

# 1901463 - How to unlock the SAP system to perform correction(s) during an upgrade.

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|-----------------------|---|------------------------|----------------------------|
| <b>Version</b>        | 6                                       | <b>Type</b>            | SAP Knowledge Base Article |
| <b>Language</b>       | English                                 | <b>Master Language</b> | English                    |
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| <b>Component</b>      | BC-UPG-TLS-TLA (Upgrade tools for ABAP) | <b>Released On</b>     | 29.06.2021                 |

Please find the original document at <https://launchpad.support.sap.com/#/notes/1901463>

## Symptom

- How to unlock the SAP system to perform correction(s) during an upgrade.  
**NOTE:** This KBA does not contain what the correction(s) are but just shows the steps on how to unlock the SAP system during an upgrade.
- You get the message "Upgrade in progress: no login is possible" when trying to logon  
**NOTE:** This KBA is in reference to upgrades performed with the Software Update Manager (SUM) tool.
- You are trying to implement a Note in the system during the upgrade and get the message: "Changes in ACM are locked (decision taken by rule A)"

## Resolution

The steps documented here is a replica of the steps found on the Software Update Manager (SUM) guide. The steps can be found in the Appendix under "Evaluating the ELG Log Files".

The SUM guides are located in the Service Marketplace:

- <https://support.sap.com/sltoolset>
- System Maintenance
- Software Update Manager (SUM) 1.0 SP xx
- Guides for SUM 1.0 SP xx

**IMPORTANT:** Please use to the steps located in the SUM guide for your specific upgrade.

Below is just an example of the steps for quick reference:

1. To unlock the SAP system, enter the following commands. The system may be either the original SAP system or the shadow system, depending on which one the error occurred.
  - Original SAP system  
cd /<update directory>/abap/bin  
.SAPup unlocksys
  - Shadow system  
cd /<update directory>/abap/bin  
SAPup unlockshd
2. Log on to the SAP system or shadow system and correct the error.
3. To lock the original SAP system or shadow system again, enter the following commands:
  - Original SAP system  
cd /<update directory>/abap/bin  
.SAPup locksys
  - Shadow system  
cd /<update directory>/abap/bin  
SAPup lockshd

## Keywords

SNOTE, UNLOCK, SUM, Upgrade in progress: no login is possible, Changes in ACM are locked (decision taken by rule A)

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