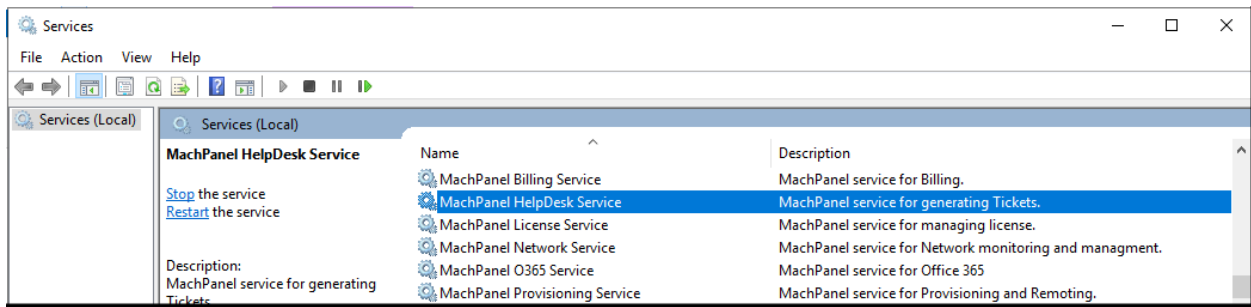# Remove MachPanel HelpDesk Service and Add it with updated source path

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\Bin\MachSol.MachPanel.HelpDesk-Svc.exe"

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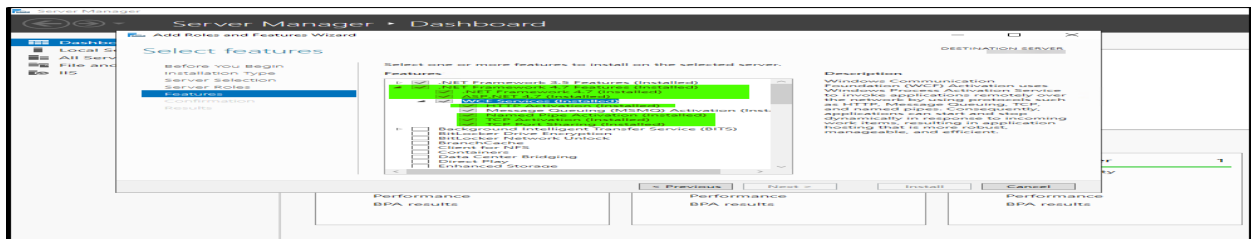

Applies To

MachPanel v7.2.30 & above.

Pre-Requisites

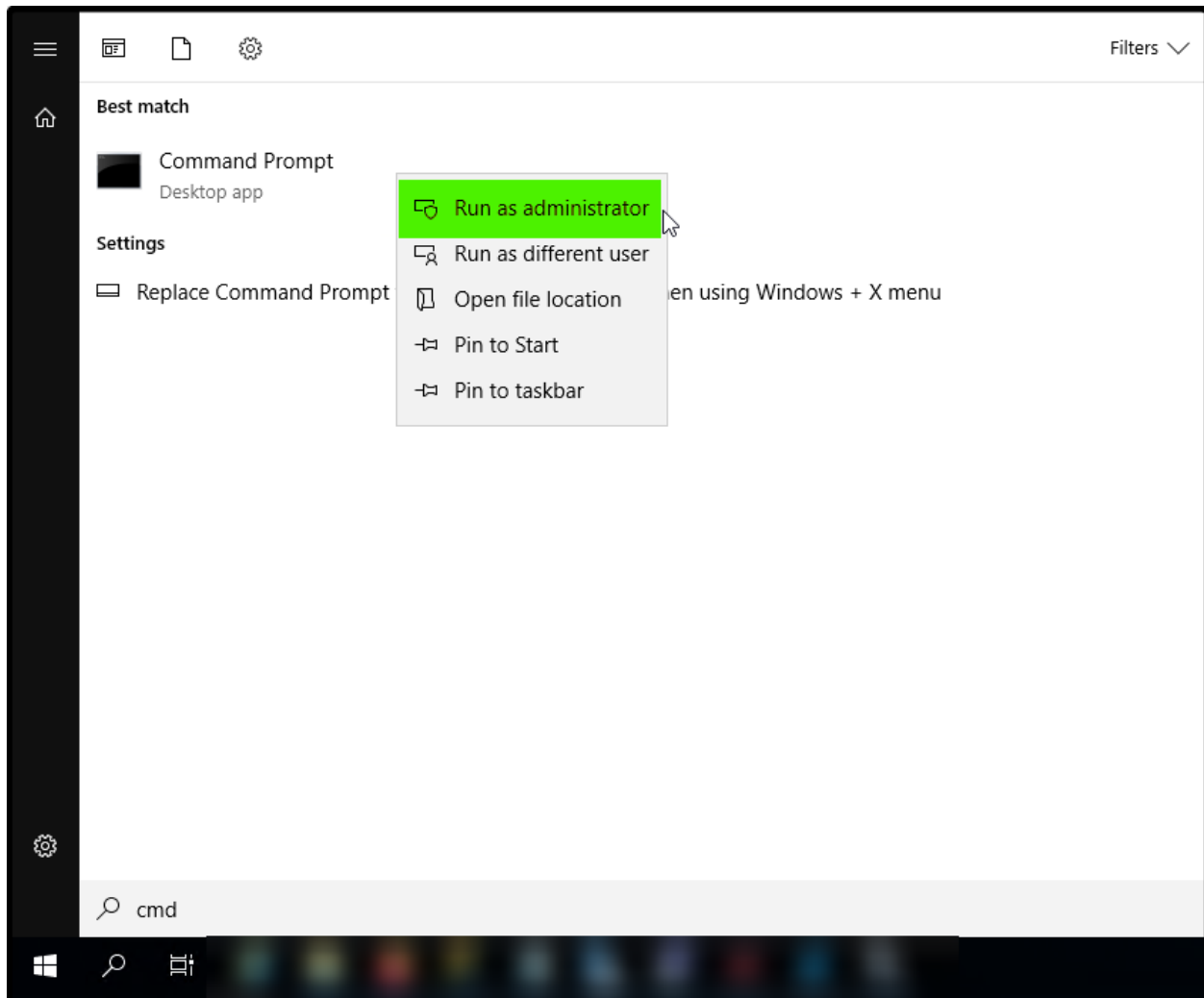New service requires Microsoft .Net Framework 4.6.1 or higher.

You can install Microsoft .Net Framework 4.7 using Server Manager >> Add Roles and Features.

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
```

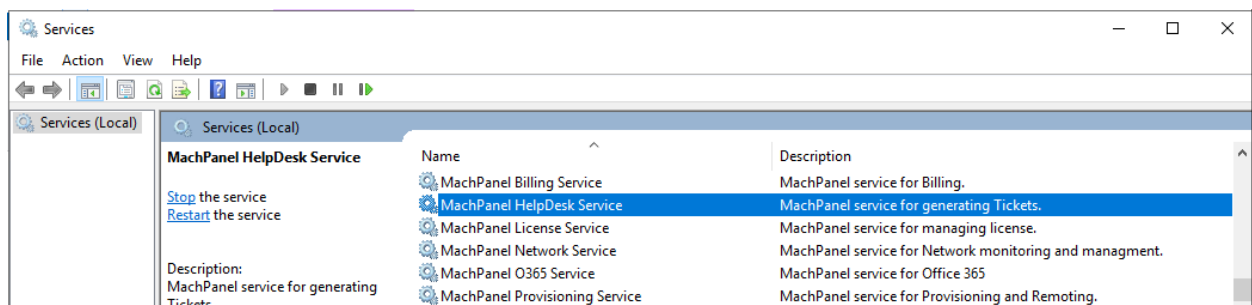- **Add "MachPanel HelpDesk Service" again using commands below:**

Add the service again using commands below:

```
SC CREATE MachPanel_HelpDesk_Svc binPath= "C:\Program Files\MachSol\MachPanel
Control Server\Apps\HelpDeskService\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...