Summary

This article provides information about removing and adding the "MachPanel HelpDesk Service" to run from updated path.

Old Path: "C:\Program Files\MachSol\MachPanel Control Server\Apps\HelpDeskService\MachSol.MachPanel.HelpDesk-Svc.exe"

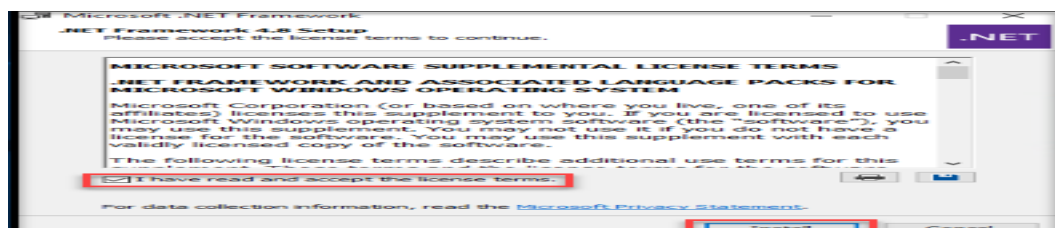New Path: "C:\Program Files\MachSol\MachPanel Control Server\Bin\MachSol.MachPanel.HelpDesk-Svc.exe"
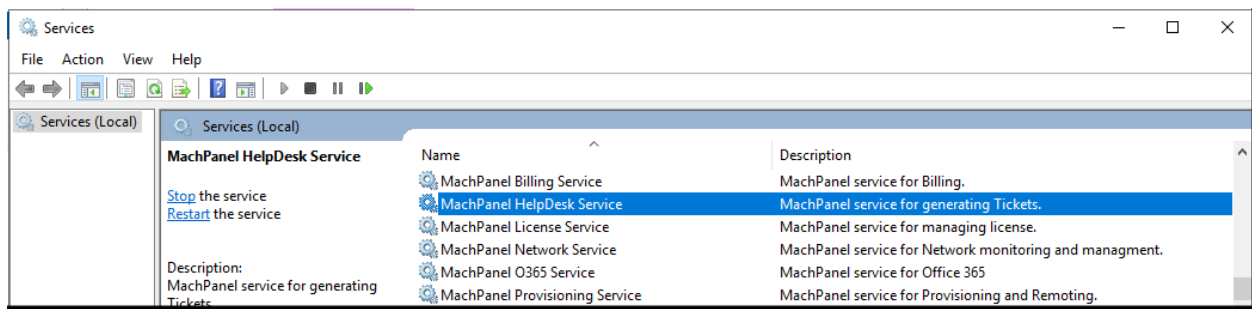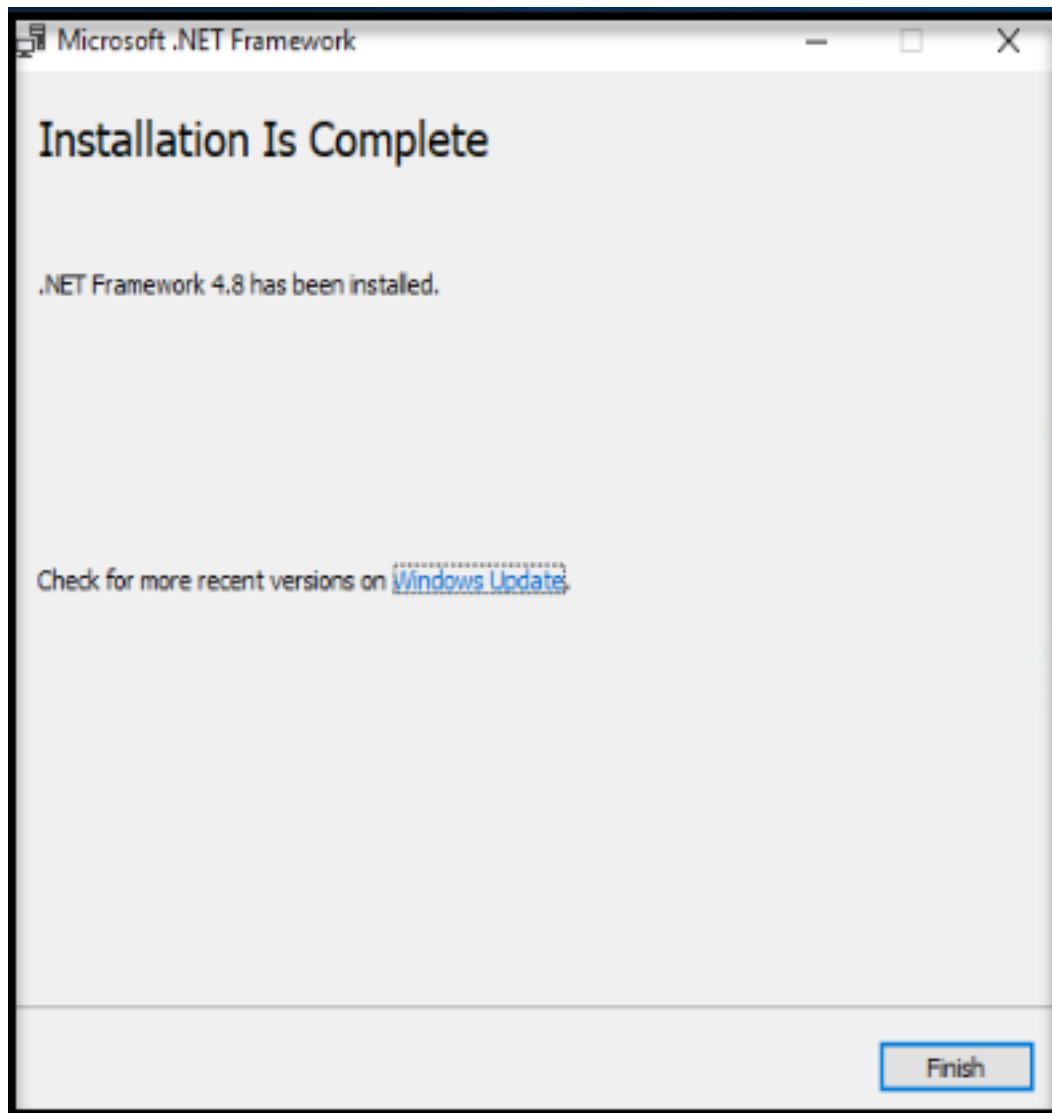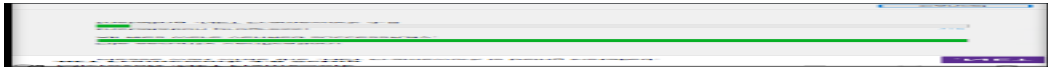

Applies To

MachPanel v8 & above.

Pre-Requisites

- Need to install **Microsoft .Net Framework 4.8**on ControlServer**(applies to MachPanel version 8.0.32 or later)**
  - o Once downloaded you can run the installer to install .Net framework 4.8 following below steps:

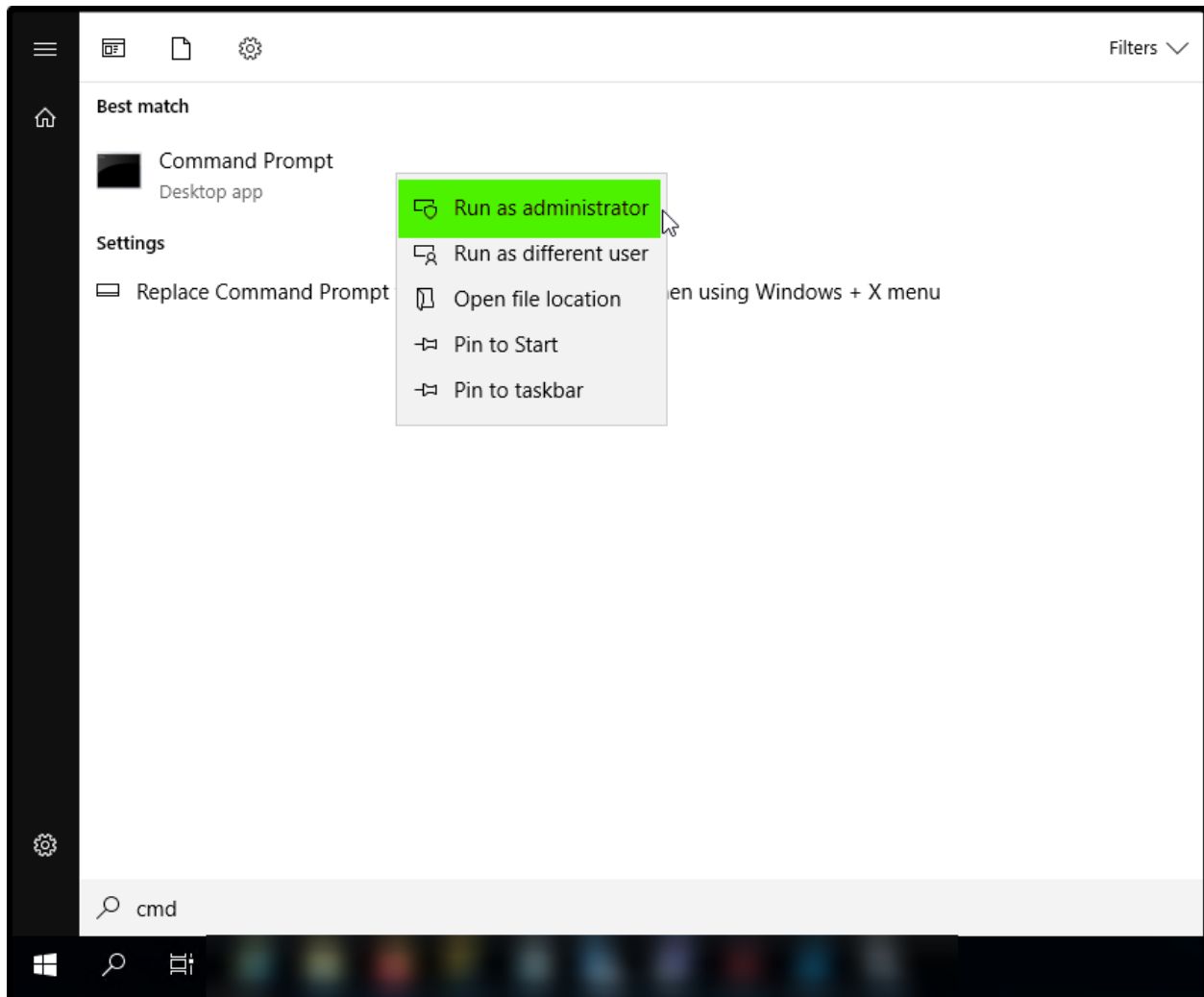# Remove MachPanel HelpDesk Service and Add it with updated source path

o   After the installation of .Net Framework 4.8 your server will require a restart. You can click on 'Restart Now' button.

o
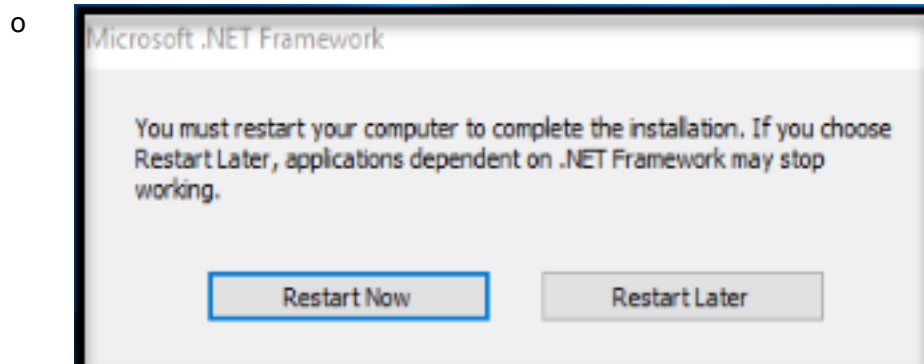
Remove MachPanel HelpDesk Service and Add it with updated source path

Procedure

- **Open the Command Prompt with "Run as administrator" option:**

- **Remove Existing "MachPanel HelpDesk Service" using commands below:**

Stop the service:

```
SC STOP MachPanel_HelpDesk_Svc
```

Remove MachPanel HelpDesk Service and Add it with updated source path

Wait for few seconds for the service to stop, then delete service using command below:

```
SC DELETE MachPanel_HelpDesk_Svc
```

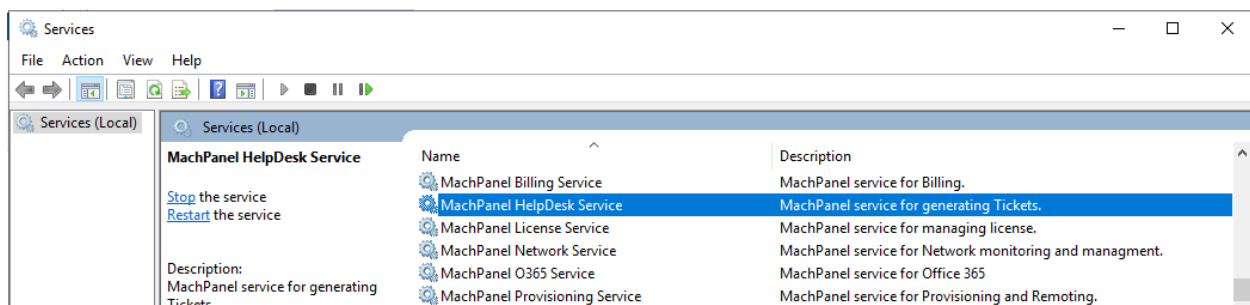- **Add "MachPanel HelpDesk Service" again using commands below:**

Add the service again using commands below:

```
SC CREATE MachPanel_HelpDesk_Svc binPath= "C:\Program Files\MachSol\MachPanel
Control Server\Bin\MachSol.MachPanel.HelpDesk-Svc.exe" DisplayName=
"MachPanel HelpDesk Service" start= auto
```

```
SC Description MachPanel_HelpDesk_Svc "MachPanel service for generating Tickets."
```

```
SC START MachPanel_HelpDesk_Svc
```

- **Verify that the service is added and running under Services.**

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/55775/Remove-MachPanel-HelpDesk-Servic...