如何糾正UCCE MR安裝過程中的DLL鎖定問題

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簡介

本文檔介紹在安裝UCCE維護版本(MR)或工程特殊(ES)補丁期間解決動態連結庫(DLL)鎖定問題的解 決方案。

問題

由於鎖定的DLL檔案, ICM MR安裝失敗。

如果當前運行任何產品元件,則無法安裝修補程式。 如果檢測到一個或多個運行的元件,則安裝程式必須中止。

有關詳細資訊,請檢視安裝日誌,停止運行的所有產品,然後重新啟動此安裝程式。

這些產品執行檔當前被鎖定:

```
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\icrmsqs.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\gosperf.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
```

解決方案

1. 導航到Windows服務。

2. 停止這些服務:

• 確保所有ICM進程已停止

- Apache Tomcat
- Windows管理檢測
- 效能計數器DLL主機
- 效能日誌和警報
- •任何第三方監控服務。(例如IBM Tivoli等。)

3.確保Windows事件檢視器未開啟。

4. 開啟**工作管理員>使用者**,然後斷開除已登入使用者之外的所有使用者。

如果這些變通方法不起作用,請手動確定需要停止的進程。

1.檢視安裝日誌並確定鎖定的DLL。

2.使用DLL資訊,使用Windows進程管理器工具確定哪個進程使用這些DLL。

可從此處下載Windows Process Explorer - <u>http://technet.microsoft.com/en-au/sysinternals/bb896653.aspx</u>

3.禁用或停止已識別的進程:

- 按一下「Find」,然後導覽至Handle或DLL。
- 輸入鎖定的DLL名稱並搜尋。
- •這顯示使用DLL的過程名稱,如下圖所示。

Process Explorer - Sysinternals: www.sysinternals.com [EPPING\administrator]								
File Options Vi	ew Process Fin	d DLL	Users Help					
) 🗖 🥵 📑 :	x #	i 🐵 📐					
Process		CPU	Private Bytes	Working Set	PID Description	Company Name		~
System Idle Pro	ocess	96.95	0 K	24 K	0			=
svchost.exe		0.20	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		
E snmpdm.exe			2,492 K	4,532 K	2072			
conhost.exe	e		612 K	2,800 K	2236 Console Window Host	Microsoft Corporation		
E UcceSnmpHel	perX86.exe		3,988 K	10,900 K	2092			
can conhost.exe	8		620 K	2,792 K	2264 Console Window Host	Microsoft Corporation	_	
E msnsaagt.exe				-		Y		
conhost.exe		Process Explorer Search						
snmp.exe								
E Inostagt.exe			dle or DLL substrin	a: opcperf		Search Cancel		
ex, conhost.exe								
E sappad exe		Pr	Process PID Type Name					\sim
Name	Description	Uc	ceSnmpHelperX86	.exe 2092 0	DLL C:\icm\bin\opcperf.dll			
gdi32.dl	GDI Client DLL							
imm32.dll	Multi-User Windows							
kemel32.dll	Windows NT BASE							
KemelBase.dll	Windows NT BASE							
locale.nls								
mfc100.dll	MFCDLL Shared Lit							-
mfc100enu.dll	MFC Language Spe							=
msctf.dll	MSCTF Server DLL	<			ш			
msimg32.dll	GDIEXT Client DLL		a ball for a Sharana					
msvcp100.dll	Microsoft® C Huntin 1 matching items.							
nsvcr100.dl Microsoft® C Huntinte Courter and Competence of Competence o								
msvcrt.dll	dl NT I was DU		Microsof	Microsoft Corporation C:\Windows\SysWOW64\msvcrt.dll				
ntal.all	atdildi NT I sver DLL		Microsof	Microsoft Corporation C:\Windows\SystWOW64Vital.dll Microsoft Comparation C:\Windows\SystWOW64Vital.dll		10,11		
appref dl appref DLL		Microsof	Cisco Systems Icc Chicm/bin/concert dll					
odb.dl Windows Performance Data Helpe			Helpe Microsoft	Comporation	C:\Windows\SysWOW64\ad	h dl		$\mathbf{\vee}$
CPULUsage: 3.05%	Commit Charge	29.43%	Processes: 110	Physical Usa	ne: 30.62% Paused			
er o ologe slovin eveninge escara processes no prijskel ologe slovena prodeci								

4.安裝MR