ServicesPipe Timeout when restarting or pausing service

SERVOSITY™

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.'

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.

ENVIRONMENT

- Microsoft Server 2003 32/64 bit
- Microsoft Server 2008 32/64 bit
- Microsoft Server 2008 R2
- Windows XP 32/64 bit
- Windows Vista 32/64 bit
- Windows 7 32/64 bit

SOLUTION

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