Troubleshoot "Unable to Upgrade" Error

Contents

Introduction

This document describes troubleshooting the "Unable to upgrade because file locks are present in the directory" error during CVP version 15 upgrades.
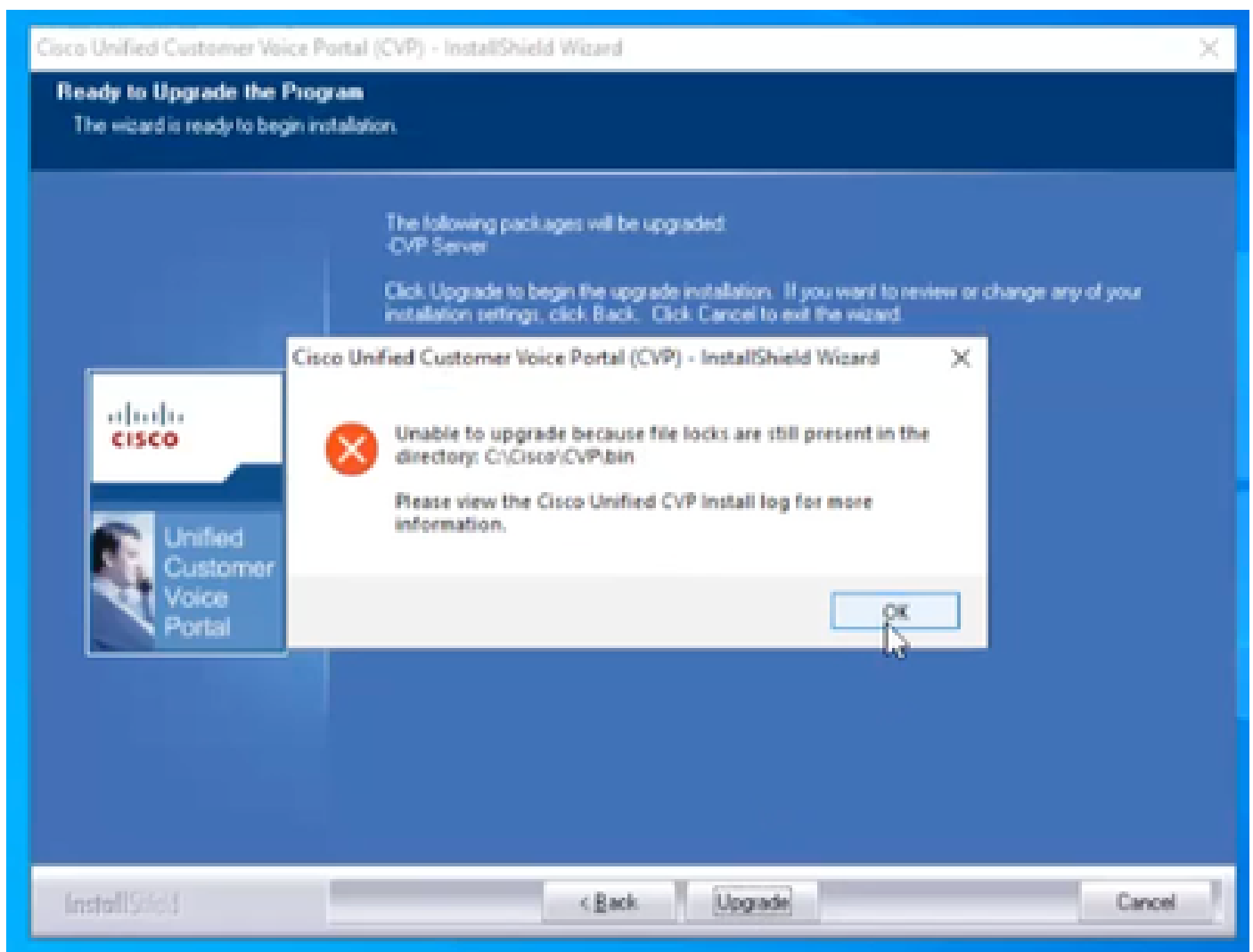
Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco voice portal
- Unified Contact Center Enterprise
- Packaged Contact Center Enterprise

Components Used

The information in this document is based on these software and hardware versions:

- CVP 12.x
- CVP 15.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command
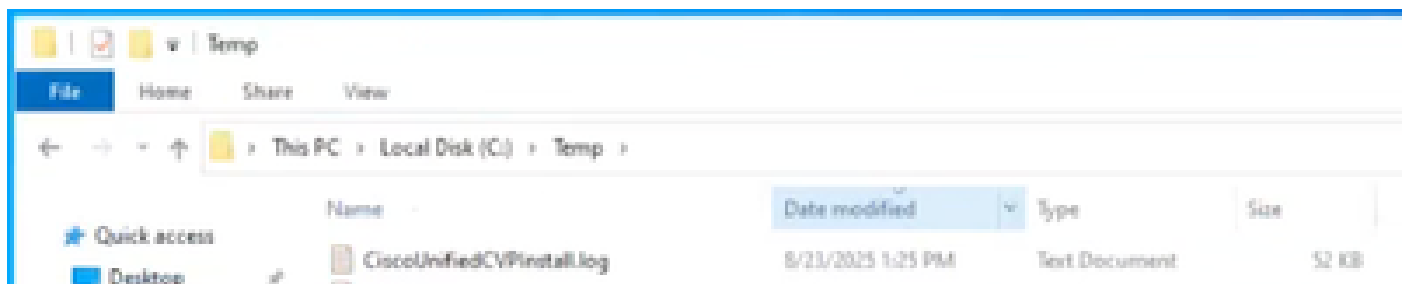
Troubleshoot

Check Install Logs

When this error occurs:

1. Check the installation logs located at:

C:\Temp\CiscoUnifiedCVPInstallLog

2. Open the log file and scroll to the end.

3. Look for error statements such as:

- "One or more running components has been detected, stop all running products, then restart this installer."

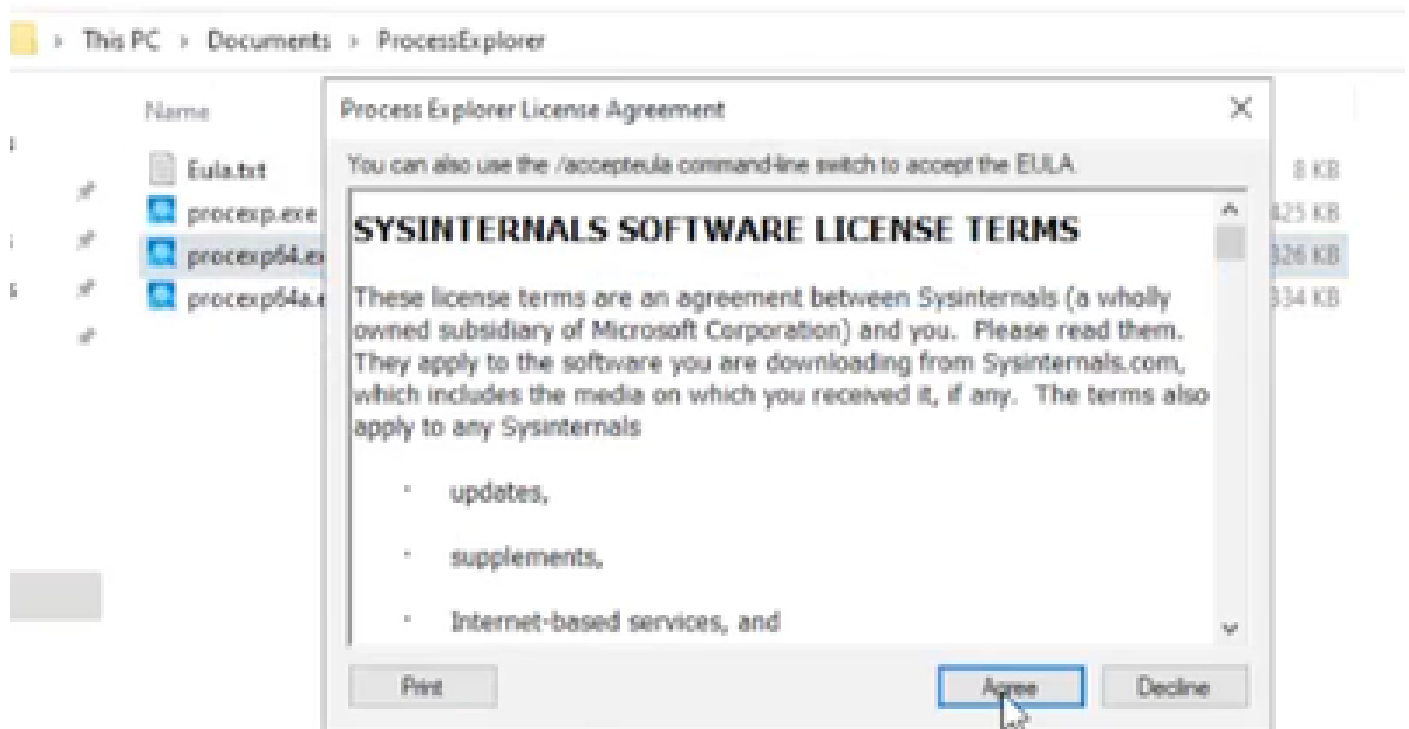4. Identify which files or processes are reported as locked.

```
[8-23-2025 13:23:52] Informational:  All modal messages are now closed.
[8-23-2025 13:23:52] Informational:  All CVP services are stopped.
[8-23-2025 13:23:52] Informational:  Product executables directory is C:\Cisco\CVP\bin
[8-23-2025 13:23:52] ERROR:  The Cisco Unified CVP upgrade cannot be installed if any product component is currently running.
 One or more running components has been detected, and setup must abort.
 Please check the setup log for details, stop all running products, then restart this installer.
[8-23-2025 13:23:52] ERROR:  The following product executable files are currently locked.
[8-23-2025 13:23:52] ERROR:  Locked file: C:\Cisco\CVP\bin\SNMPEventCats.dll
[8-23-2025 13:23:52] ERROR:  Locked file: C:\Cisco\CVP\bin\SNMPEventMsgs.dll
[8-23-2025 13:23:52] ERROR:  Unable to upgrade because file locks are still present in the directory: C:\Cisco\CVP\bin

Please view the Cisco Unified CVP Install log for more information.
[8-23-2025 13:25:22] WARNING:  This installation has been aborted.
```

Solution

Identify and Stop Locked Processes

To resolve file locks:

1. Use the Process Explorer.

2. Copy the EXE file to the CVP server and run it.

3. Right-click and select **Run as administrator** (otherwise, some processes could be inaccessible).

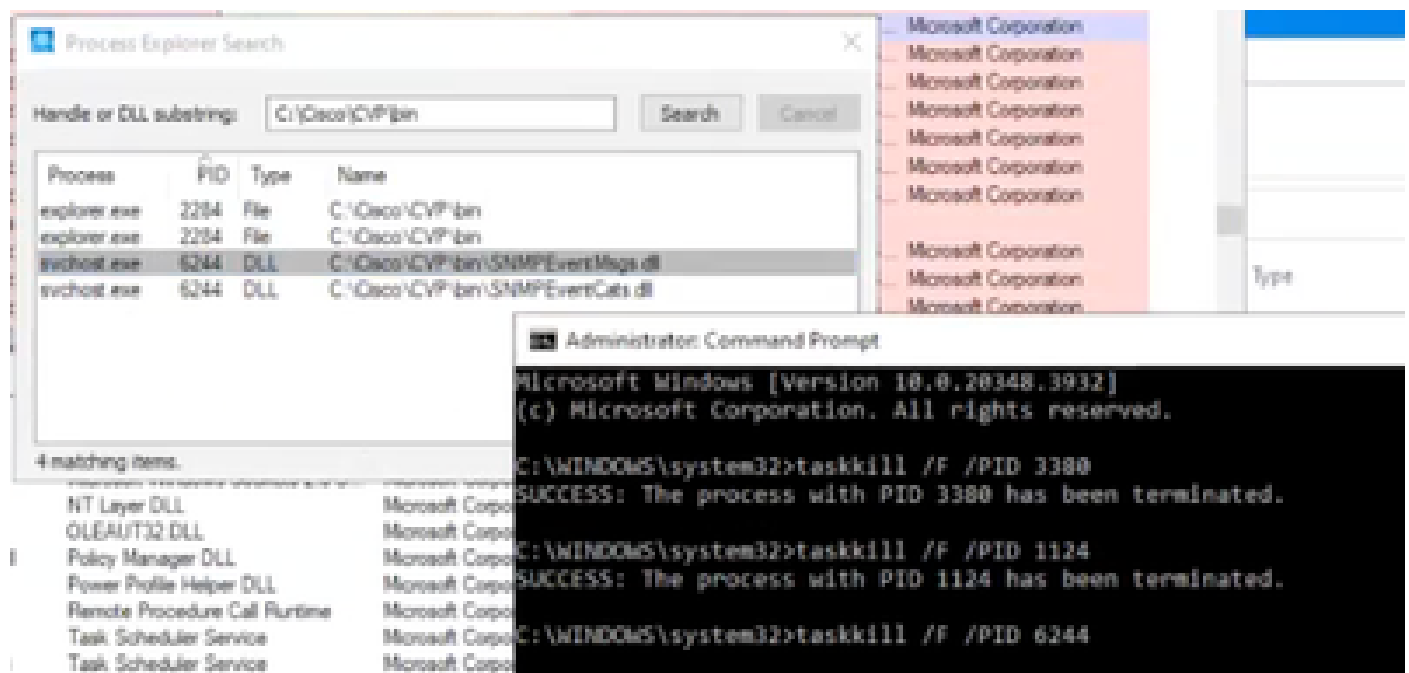4. Accept the license agreement to launch Process Explorer.

The process explorer window opens:

5. Search for the locked process.

- Use the search function to find the process(es) seen as locked in the CVP install log.

6. Note the process IDs (PIDs).

7. Open the command prompt as administrator. Use this command to kill the process:

- **taskkill /F /PID <Process ID>**

8. Verify in the Process Explorer that the processes are no longer active.

9. Re-run the CVP version 15 installer.

Unified Customer Voice Portal
Version 15.0(1)

If all locked processes are cleared, the installation proceeds successfully.

Notes

- Always ensure you have the necessary permissions and understand the impact of stopping processes on a production environment.
- If issues persist, consult the official Cisco documentation or contact Cisco Technical Support.