

Unable to Uninstall the URT Bundle from the ISE Node in Azure via CLI

Contents

Issue

Attempts to install the Upgrade Readiness Tool (URT) bundle `ise-urtbundle-3.4.0.608b-1.0.0.SPA.x86_64.tar.gz` on Cisco Identity Services Engine (ISE) version 3.4 failed. After the failed installation, subsequent attempts to uninstall or reinstall the URT bundle were unsuccessful, and ISE services could not be stopped due to a persistent application process lock (APP_INSTALL). The CLI returned error messages indicating that another application install or upgrade was in progress, effectively locking the ISE database and preventing further management operations.

Environment

- Product: Cisco Identity Services Engine (ISE)
- Version: 3.4.0
- Subtechnology: ISE Upgrade/Patch/Licensing
- URT bundle: `ise-urtbundle-3.4.0.608b-1.0.0.SPA.x86_64.tar.gz` (version 1.0.0, 52 days old)
- Deployment: Multi-node ISE on Azure VM (Secondary Admin, Primary Monitoring Node)
- CLI installation attempted via: `application install ise-urtbundle-3.4.0.608b-1.0.0.SPA.x86_64.tar.gz NETFTP`
- Azure cloud VM environments do not support native ISE upgrade processes
- No recent successful upgrades or installations prior to the URT bundle attempt

Resolution

This detailed workflow outlines the steps required to identify and resolve the database lock resulting from a failed U

Step 1: Attempt Standard Application Removal and Service Stop

Begin by attempting to remove the URT application and stop the Cisco ISE services using the standard CLI commands.

Command to remove URT application:

```
application remove urt
Continue with application removal? (y/n) [n] ? y
% An existing application install, remove, or upgrade is in progress. Try again shortly.
```

Command to stop ISE services:

```
application stop ise
```

```
Waiting up to 20 seconds for lock: APP_INSTALL
APP_INSTALL to complete
Database is still locked by lock: APP_INSTALL
APP_INSTALL. Aborting. Please try it later
% Error: Another ISE DB process (APP_INSTALL APP_INSTALL) is in progress, cannot perform Application St
```

If you receive messages indicating that another install, remove, or upgrade is in progress, proceed to the next steps for resolution.

Step 2: Identify the Database Lock File

Access the node with root-level privileges via CLI. Navigate to the temporary directory where process locks are stored.

Command to list contents of `/temp/` directory:

```
ls /temp/
```

Look for a file named `ise_db_lock` or similar. This file is responsible for maintaining the database lock and preventing other processes from performing database operations.

Step 3: Remove the Stale Database Lock File

Once the lock file is identified, remove it to clear the persistent lock condition.

Command to remove the lock file:

```
rm /temp/ise_db_lock
```

This action releases the database and allow further management operations.

Step 4: Stop and Restart ISE Services

After removing the lock file, proceed to stop and then restart the Cisco ISE services to ensure all processes are reset and initialized correctly.

Command to stop Cisco ISE services:

```
application stop ise
```

Command to start Cisco ISE services:

```
application start ise
```

Verify that no error messages related to APP_INSTALL are displayed and that services stop and start successfully.

Step 5: Validate Running Status of ISE Services

Check the operational status of all Cisco ISE processes to confirm that they are running normally and no locks persist.

Command to check running status:

```
show application status ise
```

Example output:

ISE PROCESS NAME	STATE	PROCESS ID
Database Listener	running	4056
Database Server	running	132 PROCESSES
Application Server	running	9481
Profiler Database	running	9774
ISE Elasticsearch	running	24973
AD Connector	running	35580
M&T Session Database	running	7838
M&T Log Processor	running	38134
ISE Messaging Service	running	10373
ISE API Gateway Database Service	running	10825
ISE API Gateway Service	running	23058
ISE pxGrid Direct Service	running	67962
ISE pxGrid Direct Pusher	running	68973
Segmentation Policy Service	running	39231
REST Auth Service	running	42849
SSE Connector	disabled	
Hermes (pxGrid Cloud Agent)	disabled	
MFA (Duo Sync Service)	running	44767
McTrust (Meraki Sync Service)	disabled	
aciconn (ACI Connection Service)	disabled	
Workload Connector Service	disabled	
ISE Prometheus Service	running	62697
ISE Prometheus Exporter	running	59234
ISE Grafana Service	running	32873
ISE MNT LogAnalytics Elasticsearch	disabled	
ISE Logstash Service	disabled	
ISE Kibana Service	disabled	
ISE Native IPSec Service	running	10210
MFC Profiler	running	46329
ISE Prometheus Alertmanager Service	running	48962
Protocols Engine	running	60381

All main Cisco ISE services need to report as "Running."

Step 6: Validate Node Synchronization in GUI

1. Log into the Cisco ISE graphical user interface (GUI).
2. Navigate to: **Administration > System > Deployment**.

3. Ensure that the node synchronization status is correct and that all nodes in the multi-node deployment are healthy. This confirms that the lock condition has not impacted node communications.

Cause

The root cause of the issue was the presence of a stale database lock file (**ise_db_lock**) in the `/temp/` directory. This

Related Content

- [Install ISE on Azure Cloud](#)