

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...>