

Troubleshooting

ActiveImage Protector service does not start

Summary

ActiveImage Protector service does not start when Windows starts up in the environment where Microsoft Security Essentials is installed.

When this symptom occurs, the following Windows system event is recorded.

Event ID 7000

Level: error

Description

ActiveImage Protector service did not start due to the following error.

The service did not respond to start request or control request within the specified time limit.

Workarounds

Exclude AipService.exe in Microsoft Security Essentials.

- 1) Start Microsoft Security Essentials.
- 2) Open [Settings] tab.
- 3) Open [Excluded Process] tab.
- 4) Click on [Browse] button and add AipService.exe in the location to install ActiveImage Protector.

Unique solution ID: #1033

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