

## The installation halts with an unrecoverable error

<b>Problem Summary</b>	The installation fails with an unrecoverable error.
<b>Error Message</b>	Installation has encountered an unrecoverable internal error.
<b>Possible Causes</b>	<p>1) The VM Template or the VM configuration does not meet the requirements. See the <a href="#">Software Download page</a> for a list of supported VM templates.</p> <p>See the <i>Unified MCP-Specific Information for OVA Templates</i> section in the <a href="#">Virtualization for Cisco MediaSense</a> website.</p> <p>2) You did not create any media disks before starting the installation. These need to be created in your virtual machine after installing the VM template and before installing MediaSense. Please read the installation instructions carefully in the Installation and Administration Guide. (Note: the SRE template already includes this disk. If you have used the SRE template, then this is not the reason for failure.)</p>
<b>Recommended Action</b>	<p>1) Verify that the VM configuration meets the minimum system requirements such as number of CPUs and other requirements specified in the read-me file for each supported VM template.</p> <p>Cisco MediaSense, beginning with Release 8.5(2), only supports the VM templates listed in <a href="#">the Software Download page</a>.</p> <p>2) Verify that you have provisioned at least one media disk, at least 200 GB in size.</p> <p>After verifying the above, begin the Mediasense installation again.</p>
<b>Release</b>	Release 8.5(2), Release 8.5(3), Release 8.5(4), Release 9.0(1).
<b>Associated CDETS #</b>	None.