAL_MACHINESOFTWARE]
[HKEY_LOCAL_MACHINESOFTWARECisco SystemsModel]
"Hardware"="MCS7835"
"Memory"="1024"
"Speed"="1000"
[HKEY_LOCAL_MACHINESOFTWARESpirianSystem InfoOS Image]
"Version"="2000.2.5"
```

4. Double click on the file to add these items to the registry.
- a. Run

regedit to check that they were placed in the correct branches

5. Run the Cisco IP Telephony Server OS Upgrade disk.

a. I used version 2000.2.7a

6. Run the CCM install

7. If you get an error CreateProcess: Error: 2: The system cannot find the file specified. Then look in the C:\Program Files\Common Files\Cisco\Logs directory. You should find a file CCMinst mm-dd-yyyy hh.mm.ss.
Look in the log for the above error to see what caused the error

a. In my case, it was:
iuRunCommand: szCmd_ = "C:\utils\shutdown.exe" /L /R /Y /T:0

8. Copy the missing file from somewhere else

a. In my case, I copied C:\Windows\System32\shutdown.exe from my Windows XP hard drive to the CCM Virtual Machine's C:\utils directory.

b. Now the error went away, but the shutdown didn't work, but the install didn't die either. I just had to

9.

restart the Virtual Machine manually.

10. Run the CCM install again (on my PC that only has 1GB RAM took 6hrs)

11. Once installed you may want to reduce the memory of the VM to 256MB or something

12. When you boot up the first time, the IIS services may not have started. Use the Services manager to change the following services to start automatically:

- a. FTP Publishing Service
- b. IIS Admin Service
- c. World Wide Web Publishing service