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Host service won't start

Overview

In order for [Host](#) to work correctly, the Host service must be running on the Host computer.

Name	Description	Status	Startup Type	Log On As
 Remote Desktop Services UserM...	Allows the redirection of Printers/Drives/Ports f...		Manual	Local System
 Remote Procedure Call (RPC)	The RPCSS service is the Service Control Manag...	Running	Automatic	Network Service
 Remote Procedure Call (RPC) Lo...	In Windows 2003 and earlier versions of Windo...		Manual	Network Service
 Remote Registry	Enables remote users to modify registry settings...		Disabled	Local Service
 Remote Utilities - Host	Allows Remote Utilities users to connect to this ...	Running	Automatic	Local System
 Retail Demo Service	The Retail Demo service controls device activity...		Manual	Local System
 Routing and Remote Access	Offers routing services to businesses in local are...		Disabled	Local System
 RPC Endpoint Mapper	Resolves RPC interfaces identifiers to transport ...	Running	Automatic	Network Service
 Secondary Logon	Enables starting processes under alternate crede...	Running	Manual	Local System
 Secure Socket Tunneling Protoc...	Provides support for the Secure Socket Tunneli...		Manual	Local Service

The Host service starts automatically when you install or update the Host. The Host service automatically starts with Windows unless you change this behavior in the Host [Startup mode](#) settings.

Symptoms

- Restart the Host computer.
- (Windows 8 and 10) Go to **Windows Control Panel→Hardware and Sound→Power Options**, click **Choose what the power buttons do** and deselect **Turn on fast startup**:



- Make sure that your antivirus software doesn't block Remote Utilities operation. It is recommended that you [add the Host to your antivirus exceptions list](#).
 - [Completely uninstall](#) and re-install the Host.
 - Make sure that the ports used by Host are not used by other software on the Host computer. See [Ports used by Remote Utilities](#) for more information.
-

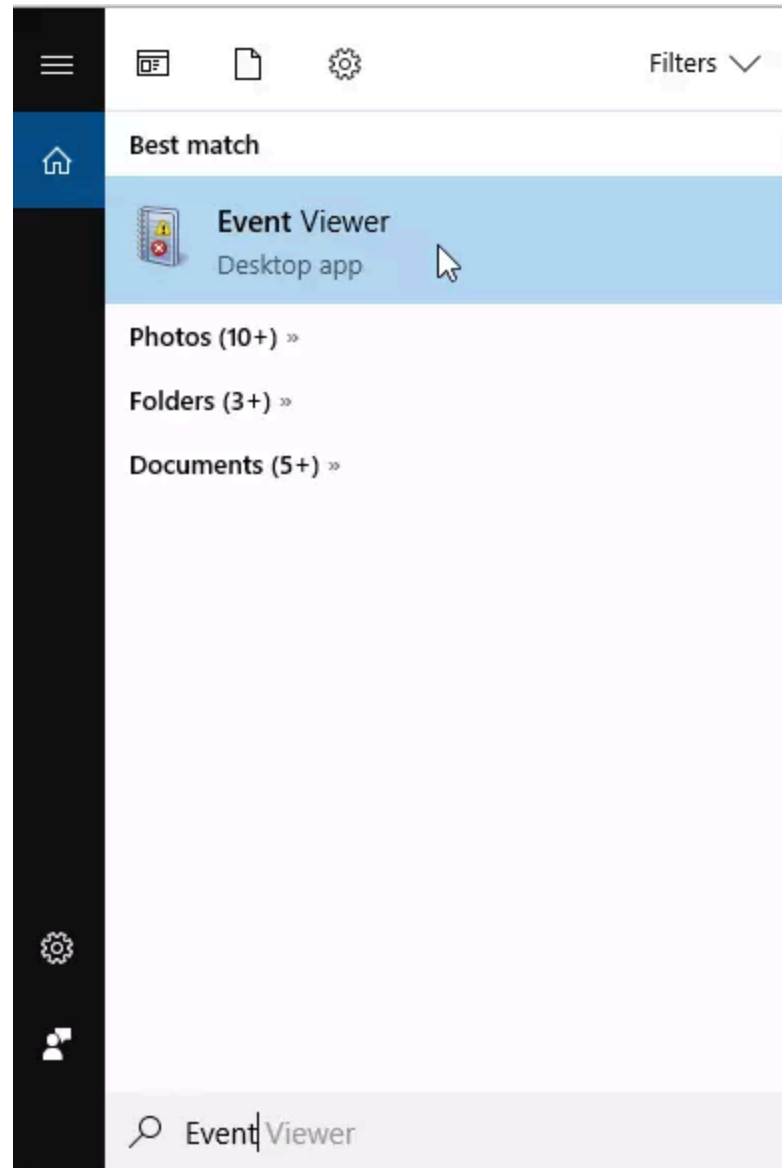
Other troubleshooting

If nothing of the above helps, please send us an email to support@remoteutilities.com and provide the following data to help us further diagnose the issue:

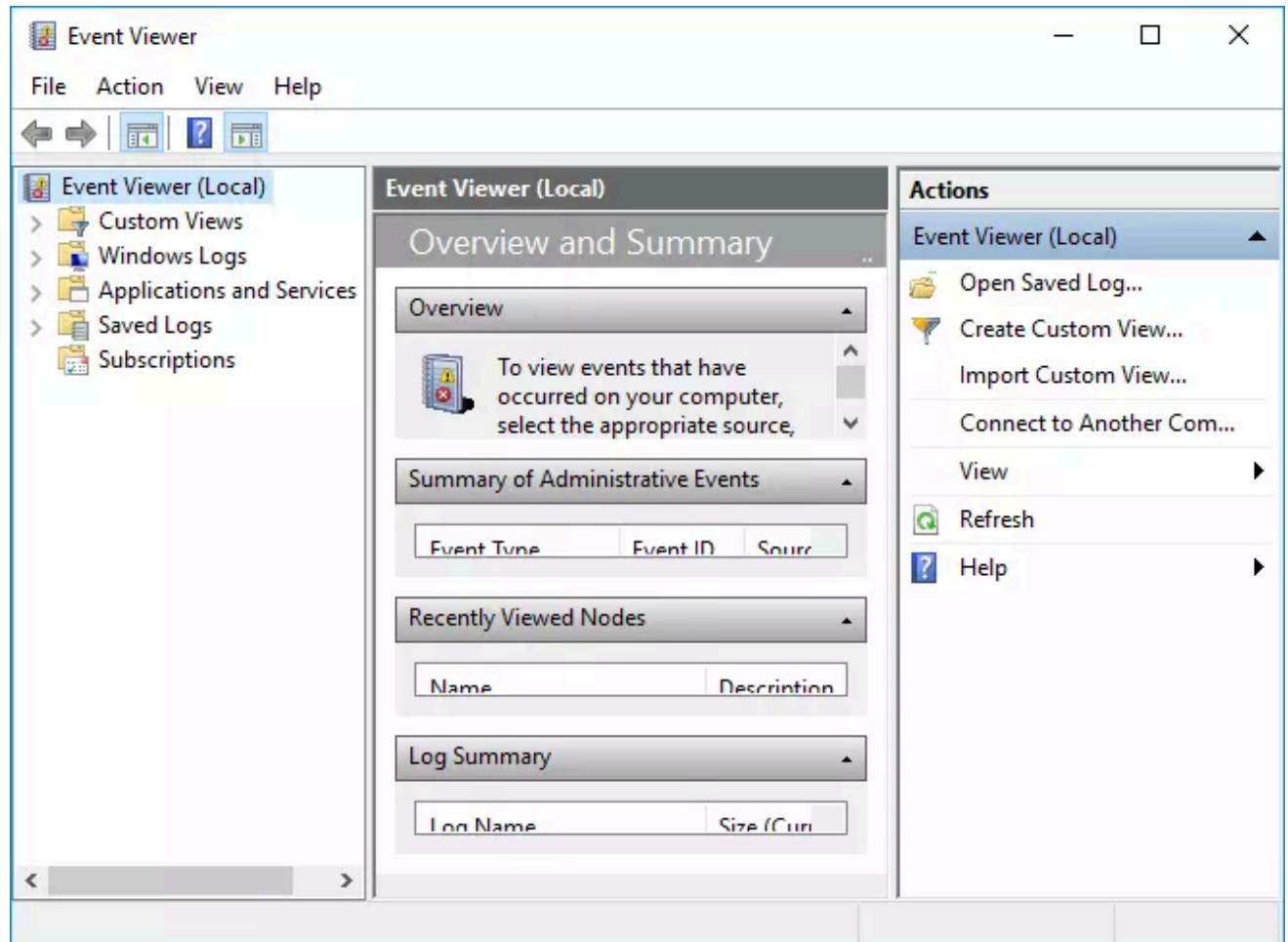
- Windows System Events Log
- Host settings registry key
- Host log file/files

How to export Windows System Events log (Windows 10)

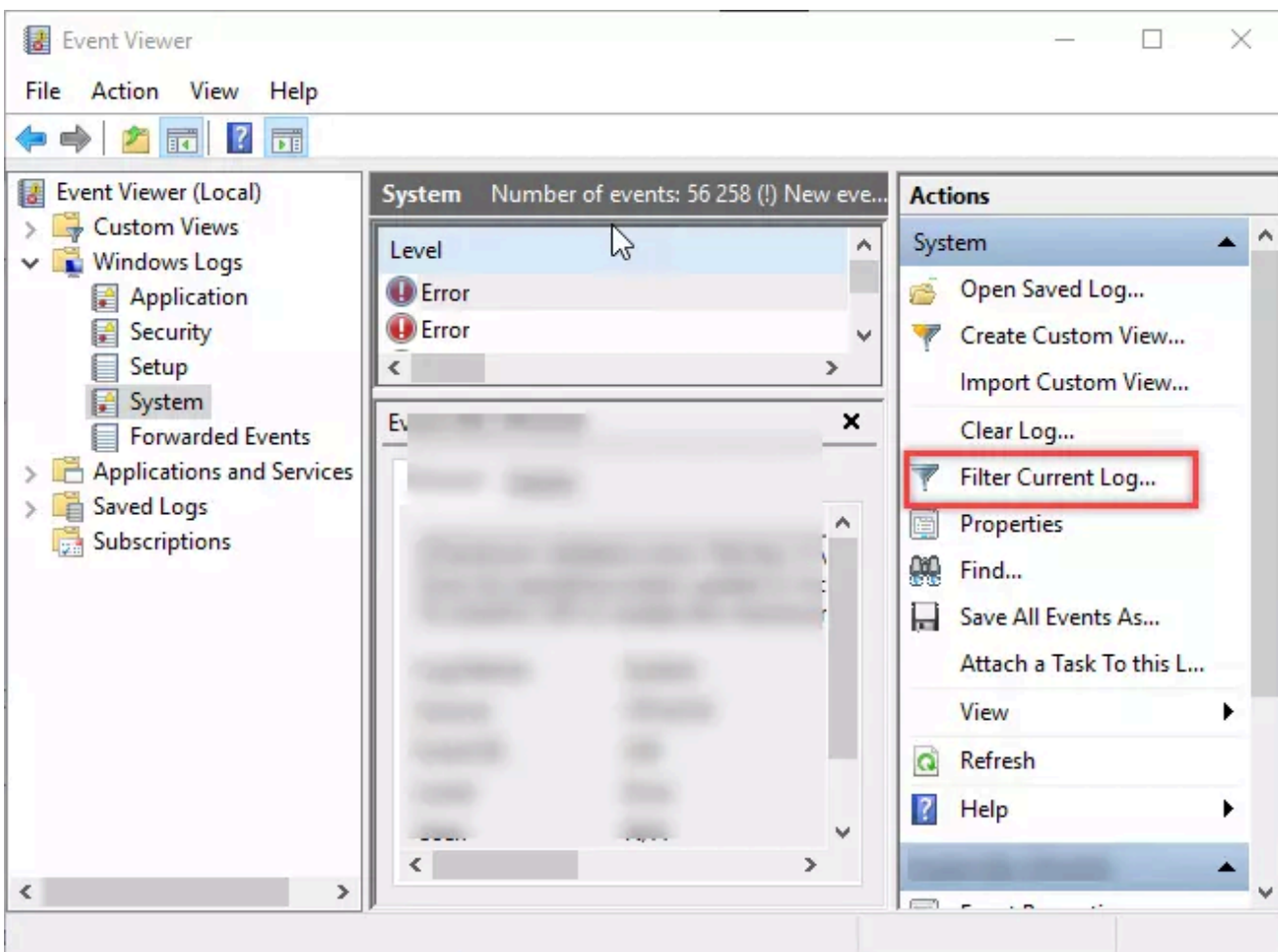
1. Click **Search Windows** button on the taskbar and start typing "Event...". Click **Event Viewer** in the search results:



2. Event Viewer window will open:



3. In the left panel, navigate to **Windows Logs**→**System** and click **Filter current log**:



4. In the "Filter current log" window, used the **Logged** dropdown list to select the time period for which you want to save the log. Make sure the selected period is long enough to include the day when you actually had an issue with the Host service. Click **Ok**:

Filter Current Log

Filter XML

Logged: Last 7 days

Event level: ☐ Critical ☐ Warning ☐ Verbose
☐ Error ☐ Information

☒ By log Event logs: System

☐ By source Event sources:

Includes/Excludes Event IDs: Enter ID numbers and/or ID ranges separated by commas. To exclude criteria, type a minus sign first. For example 1,3,5-99,-76

<All Event IDs>

Task category:

Keywords:

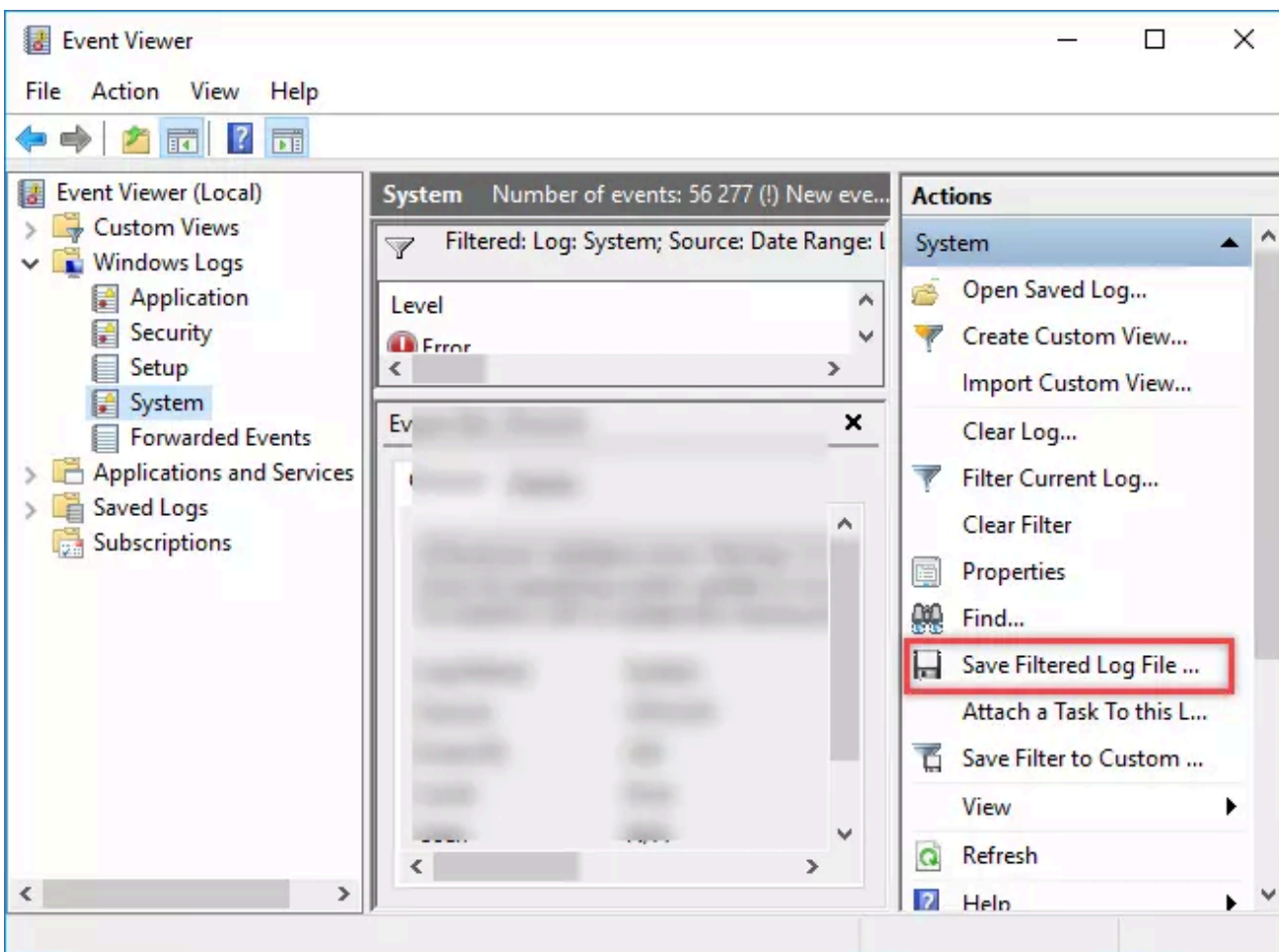
User: <All Users>

Computer(s): <All Computers>

Clear

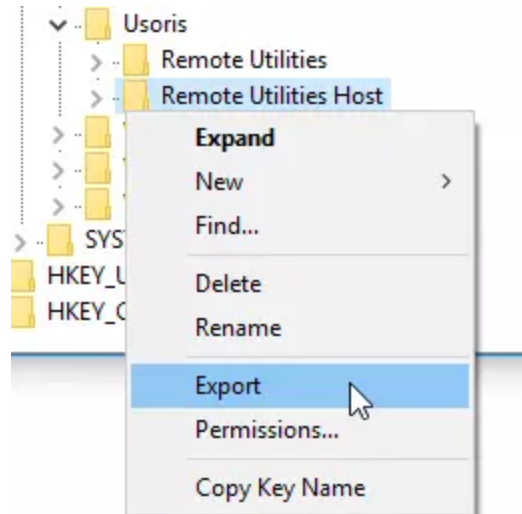
OK Cancel

5. Click **Save Filtered Log File**, select the destination folder and save the log as `.evtx` file:



How to export Host registry key

1. Type "regedit" in the Windows **Run** dialog (or use Windows Search), and open Windows Registry Editor.
2. Navigate to the key `HKEY_LOCAL_MACHINE\SOFTWARE\Usoris\Remote Utilities Host`.
3. Right click on the key and select Export:



4. Save the `.reg` file on your local disk.

How to get Host logs

Open the folder `C:\Program Files (x86)\Remote Utilities - Host\Logs`, compress the html files in the folder and send us the compressed file along with the Windows Events Log (`.evtx`) and Host registry key (`.reg`) files.

Tags:  [Features](#), [Installation](#), [Upgrade](#)

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Yes

No



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