

# Vmware tools upgrader failed on Centos ...

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Hello everyone I'm very new to the VM world I've heard about vmware from a friend. I got start using vmware workstation and was successfully enough to install vmware tools. However, my friend and I are having problems in troubleshooting and understanding why vmware-tools-upgrader script is not working. We went through the forums and it seems no one has had this problem other then me. The vmware-tools-upgrader script fails to upgrade the vmware tools installed inside the guest VM. The following screenshot illustrates the error we encountered:

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vmware-tools-upgrader
Starting Tools Upgrader
Registering callback 'reset'
Registering callback 'Capabilities_Register'
Registering callback 'upgrader.run'
Registering callback 'upgrader.cancel'
Registering callback 'f'
Rpci: Sending request='tools.capability.hgfs_server tools-upgrader 1'
Rpci: Sent request='tools.capability.hgfs_server tools-upgrader 1', reply='Failed to set VMDB', len=18, status=0
Rpci: Sending request='upgrader.setGuestFileRoot /tmp/72b46d8d/'
Rpci: Sent request='upgrader.setGuestFileRoot /tmp/72b46d8d/', reply='Unknown command', len=15, status=0
PANIC: UpgraderSetGuestFileRoot::RpcOut_sendOne failed
```

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Guest OS is Centos 5 running on windows XP SP2. Kernel-header v. 2.6.18-8.1.10.e15 Vmware Workstation v 6.0.1 build 55017

Worth noting; the vmware server console seems to have issues with the install. Before to proceed with the install of the vmware tools in the guest, we selected VM-->Install VMware Tools from the vmware server console menu on the host. Then we moved on to installing the vmware tools in the guest but in the very end, the menu of the console still shows as only option in the VM menu: "Cancel vmware tools install". I'd expect that the install in the guest being complete, the vmware console would react by offering other choices.

The log is quite obscure for now but it almost seems like there is a communication problem between the tools in the guest and the host vmware server. Any suggestions about how the two incidents might relate? Tags: vmware\_tools\_upgrader, vmware\_tools, vmware\_tools\_upgrader\_failed