LS Application Server service fails to start

Symptom

The LS Application Server service fails to start, either on boot or on demand.

In the Windows Event Viewer, Application log, you may find the following entry corresponding to the date and time the service failed to start:

The LS Application Server service failed to start due to the following error: The service did not respond to the start or control request in a timely fashion.

Resolution

To resolve the issue, follow the steps below.

Important: Modifying the registry could cause irreversible damage to your Windows operating system; be sure to back up the registry before making any changes. Follow the instructions located at: **http://support.microsoft.com**

1) Configure the system such that the LS Application Server and the LS License Server services are installed on the same computer.

2) Start the Registry Editor:
- Click the Start button, and then select **Run**.
- Type **regedit** in the dialog, and then click [OK].

3) Navigate to the following location in Registry Editor:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control

4) Right-click on the **ServicesPipeTimeout** value, then select **Modify**.

5) Select the **Decimal** radio button, increase the **Value Data** field to a larger value, then click [OK].

6) Reboot the computer to allow the new value to take effect.

Applies To

OnGuard (All versions)
Browser-based applications

Additional Information

The **ServicesPipeTimeout** value represents the time, in milliseconds, before a service times out waiting to start.