

## 6.0 Fixpack Installers do not check if SMDR/ACD Inspectors are running

### PROBLEM

During an upgrade to a 6.0 system, the Fixpack Installer performs a check to ensure that affected applications such as Contact Center Client, or YourSite Explorer are closed. The installer does not yet check for the SMDR and ACD Inspectors. As a result if one of them is open the Installer will encounter an error and be unable to complete, as some files it needs to replace are currently in use.

### RESOLUTION

This issue is easily worked around simply by verifying that all prairieFyre software, including the Inspectors are closed before running the Fixpack.

We are aiming to resolve this issue in our upcoming Atlantic release.

Internal reference number (TFS) 96317

### APPLIES TO

CCM 6.0

**Keywords:** fixpack installer inspector inspectors running copying application files

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<http://micc.mitel.com/kb/KnowledgebaseArticle51780.aspx>

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