How to Rectify the DLL Locked Issue during UCCE MR Installation

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Introduction

This document describes the solution to theDynamic-Link Library (DLL) locked issue during the installation of UCCE Maintenance Release (MR) or Engineering Special (ES) patch.

Problem

ICM MR installation fails due to locked DLL files.

The patch cannot be installed if any product component currently runs. If one or more components that run have been detected then the setup must abort.

Check the setup log for details, stop all products that run, and then restart this installer.

These product executable files are currently locked:

```
Locked file: C:\icm\bin\servicecontrol.exe
Locked file: C:\icm\bin\CampaignMgrPerf.dll
Locked file: C:\icm\bin\CTISvrPerf.dll
Locked file: C:\icm\bin\DialerPerf.dll
Locked file: C:\icm\bin\eapimperf.dll
Locked file: C:\icm\bin\icrcat.dll
Locked file: C:\icm\bin\icrmsgs.dll
Locked file: C:\icm\bin\ImportPerf.dll
Locked file: C:\icm\bin\lgrperf.dll
Locked file: C:\icm\bin\mdsclientperf.dll
Locked file: C:\icm\bin\mdsprocclientperf.dll
Locked file: C:\icm\bin\mdsprocperf.dll
Locked file: C:\icm\bin\opcperf.dll
Locked file: C:\icm\bin\qosperf.dll
Locked file: C:\icm\bin\rplperf.dll
Locked file: C:\icm\bin\rtperf.dll
Locked file: C:\icm\bin\rtrperf.dll
Locked file: C:\icm\bin\tipperf.dll
Locked file: C:\icm\bin\vrupimperf.dll
```

Solution

- 1. Navigate to Windows Services.
- 2. Stop these services:
- Ensure all ICM processes are stopped

- Apache Tomcat
- Windows Management Instrumentation
- Performance Counters DLL Host
- Performance Logs and Alerts
- Any third party monitoring services. (for example, IBM Tivoli, and so on.)
- 3. Ensure that Windows event viewer is not open.

4. Open Task Manager > Users and disconnect all the users except the one logged in.

If these workarounds do not work, manually determine the processes that need to be stopped.

1. Look into the install log and identify the locked DLLs.

2. With the DLL information, use Windows Process Explorer tool to determine which process uses these DLLs.

Windows Process Explorer can be downloaded here - <u>http://technet.microsoft.com/en-au/sysinternals/bb896653.aspx</u>

3. Disable or stop or kill the identified processes:

- Click Find and navigate to Handle or DLL.
- Enter the locked DLL name and search.
- This shows you the process name that uses the DLL, as shown in this image.

Process Explorer - Sysinternals: www.sysinternals.com [EPPING\administrator]									
File Options Vie	w Process Fin	nd D	LL Users Help						
) 🗖 🥴 📑	*	M 🐵 🗼						
Process		CPI	J Private Bytes	Working Set	PID	Description	Company Name		^
System Idle Pro	cess	96.9	6 O K	24 K	0				=
svchost.exe		0.2	20 53,140 K	61,164 K	1644	Host Process for Windows	S Microsoft Corporation		
rdpclip.exe			2,064 K	7,508 K	1728	RDP Clipboard Monitor	Microsoft Corporation		
svchost.exe			1,024 K	4,424 K	1960	Host Process for Windows	S Microsoft Corporation		
🖃 📰 snmpdm.exe			2,492 K	4,532 K	2072				
conhost.exe			612 K	2,800 K	2236	Console Window Host	Microsoft Corporation		
UcceSnmpHelp	erX86.exe		3,988 K	10,900 K	2092				
cs, conhost.exe	1		620 K	2,792 K	2264	Console Window Host	Microsoft Corporation		
🖃 💽 msnsaagt.exe							×		
an conhost.exe			Process Explorer Search						
snmp.exe									
🖃 📰 hostagt.exe		н	Handle or DLL substring: opcperf Search Cancel						
conhost.exe									
E sappad exe			Process	PID	Туре	Name			
Name [*]	Description		UcceSnmpHelperX8	6.exe 2092 I	DLL	C:\icm\bin\opcperf.dll			
odi32.dl	GDI Client DLL								
imm32.dll	Multi-User Window	5							
kemel32.dll	Windows NT BASE	E							
KemelBase.dll	Windows NT BASE	E							
locale.nls									
mfc100.dll	MFCDLL Shared Li	it							-
mfc100enu.dll	MFC Language Sp	e							=
msctf.dll	MSCTF Server DLI	L	<		11	I	>		
msimg32.dll	GDIEXT Client DLL	-	matching items			-			
msvcp100.dll	Microsoft® C Huntin I matching items.								
msvcr100.dll	Microsoft® C Huntine Berry Microsoft Comportant C: Mindows North Hord House								
ntdi di NT Laver Di I				Microsoft Comportation C:\Windows\SysWOW64\ntdll dll					
ntdl.dl NT Laver DLL		Microso	Microsoft Corporation C:\Windows\System32\ntdl.dll						
opcperf.dl opcperf DLL			Gisco S	Cisco Systems, Inc. C:\icm\bin\opcperf.dll					
odb.dl	odb.dl. Windows Performance Data Helpe			Microsoft Comporation C-\Windows\SusWOW6/\pdb.dl					
CPU Usage: 3.05% Commit Charge: 29.43% Processes: 110 Physical Usage: 30.62% Paused									

• Navigate to process, right click and kill.

4. Install MR.