

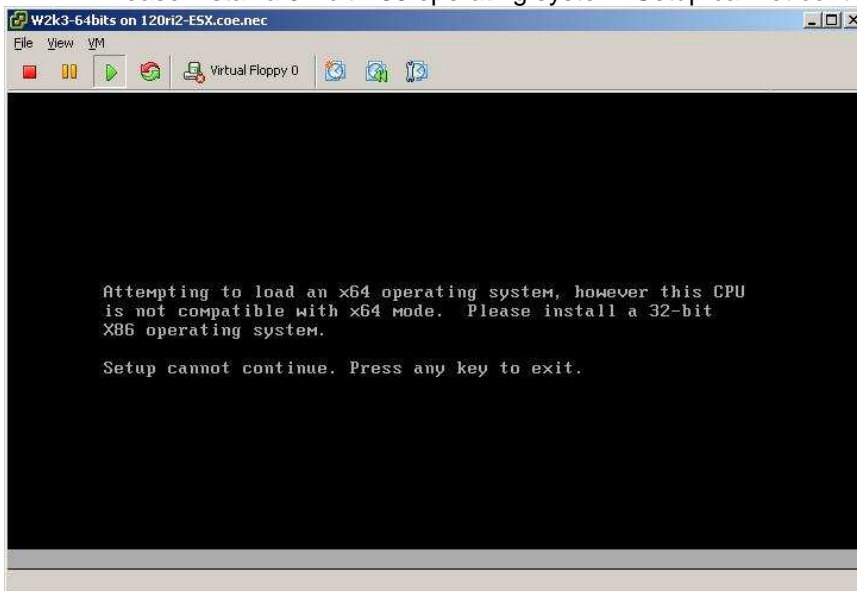
Document Title: Unable to install 64 bits OS under VMware ESX 3.0.1 / 3.5
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Product Class: Servers
Product and Version: NovaScale R400 and T800 series

Symptoms / Facts

You are not able to install a Windows 64 bits or Linux 64 bits.

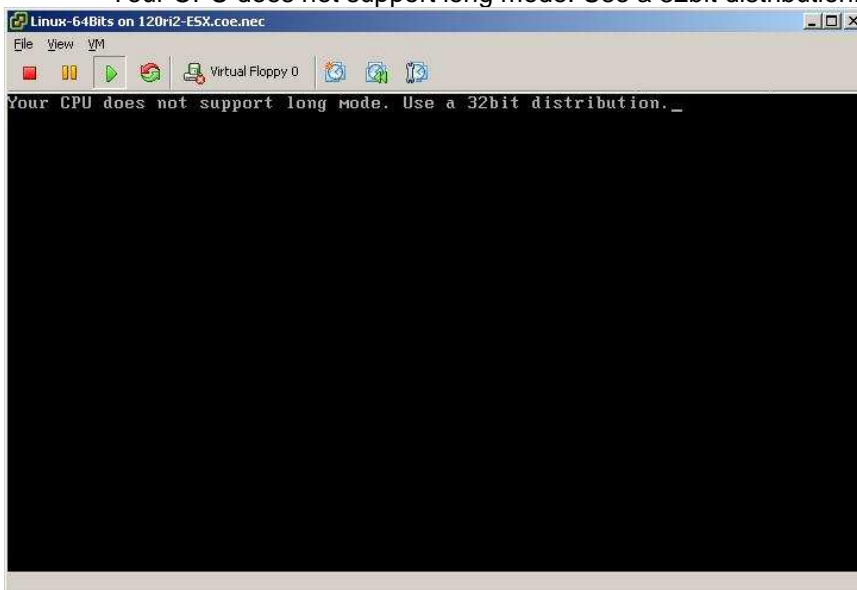
When you boot on Windows 2003 R2 64 bits, you have the following error message:

“Attempting to load an x64 operating system, however this CPU is not compatible with x64 mode. Please install a 32-bit X86 operating system. Setup cannot continue. Press any key to exit”



With a Linux RedHat 4 update 4 64 bits, you have the following error message:

“Your CPU does not support long mode. Use a 32bit distribution.”



Cause

The Virtual CPU inside the VM is in 32 bits mode.

Solutions / Fixes

Reboot the ESX server, enter in the BIOS and Enable the option "Intel Virtualization Tech" in Processor Settings menu.

The screenshot shows the PhoenixBIOS Setup Utility interface. At the top, it says 'PhoenixBIOS Setup Utility' and 'Main'. Below this is a table with two columns: 'Processor Settings' and 'Item Specific Help'. The 'Processor Settings' column lists several options with their current values: Processor Retest: [No], Processor Speed Setting: 1600 MHz, Processor 1 CUID: 06F6, Processor 1 LZ Cache: 4096 KB, Processor 2 CUID: Not Installed, Execute Disable Bit: [Disabled], Intel(R) Virtualization Tech: [Enabled], and Enhanced Intel SpeedStep(R) Tech.: [Disabled]. The 'Item Specific Help' column provides details for the 'Intel(R) Virtualization Tech' option, stating it disables/enables Intel(R) Virtualization Technology and includes a note that the system must be powered off after any change. At the bottom of the screen, there is a legend for navigation keys: F1 Help, Esc Exit, ↑↓ Select Item, ← Select Menu, -/+ Change Values, Enter Select Sub-Menu, F9 Setup Defaults, and F10 Save and Exit.

Processor Settings	Item Specific Help
Processor Retest: [No]	Disables/enables Intel(R) Virtualization Technology. NOTE:After any change in this option, system must be powered off to take effect.
Processor Speed Setting: 1600 MHz	
Processor 1 CUID: 06F6	
Processor 1 LZ Cache: 4096 KB	
Processor 2 CUID: Not Installed	
Execute Disable Bit: [Disabled]	
Intel(R) Virtualization Tech: [Enabled]	
Enhanced Intel SpeedStep(R) Tech.: [Disabled]	

F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults
Esc Exit ← Select Menu Enter Select ▶ Sub-Menu F10 Save and Exit

Document owner:

COE Servers

Applies to:

NovaScale R400 and T800 series and VMware ESX server 3.0 / 3.0.1 / 3.5