#### Summary

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

OldPath:"C:\ProgramFiles\MachSol\MachPanelControlServer\Apps\HelpDeskService\MachSol.MachPanel.HelpDesk-Svc.exe"

NewPath:"C:\ProgramFiles\MachSol\MachPanelControlServer\Bin\MachSol.MachPanel.HelpDesk-Svc.exe"



# **Applies To**

MachPanel v8 & above.

## **Pre-Requisites**

- Need to install <u>Microsoft .Net Framework 4.8</u>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:

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



### Procedure

• Open the Command Prompt with "Run as administrator" option:



• Remove Existing "MachPanel HelpDesk Service" using commands below:

Stop the service:

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.

| Services              |  |                                  | - 0   | × |  |  |
|-----------------------|--|----------------------------------|---|---|--|--|
| File Action View Help |  |                                  |   |   |  |  |
|                       |  |                                  |   |   |  |  |
| Services (Local)      | Services (Local)   |                                  |   |   |  |  |
|                       | MachPanel HelpDesk Service   | Name                             | Description   | ^ |  |  |
|                       | Stop the service<br>Restart the service<br>Description:<br>MachPanel service for generating<br>Ticketc | 🖏 MachPanel Billing Service      | MachPanel service for Billing.                          |   |  |  |
|                       |  | 🎇 MachPanel HelpDesk Service     | MachPanel service for generating Tickets.               |   |  |  |
|                       |  | 🎑 MachPanel License Service      | MachPanel service for managing license.                 |   |  |  |
|                       |  | 🎑 MachPanel Network Service      | MachPanel service for Network monitoring and managment. |   |  |  |
|                       |  | 🎑 MachPanel O365 Service         | MachPanel service for Office 365                        |   |  |  |
|                       |  | 🍓 MachPanel Provisioning Service | MachPanel service for Provisioning and Remoting.        |   |  |  |

MachPanel Knowledgebase

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