

Consider CPU Error Message for CUCM on UCS M6 Hardware

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Introduction

This document describes a specific CPU / processor error message observed with Cisco Unified Communications Manager (CUCM) 12.5.

Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM
- UCS

Components Used

The information in this document is based on CUCM 12.5 and Unified Computing System (UCS) M6.

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

Problem

When Virtual Machines (VMs) of CUCM version 12.5 are run on UCS M6 generation hardware with Intel IceLake CPU models (Xeon 43xx / 53xx / 63xx / 83xx), the next error message is observed in serviceability interfaces:

Warning: Intel Processor - this hardware has not undergone upstream testing. Please consult <http://wiki.centos.org/FAQ> for more information

A similar warning can be seen on UCS M6 hardware with AMD Milan CPU models (3rd-gen EPYC 7xx3):

Warning: AMD Processor - this hardware has not undergone upstream testing. Please consult <http://wiki.centos.org/FAQ> for more information

A similar warning can be seen on other applications leveraging CUCM 12.5 platform stack.

Solution

This is a known and benign error message and can be safely ignored.

This is a kernel-layer error message. It occurs because CUCM 12.5 derives the kernel of its internal OS from the CentOS7 distribution.

At the time CentOS7 was released, the newest CPU models on the M6 server were not yet available for testing by that community.

There is no way to disable this error message.

UCS M6 with these CPUs is fully supported when compliant with application rules for compatibility, minimum hardware spec, and VM placement here:

[CPU Requirements - Cisco Collaboration Infrastructure Requirements](#) and [Cisco Collaboration Virtualization](#)

Technical Assistance Center (TAC) does not reject support for any case where this error presents itself. There are multiple TAC SRs and Escalation cases that contain this same statement.

Related Information

- [Administration Guide for Cisco Unified Communications Manager, Release 12.5\(1\)SU1](#)
- [Cisco Technical Support & Downloads](#)