Prompt: "The following applications should be closed before continuing the installation"

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server version 6.2 and later

SYMPTOM

With EFT Server installed on Windows 2008, while upgrading the Auditing and Reporting (ARM), the following prompt appears:

```
The following applications should be closed before continuing the
installation:

SQL Server (GLOBALSCAPE)(Process Id: 784)
[Retry] [Ignore] [Cancel]
```

Which option should I choose?

RESOLUTION

Choose **Ignore** to continue the installation.

MORE INFORMATION

This issue is caused by [Microsoft's "enhanced file detection feature" known as "Restart Manager."](#)

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10584/Prompt-The-following-applica...