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# VIPRE SECURITY

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Error 1053: "The service did not respond in a timely fashion" when attempting to start, stop or pause a service

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## PROBLEM

When attempting to start, stop or pause a service, one of the following error messages is encountered:

*"Error 1053: The service did not respond to the start or control request in a timely fashion."*

*"Error 7000: The <ServiceName> failed to start due to the following error: The service did not respond to the start or control request in a timely fashion."*

*"Error 7009: Timeout (30000 milliseconds) waiting for the <ServiceName> service to connect."*

## ENVIRONMENT

- VIPRE Business
- VIPRE Business Premium
- VIPRE Endpoint Security
- VIPRE Email Security
- All Supported Environments

## SOLUTION

When a service starts, the service communicates to the Service Control Manager how long the service must have to start (the time-out period for the service). If the Service Control Manager does not receive a "service started" notice from the service within this time-out period, the Service Control Manager terminates the process that hosts the service. This time-out period is typically less than 30 seconds. If you do not adjust this time-out period, the Service Control Manager ends the process. To adjust this time-out period, follow these steps:

**IMPORTANT:** Incorrect use of the Microsoft Windows Registry Editor may cause serious problems with your computer, up to and including general operating system corruption and inability to boot. Registry editing should only be performed by those who are sufficiently experienced in the use of the registry editor application.

1. Go to **Start > Run >** and type **regedit**
2. Navigate to: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control
3. With the control folder selected, right click in the pane on the right and select new DWORD Value
4. Name the new DWORD: ServicesPipeTimeout
5. Right-click **ServicesPipeTimeout**, and then click **Modify**
6. Click **Decimal**, type '180000', and then click **OK**
7. Restart the computer

## CAUSE

The Microsoft Windows Service Control Manager controls the state (i.e., started, stopped, paused, etc.) of all installed Windows services. By default, the Service Control Manager will wait 30,000 milliseconds (30 seconds) for a service to respond. However, certain configurations, technical restrictions, or performance issues may result in the service taking longer than 30 seconds to start and report ready to the Service Control Manager.

By editing or creating the ServicesPipeTimeout DWORD value, the Service Control Manager timeout period can be overridden, thereby giving the service more time to start up and report ready to the Service.



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## Related Articles

[Error 1053: 'The service did not respond in a timely fashion' when attempting to start, stop or pause a service](#)

[Error: 'This application has failed to start because sfc\\_os.dll was not found' when attempting to open VIPRE](#)

[MSI Error 1920: 'Service Vipre Business Site Service failed to start' during installation/upgrade of the VIPRE Business Console](#)

[Error 1067: 'Process unexpectedly Terminated' when starting VIPRE service](#)

[Windows Error Codes](#)

[Permission Error\(s\) received when attempting to apply Impersonation Role](#)

[MSI Error 1719: 'Windows Installer service could not be accessed' during installation](#)

[MSI Error 1719: 'The Windows Installer Service could not be accessed' during installation](#)

[Error 1053: 'Your scan has failed' when Auto Patch fails due to an unregistered msjro.dll](#)

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