

Calltrak service fails to start

Error message

After installing the Calltrak service successfully and then trying to start the service through Administrative Tools > Services, the Calltrak service does not start properly. The service is in a *starting* state.

Operating Systems

Windows Server 2008

Solution

This is caused by permissions settings. The service can not access the files it requires and therefore hangs while trying.

Make sure all Calltrak folders and files are accessible by the Calltrak services.

The following are used by the Calltrak collector and coster services.

C:\Program Files\TSC\CALLTRAK\rawdata00 (for site 00)

C:\Program Files\TSC\CALLTRAK\rawdata01 (for site 01)

Etc

Etc

Right click on the folders and files and grant full control to all the files in these folders.

After access has been granted, retry starting the Calltrak service.

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