如何纠正DLL在UCCE MR安装时锁定了问题

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Introduction

本文描述解决方案theDynamic链路库(DLL)在安装UCCE维护版(MR)或Engineering Special (ES)补 丁程序期间,锁定了问题。

<u>问题</u>

ICM MR安装发生故障由于锁定了DLL文件。

补丁程序,如果任何产品组件当前运行,不可能安装。 如果运行那么发现了得的一个或更多组件设置必须中止。

检查设置日志关于详细资料,终止运行的所有产品,然后重新启动此安装程序。

这些产品可执行文件当前被锁定:

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

<u>解决方案</u>

1. 连接对Windows服务。

2. 终止这些服务:

•保证所有ICM进程被终止

- Apache Tomcat
- Windows管理设备
- 性能抵抗DLL主机
- 性能日志和戒备
- •任何第三方监控服务。(例如, IBM Tivoli,等等。)
- 3. 保证Windows事件浏览器不是开放的。

4. 打开**任务管理器> Users**并且断开所有用户,除了那个登陆。

如果这些解决方法不工作,请手工确定需要被终止的进程。

1. 调查安装日志并且识别锁着的DLL。

2. 有DLL信息,请使用Windows进程Explorer工具确定哪个进程使用这些DLL。

Windows进程Explorer可以是下载的这里-<u>http://technet.microsoft.com/en-</u> au/sysinternals/bb896653.aspx

3. 禁用或终止或者结束被识别的进程:

- •点击**查找**并且连接处理或DLL。
- 输入锁着的DLL名字并且搜索。
- •如此镜像所显示,这显示您使用DLL的进程名。

2	Process Explorer - Sysinternals: www.sysinternals.com [EPPING\administrator]												
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svchost.exe				1,024 K	4,424	K 1960	Host Process for Windows	S Microsoft Corporation	on				
E snmpdm.exe				2,492 K	4,532	K 2072							
conhost.exe	,			612 K	2,800	K 2236	Console Window Host	Microsoft Corporation	on				
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odi32.dl	GDI Client DLL												
imm32.dll	Multi-User Window	s											
kemel32.dll	Windows NT BASE												
KernelBase.dll	Windows NT BASE												
locale.nls													
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mfc100enu.dll	MFC Language Sp	e									=		
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•连接处理,用鼠标右键单击和杀害。

4. 安装MR。