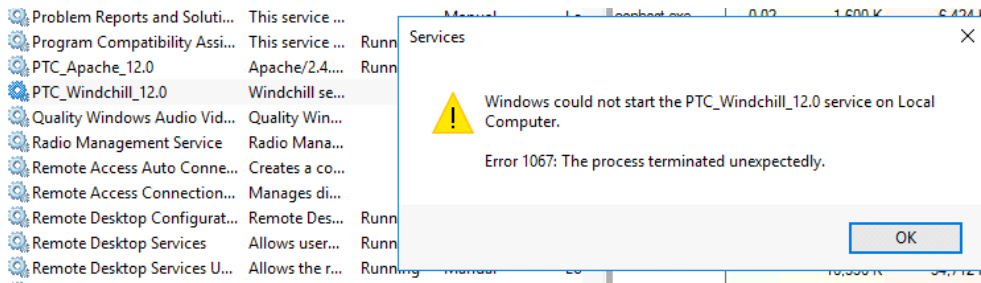


# Whatif - Le Service Windows de Windchill ne démarre pas sur slave 1 de la préprod. Error 1067

Friday, October 29, 2021 8:35 AM



Windows could not start the PTC\_Windchill\_12 On Local Computer  
Error 1067: the process terminated unexpectedly.

Erreur similaire: [Whatif - ADMIN - Apache ne redémarre pas. Windows could not start PTC\\_Windchill\\_Apache on Local Computer.](#)

## Piste:

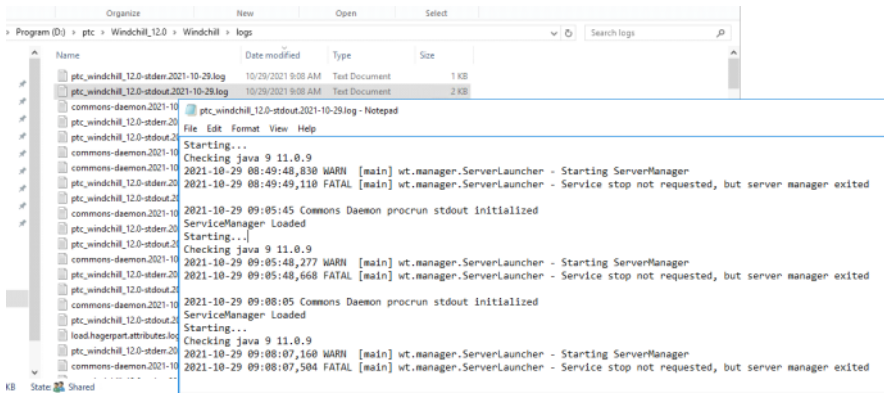
j'ai supprimé le service:  
Windchill shell  
sc delete PTC\_Windchill\_12

j'ai redémarré la machine

j'ai recréé le service:

```
ant -buildfile D:\ptc\Windchill_12.0\Windchill\opt\ntservice\WindchillService.xml install -DserviceName=PTC_Windchill_12.0
```

Ca ne marche pas mieux.



```
2021-10-29 09:08:05 Commons Daemon procrun stdout initialized  
ServiceManager Loaded  
Starting...  
Checking java 9 11.0.9  
2021-10-29 09:08:07,160 WARN [main] wt.manager.ServerLauncher - Starting ServerManager  
2021-10-29 09:08:07,504 FATAL [main] wt.manager.ServerLauncher - Service stop not requested, but server manager exited
```

<https://www.ptc.com/en/support/article/CS338496>

**Cause:** local system au lieu de svc\_plm



(Local) Services (Local)

PTC\_Windchill\_12.0

[Start the service](#)

Description:  
Windchill server service

Name	Description	Status	Startup Type	Log On As
Performance Counter DLL ...	Enables rem...		Manual	Local Service
Performance Logs & Alerts	Performanc...		Manual	Local Service
Phone Service	Manages th...		Manual (Trig...	Local Service
Plug and Play	Enables a c...	Running	Manual	Local System
Portable Device Enumerator...	Enforces gr...		Manual (Trig...	Local System
Power	Manages p...	Running	Automatic	Local System
Print Spooler	This service ...	Running	Automatic	Local System
Printer Extensions and Notif...	This service ...		Manual	Local System
Problem Reports and Soluti...	This service ...		Manual	Local System
Program Compatibility Assi...	This service ...	Running	Automatic	Local System
PTC_Apache_12.0	Apache/2.4...	Running	Automatic	Local System
PTC_Windchill_12.0	Windchill se...	Running	Automatic	Local System
Quality Windows Audio Vid...	Quality Win...		Manual	Local Service
Radio Management Service	Radio Mana...		Manual	Local Service
Remote Access Auto Conne...	Creates a co...		Manual	Local System
Remote Access Connection...	Manages di...		Manual	Local System
Remote Desktop Configurati...	Remote Des...	Running	Manual	Local System
Remote Desktop Services	Allows user...	Running	Manual	Network Service
Remote Desktop Services U...	Allows the r...	Running	Manual	Local System
Remote Procedure Call (RPC)	The RPCSS ...	Running	Automatic	Network Service

Program Compatibility Assi... This service ... Running Automatic Local System

PTC\_Apache\_12.0 Apache/2.4... Running Automatic svc\_plm@fra.hager.corp

PTC\_Windchill\_12.0 Windchill se... Running Automatic svc\_plm@fra.hager.corp

Quality Windows Audio Vid... Quality Win... Manual Local Service

Radio Management Service Radio Mana... Manual Local Service



PTC\_Windchill\_12.0 Properties (Local Computer)

Select User

Select this object type:  
User or Built-in security principal

From this location:  
BLKSWNCSLAVED01

Enter the object name to select (examples):  
svc\_plm@fra.hager.corp

OK Cancel

svc\_plm@fra.hager.corp  
Check Names

Printer Extensions and Notif...	This service ...	Manual	Local System
Problem Reports and Soluti...	This service ...	Manual	Local System
Program Compatibility Assi...	This service ...	Running	Automatic
PTC_Apache_12.0	Apache/2.4...	Running	Automatic
PTC_Windchill_12.0	Windchill se...	Running	Automatic
Quality Windows Audio Vid...	Quality Win...	Manual	Local System
Radio Management Service	Radio Mana...	Manual	Local System
Remote Access Auto Conne...	Creates a co...	Manual	Local System
Remote Access Connection...	Manages di...	Manual	Local System
Remote Desktop Configurati...	Remote Des...	Running	Manual
Remote Desktop Services	Allows user...	Running	Manual
Remote Desktop Services U...	Allows the r...	Running	Manual
Remote Procedure Call (RPC)	The RPCSS ...	Running	Automatic
Remote Procedure Call (RP...	In Windows...	Manual	Local System
Remote Registry	Enables rem...	Automatic (T...	Local System
Resultant Set of Policy Provi...	Provides a n...	Manual	Local System
Routing and Remote Access	Offers routi...	Disabled	Local System
RPC Endpoint Mapper	Resolves RP...	Running	Automatic

PTC\_Windchill\_12.0 Properties (Local Computer)

General Log On Recovery Dependencies

Log on as:

Local System account

Allow service to interact with desktop

This account: svc\_plm@fra.hager.corp

Password: [masked]

Confirm password: [masked]

Ca démarre !

## Services

Action View Help

The screenshot shows the Windows Services console for the local machine. The service 'PTC\_Windchill\_12.0' is selected and highlighted in blue. The console displays a list of services with columns for Name, Description, Status, Startup Type, and Log On As. The description for the selected service is 'Windchill server service'.

Name	Description	Status	Startup Type	Log On As
Performance Counter DLL ...	Enables rem...		Manual	Local Service
Performance Logs & Alerts	Performanc...		Manual	Local Service
Phone Service	Manages th...		Manual (Trig...	Local Service
Plug and Play	Enables a c...	Running	Manual	Local System
Portable Device Enumerator...	Enforces gr...		Manual (Trig...	Local System
Power	Manages p...	Running	Automatic	Local System
Print Spooler	This service ...	Running	Automatic	Local System
Printer Extensions and Notif...	This service ...		Manual	Local System
Problem Reports and Soluti...	This service ...		Manual	Local System
Program Compatibility Assi...	This service ...	Running	Automatic	Local System
PTC_Apache_12.0	Apache/2.4...	Running	Automatic	Local System
<b>PTC_Windchill_12.0</b>	<b>Windchill se...</b>	<b>Running</b>	<b>Automatic</b>	<b>svc_plm@fra.hager.corp</b>
Quality Windows Audio Vid...	Quality Win...		Manual	Local Service
Radio Management Service	Radio Mana...		Manual	Local Service
Remote Access Auto Conne...	Creates a co...		Manual	Local System
Remote Access Connection...	Manages di...		Manual	Local System
Remote Desktop Configur...	Remote Des...	Running	Manual	Local System

**Autre cause possible:** la ligne de commande pour créer le service: utiliser le ant -buildfile et pas ant -f

```
D:\ptc\Windchill_12.0\Windchill>ant -buildfile D:\ptc\Windchill_12.0\Windchill\opt\ntservice\WindchillService.xml install  
1 -DserviceName=PTC_Windchill_12.0
```

ant -buildfile D:\ptc\Windchill\_12.0\Windchill\opt\ntservice\WindchillService.xml install -DserviceName=PTC\_Windchill\_12.0