



# **Reinstalling or upgrading the 7-Mode Transition Tool fails on Windows system**

## **ONTAP 7-Mode Transition**

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# Reinstalling or upgrading the 7-Mode Transition Tool fails on Windows system

This section provides information about the error when you reinstall or upgrade the 7-Mode Transition Tool on Windows system. It also provides the reason for the error and the steps to resolve the error.

- **Message**

Another instance of NetApp 7-Mode Transition Tool setup or uninstall is running. Only one instance can run at a time.

- **Cause**

Some of the files in the 7-Mode Transition Tool installation folder are open.

- **Corrective action**

- a. Close all of the 7-Mode Transition Tool installation files.
- b. Open the registry entry for 7-Mode Transition Tool:
  - i. Check the **INSTALLATION\_STATUS** field.
  - ii. If the value is **INSTALLER\_IS\_RUNNING**, change it to **INSTALLED**.
- c. Retry reinstalling or upgrading the tool.

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