

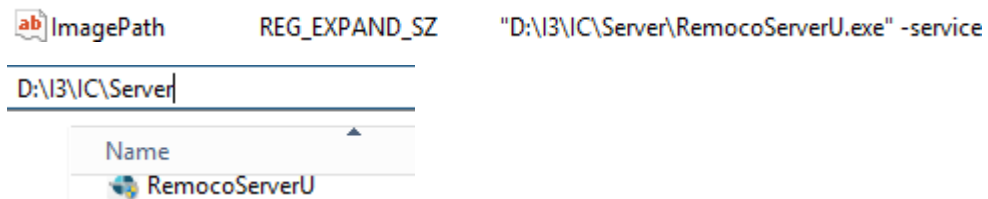
Server won't start – initial troubleshooting steps

The goal of this article is to provide a basic set of troubleshooting steps to follow in the event a server does not start. This article focuses on a Backup Server that does not start, but many of the steps also translate to a Primary Server that fails to start.

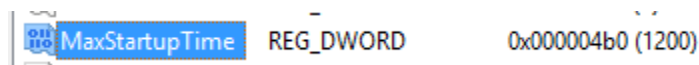
What to check when Interaction Center Service does not start?

There are several possible items that can prevent the IC service from starting. Use these steps to determine what is preventing the service from starting:

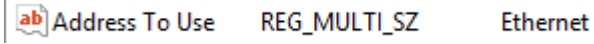
1. Review the error message that pops when the service fails, and check the Windows Application Event log to verify that Interaction Center has produced tracing.
 - a. The error message pop may indicate that it is unable to locate or start an executable.
 - b. If no tracing has been produced, Remoco Server is likely not starting.
 - c. Check the Log directory to see if Remoco is producing a log file.
 - i. If Remoco created a log file, review it to determine the cause of the failure.
 - ii. Open the registry to the following key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Interaction Center
 - iii. Find the ImagePath Key and verify the path that it provides contains the exe shown here:

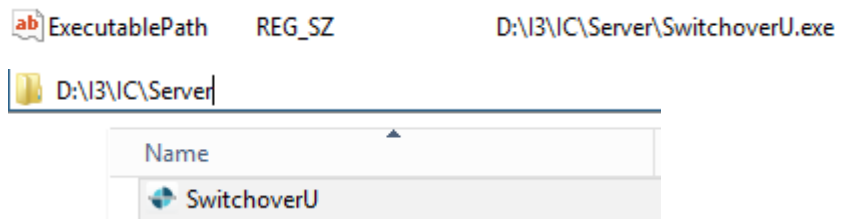


2. Identify the first subsystem to fail, along with any failure reason given within the App log.
 - a. Likely reasons for Critical subsystems failing to start include:
 - i. Exceeding MaxStartupTime
 1. If a subsystem startup time is exceeding its configured value, it is safe to double the default value.
 2. To change the startup time, open the registry to the following location:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Interaction Center\ProcessTree
 - a. Find which Level the subsystem that has timed out resides in, and change the value in Decimal form to this key:



- ii. Subsystem configuration causes a failure to start.
 1. To determine if the subsystem exited due to any configuration problems, review the log.

- a. Examples of issues found within the Switchover Subsystem:
 - i. Customer Site is different from the Primary Server
 - ii. NIC names do not match between the servers
- b. Example of an issue found within the TS Server Subsystem
 - i. Address assigned to a Line is not a NIC on the server
 1. This prevents a Backup Server from starting. Correct the configuration at the registry key:
 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Interactive Intelligence\EIC\Directory Services\Root\CustomerSite\Production\SERVERA NAME\Lines
 2. 
 - iii. Subsystem is failing to start but is not generating a log.
 1. Verify if the Windows Application log indicates any reason for the failure.
 2. Verify that the Executable exists and that its name is the same as the ExecutablePath given in for the Subsystem in question under its level in the Process Tree.
 - a. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Interaction Center\ProcessTree




What to do when a critical subsystem does not start and the previous steps do not help?

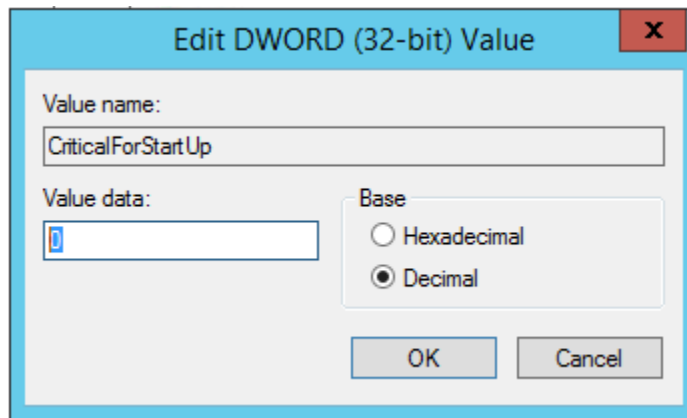
If a Critical subsystem does not start, and if the previous steps do not help resolve the problem, sometimes you can change the failing subsystem into a non-critical subsystem. Such a change might allow the service to start and support further troubleshooting. If this change allows the subsystem to start successfully, it could be an indication of a performance or resource consumption issue.


To change a critical subsystem to a non-critical subsystem, perform these actions:

- Open the registry key:
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Interaction Center\ProcessTree
- Find the Critical subsystem that is failing to start. For example, TS Server in this case.
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Interaction Center\ProcessTree\Level7\TsServer
- Locate the Registry Key CriticalForStartUp

-  CriticalForStartUp REG_DWORD 0x00000001 (1)

- Change the Decimal value from a 1 to a 0



-  CriticalForStartUp REG_DWORD 0x00000000 (0)

- Once the service has started, try to start the subsystem from the IC System Manager to continue troubleshooting the issue.
 - If the subsystem is still unable to start, contact the Support Team that supports the subsystem for further assistance.

IMPORTANT! Be sure to return to its original state any subsystem you changed that was originally marked CriticalForStartUp. Failure to do so may cause the server to start in a bad state due to a critical subsystem failing to start after a restart.