

Mail Express Server fails to start or exhibits abnormal behavior during initialization

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, v3.0

SYMPTOM

Mail Express Server fails to start or exhibits abnormal behavior during initialization

RESOLUTION

Currently the Mail Express Server Windows Service does not define any dependencies on other Windows services. However under some special circumstances or on slow computers the operating system may take an abnormally long time to initialize services. In these cases the Mail Express Server may fail to start or exhibit abnormal behavior during initialization. This can occur if certain networking services or the MAILEXPRESS SQL Server Instance are slow to initialize.

To alleviate any possible issues resulting from slow system startup, you can modify the Mail Express Server Windows Service so that it depends on the following Windows services:

- Afd—AFD Networking Support Environment
- Tcpip—TCP/IP Protocol Driver
- MSSQL\$MAILEXPRESS—the MAILEXPRESS SQL Server instance

The Microsoft support article "[How to delay loading of specific services](#)" describes the process of creating service dependencies via the registry.

Alternatively, the attached, zipped Registry file may be run on the Mail Express Server computer to create the necessary registry entries.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10628/Mail-Express-Server-fails-to...>