

Can't restart or stop Prinergy Evo due to log on failure

Symptoms

Error message 1069: Starting Service Prinergy Network: The service did not start due to a log on failure, appeared when you tried to stop, start, or restart Prinergy Evo Administrator.

Cause

There are two possible causes:

- You may not have logged onto the Prinergy Evo server computer with the correct Prinergy Evo Server Administrator user name and password.
- You changed the Prinergy Evo Windows Services logon password and have not yet updated the Prinergy Evo server computer logon password.

Solution

- Check that you logged onto the Prinergy Evo server computer with the correct user name and password.
 - Update the Prinergy Evo server computer logon password.
1. Log on as an administrator.
 2. From the Windows **Start** menu, select **Settings > Control Panel > Administrative Tools > Services**.
 3. In the Services dialog box, in the right panel, double-click **Prinergy Evo Network**.
 4. In the Properties dialog box, in the **Log On** tab, **Password** box, type a new password.
 5. In the **Confirm Password** box, confirm the password.
 6. Click **OK**.

For more information see the *Prinergy Evo System Administration Guide*.