

## File in Use Message When Uninstalling

<b>Problem Summary</b>	While trying to uninstall Unified CVP, a dialog box displays with the message a file is in use and the software cannot be uninstalled.
<b>Error Message</b>	File is in use and the software cannot be uninstalled.
<b>Possible Cause</b>	H.323 Service, and dumplog use the files msgs2.dll, Icrmsgs.dll, cat2.dll, and Iccat.dll. Sometimes the filter files appl2.flt, custvis2.flt, object2.flt, and primpos2.flt. If you try to uninstall while one of the other processes is using these files, the Uninstall procedure is not able to remove them.
<b>Recommended Action</b>	<p>Before running Uninstall, verify that:</p> <ul style="list-style-type: none"> <li>• All Unified CVP services are stopped.</li> <li>• The Unified ICME Service Control Panel is closed.</li> <li>• The dumplog utility is not running.</li> <li>• All file accessing programs (such as Microsoft Word or Windows Explorer) are closed.</li> </ul>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.