

# How to Rectify the DLL Locked Issue during UCCE MR Installation

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## Introduction

This document describes the solution to the Dynamic-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\icmsgs.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.

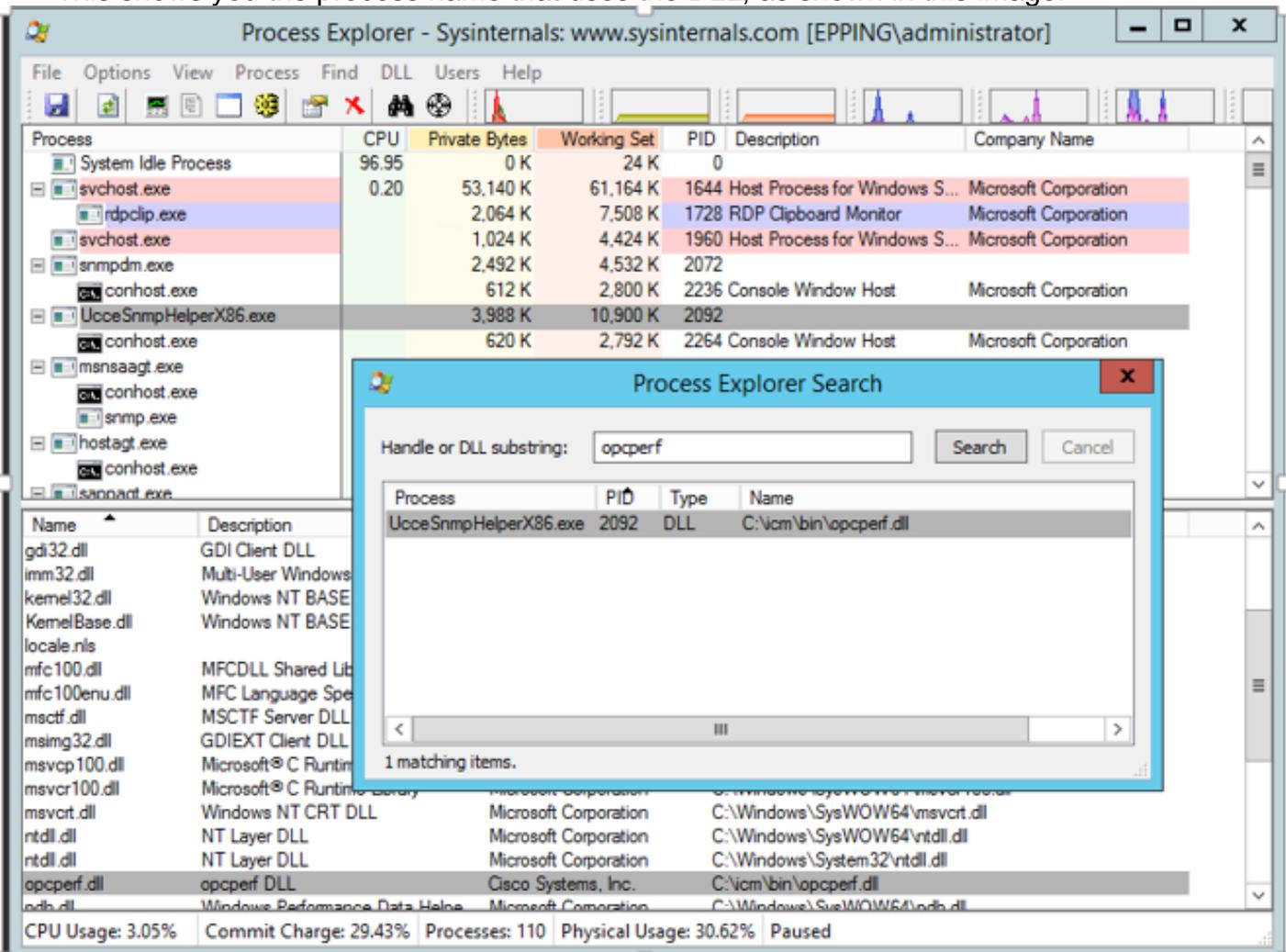
1. Look into the install log and identify the locked DLLs.

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

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

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.



- Navigate to process, right click and **kill**.
4. Install MR.