

Starting DocuWare Desktop AppsService

- 1 You may get an error to install DocuWare Desktop Apps when it is already installed

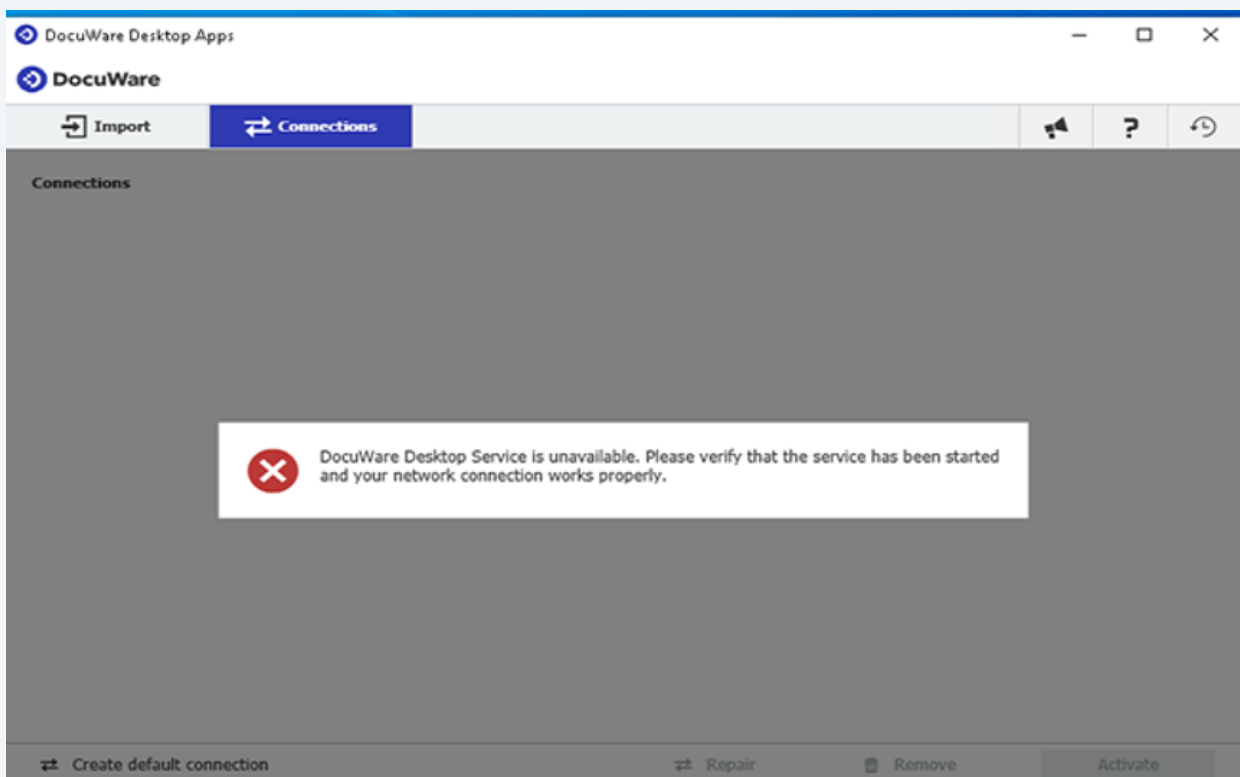
To use this function you have to install a DocuWare Desktop App. Would you like to install it now?

Yes

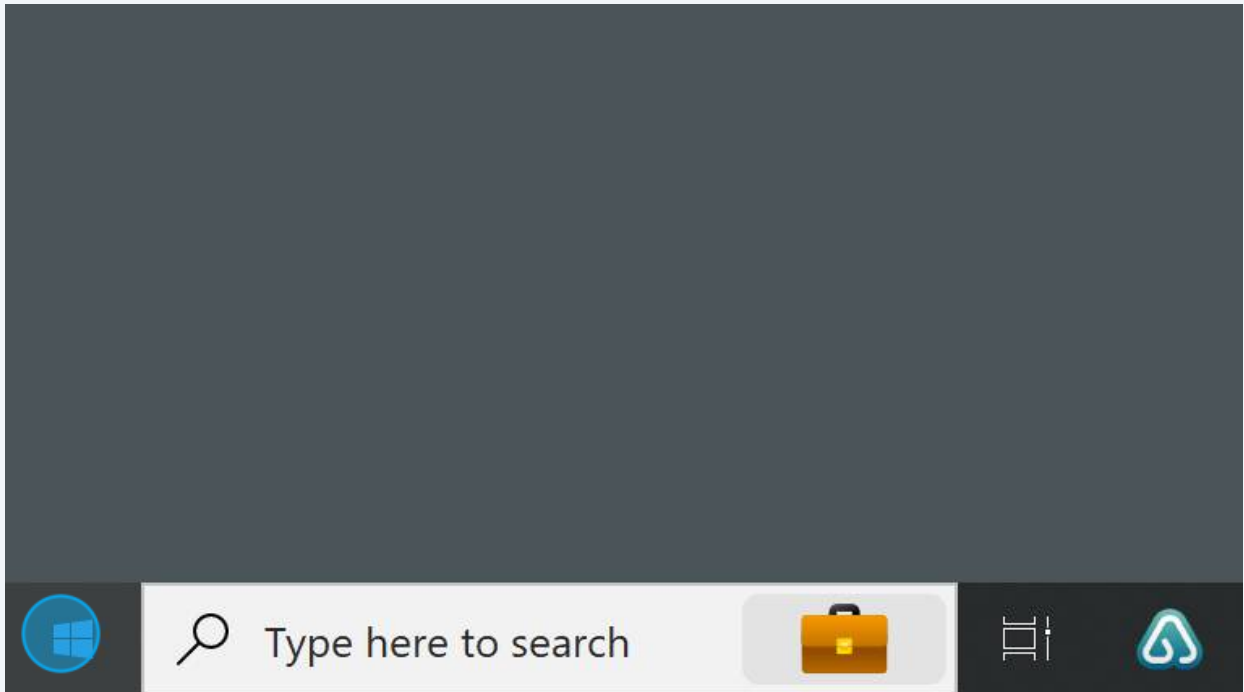
No

> [Did you have it installed already and need more help?](#)

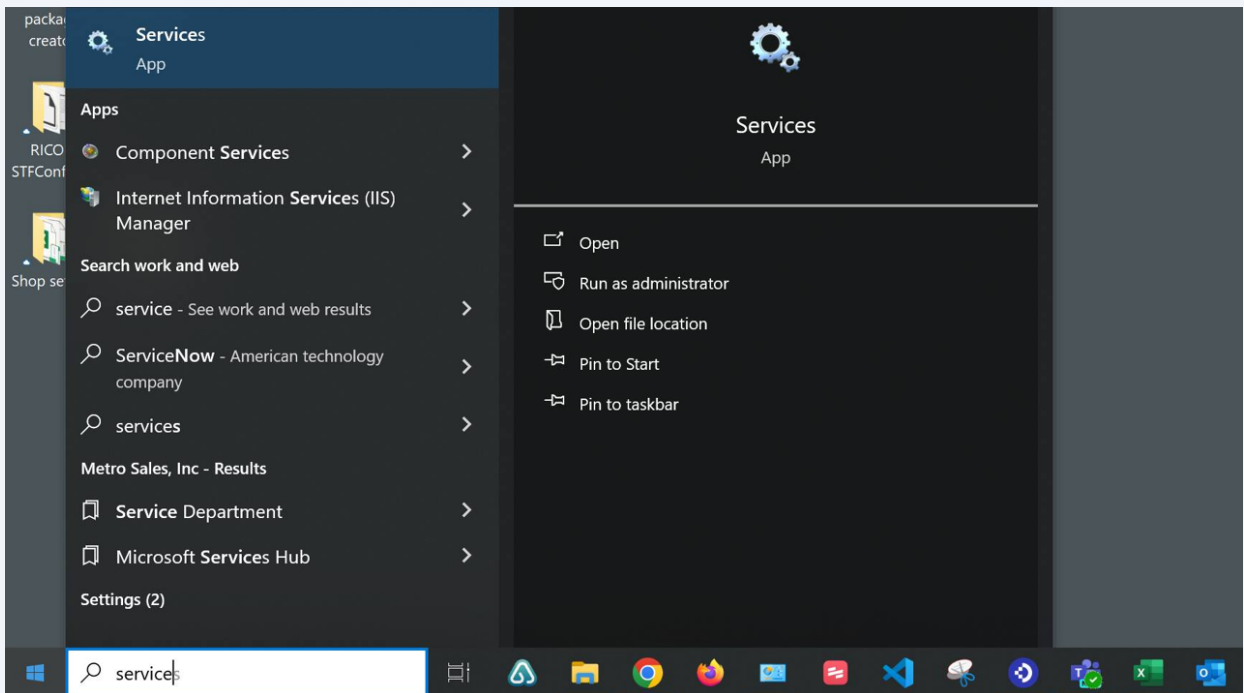
- 2 DocuWare Desktop apps may have a "service is unavailable message"



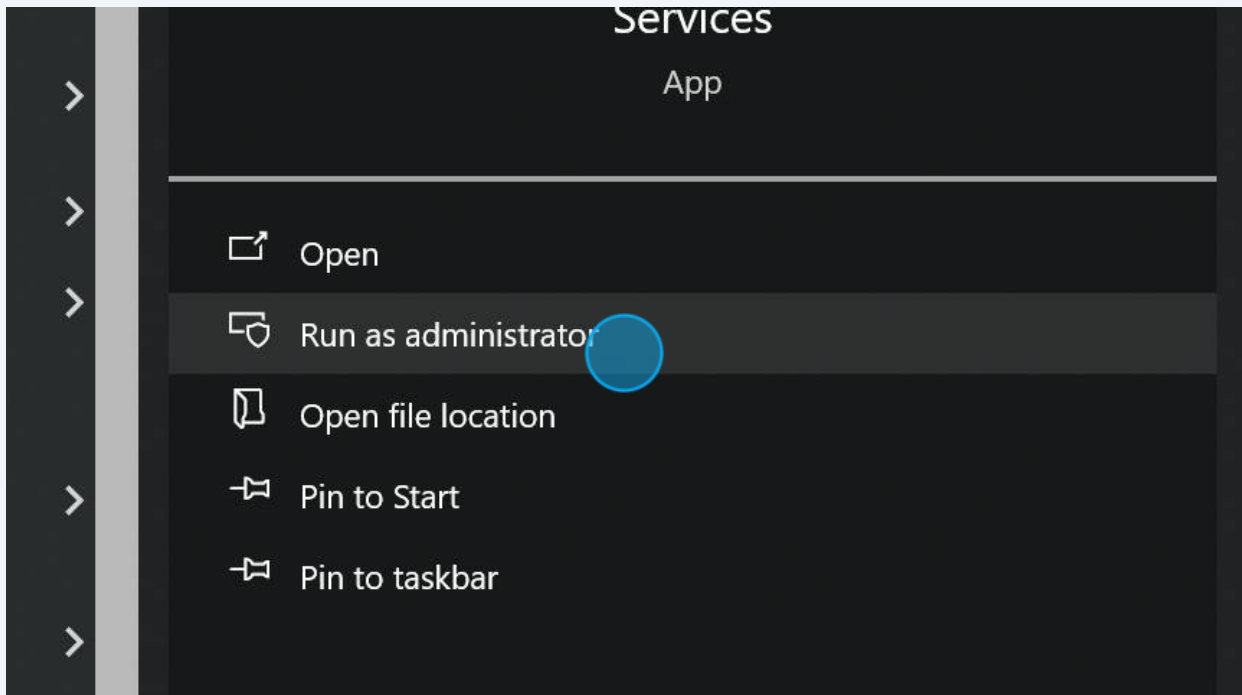
3 Click "Start"



4 Type "services"



5 Click "Run as administrator"



6 Check if the DocuWare Desktop service is running

	DialogBlockingService	Dialog Block...		Disablec
	Display Enhancement Service	A service for ...	Running	Manual
	Display Policy Service	Manages th...	Running	Automat
	Distributed Link Tracking Cli...	Maintains li...	Running	Automat
	Distributed Transaction Coor...	Coordinates ...		Manual
	DNS Client	The DNS Cli...	Running	Automat
	DocuWare Desktop Apps Up...	DocuWare D...	Running	Automat
	DocuWare Desktop Service	DocuWare D...		Automat
	DocuWare Local Data Conne...	DocuWare L...	Running	Automat
	Dolby DAX API Service	Dolby DAX A...	Running	Automat
	Dolby Fusion API Service	Dolby Fusio...	Running	Automat
	Downloaded Maps Manager	Windows ser...		Automat
	EFI License Manager		Running	Automat
	EFI Measurement Service	Enables EFI s...	Running	Automat
	EFI Nats Service	An open sou...	Running	Automat

7 If not, right-click on DocuWare Desktop Service:

DialogBlockingService	Dialog Block...		Disabled	Local System
Display Enhancement Service	A service for ...	Running	Manual (Trigg...	Local System
Display Policy Service	Manages th...	Running	Automatic (De...	Local Service
Distributed Link Tracking Cli...	Maintains li...	Running	Automatic	Local System
Distributed Transaction Coor...	Coordinates ...		Manual	Network Se...
DNS Client	The DNS Cli...	Running	Automatic (Tri...	Network Se...
DocuWare Desktop Apps Up...	DocuWare D...	Running	Automatic	Local System
DocuWare Desktop Service	DocuWare D...		Automatic	Local System
DocuWare Local Data Conne...	DocuWare L...	Running	Automatic	Local System
Dolby DAX API Service	Dolby DAX A...	Running	Automatic	Local System
Dolby Fusion API Service	Dolby Fusio...	Running	Automatic	Local System
Downloaded Maps Manager	Windows ser...		Automatic (De...	Network Se...
EFI License Manager		Running	Automatic (De...	Local Service
EFI Measurement Service	Enables EFI s...	Running	Automatic	Local System

8 Click properties:

API Service	DOLBY DAX A...		Local System
API Service	Dolby Fusio...		Local System
Maps Manager	Windows ser...		Network Se...
anager			Local Service
ment Service	Enables EFI s...		Local System
ice	An open sou...		Local System
vice	Service for E...		Local System

Pause

Resume

Restart

All Tasks >

Refresh

Properties

Help

9 Confirm startup type is set to "Automatic":

The screenshot shows the Windows Services console for the 'DocuWare Desktop Service'. The 'Startup type' is set to 'Automatic', which is highlighted with a blue circle. The service status is 'Stopped'. Below the service name, there are buttons for 'Start', 'Stop', 'Pause', and 'Resume'. The description and path to executable are also visible.

Display name: DocuWare Desktop Service

Description: DocuWare Desktop Service

Path to executable: "C:\Program Files (x86)\DocuWare\Desktop\DocuWare.DesktopService.exe"

Startup type: Automatic

Service status: Stopped

Start Stop Pause Resume

You can specify the start parameters that apply when you start the service from here.

10 If you continue to have issues with the service not starting, you may try selecting "Automatic (Delayed Start)"

The screenshot shows the Windows Services console for the 'DocuWare Desktop Service'. The 'Startup type' dropdown menu is open, showing options: 'Automatic', 'Automatic (Delayed Start)', 'Automatic', 'Manual', and 'Disabled'. The 'Automatic (Delayed Start)' option is highlighted with a blue circle. The service status is 'Stopped'. Below the service name, there are buttons for 'Start', 'Stop', 'Pause', and 'Resume'. The description and path to executable are also visible.

Display name: DocuWare Desktop Service

Description: DocuWare Desktop Service

Path to executable: "C:\Program Files (x86)\DocuWare\Desktop\DocuWare.DesktopService.exe"

Startup type: Automatic (Delayed Start)

Service status: Stopped

Start Stop Pause Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

11 Click "Start" under Service status:

Description: DocuWare Desktop Service

Path to executable:
"C:\Program Files (x86)\DocuWare\Desktop\DocuWare.DesktopService.exe"

Startup type: Automatic

Service status: Stopped

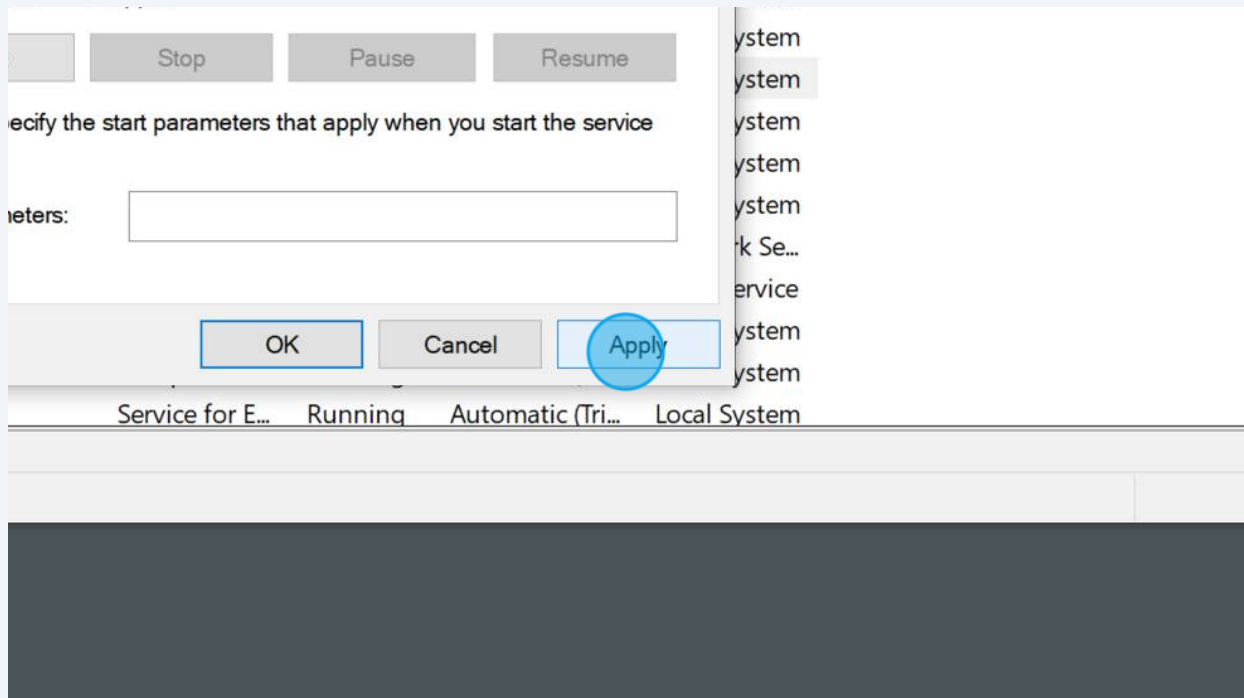
Start Stop Pause Resume

You can specify the start parameters that apply when you start the service from here.

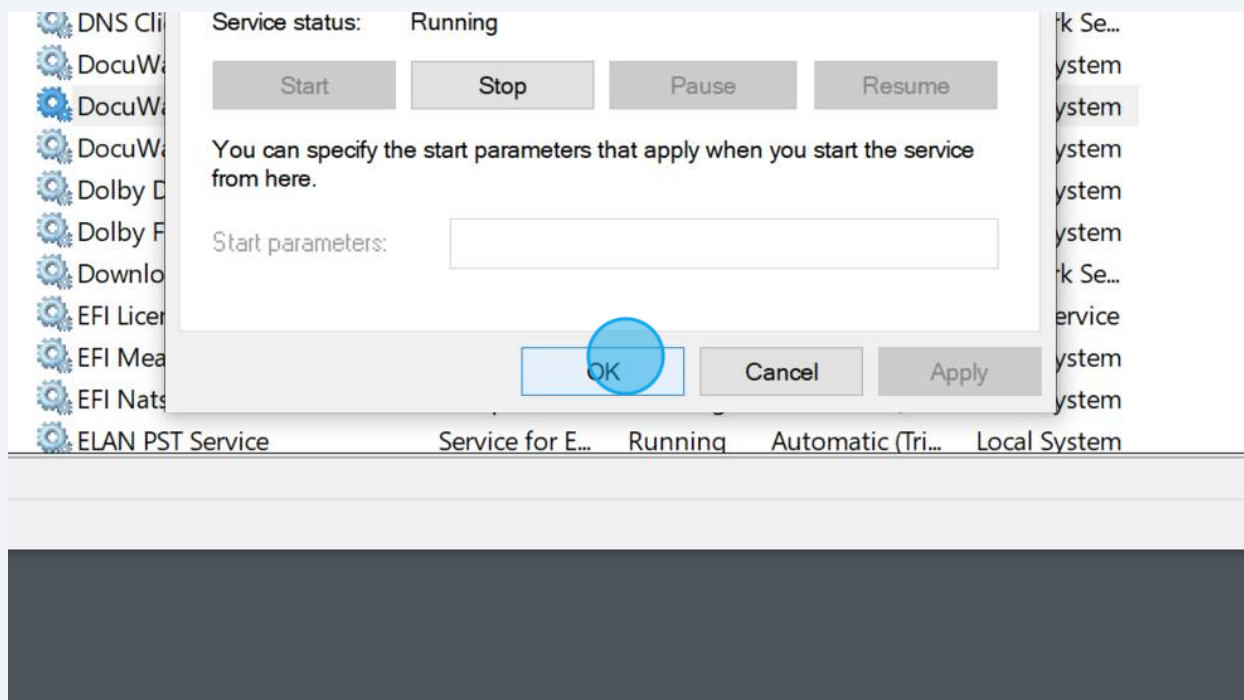
Start parameters:

OK Cancel Apply

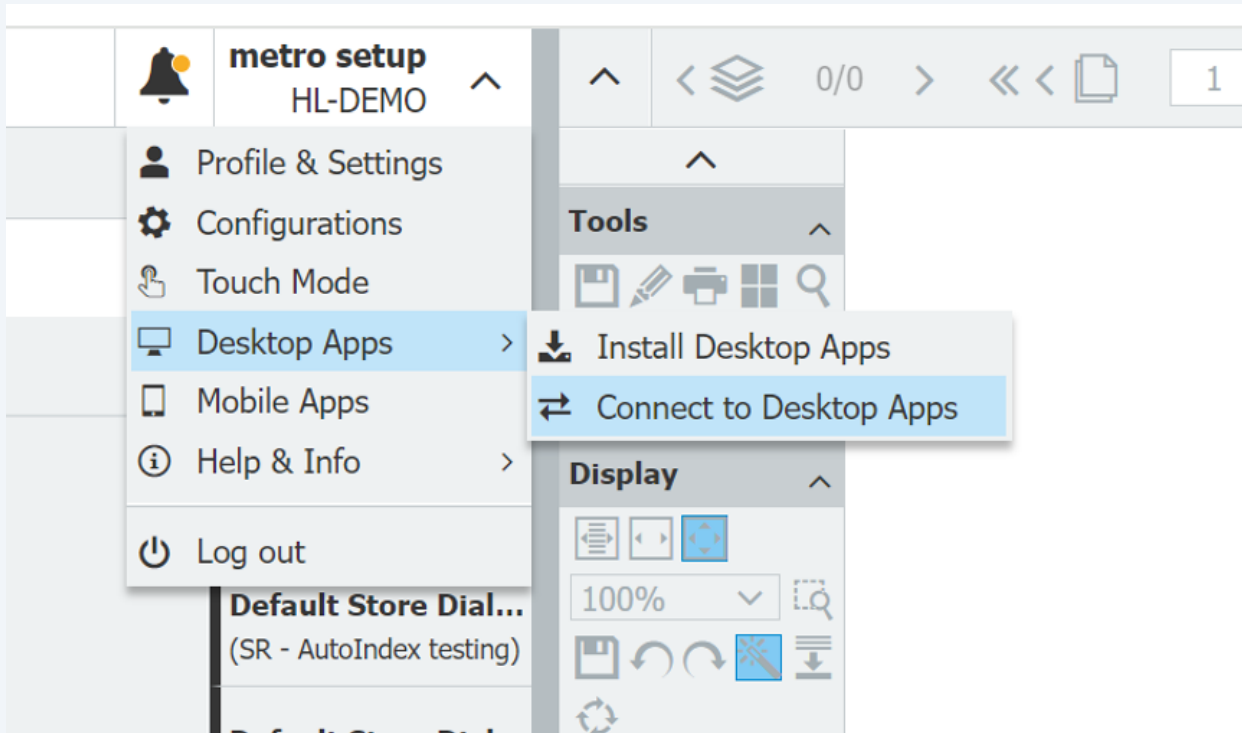
12 Click "Apply":



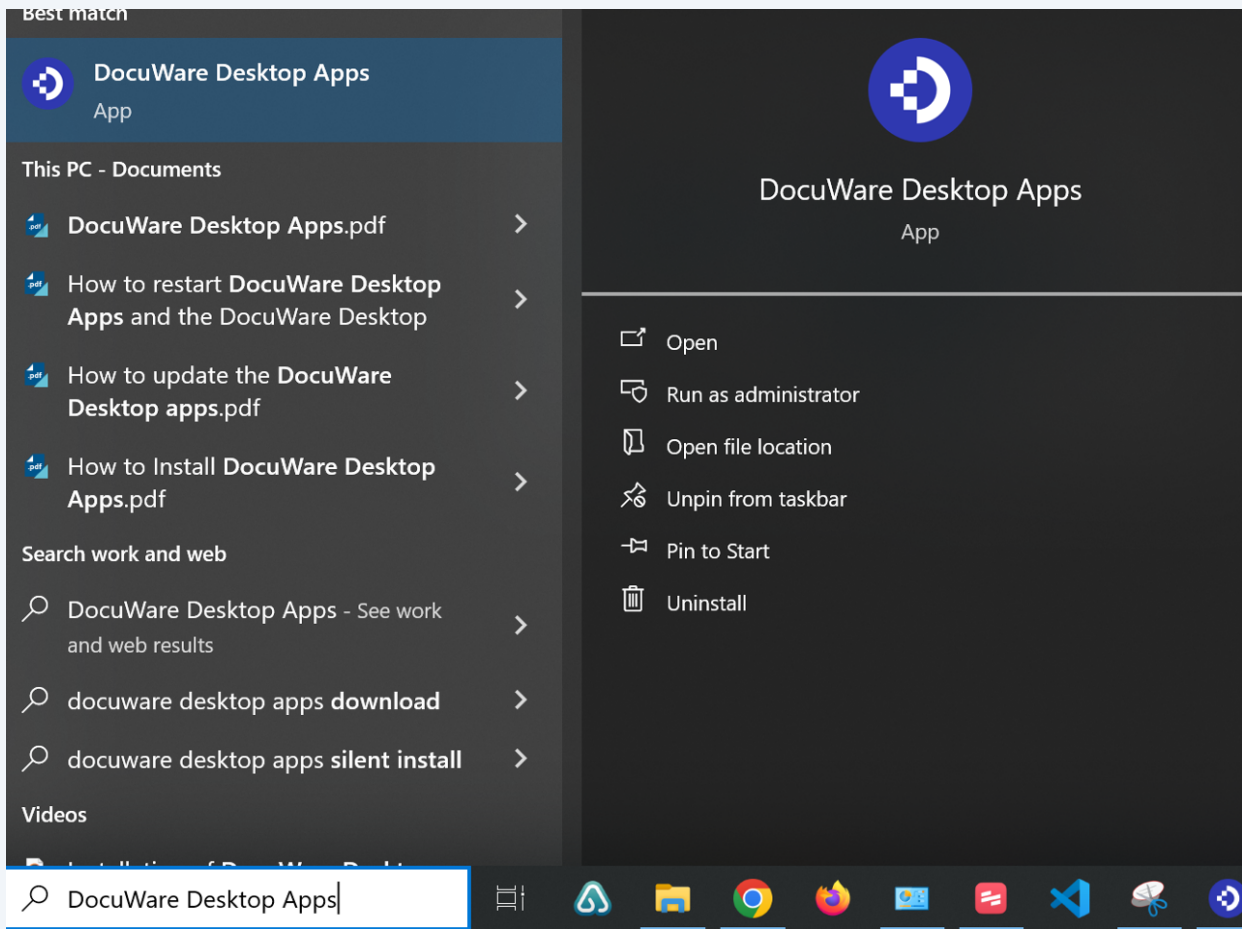
13 Click "OK":



14 Reconnect to Desktop Apps from your DocuWare site



15 Open DocuWare Desktop Apps



16 Confirm the connection has been made to your DocuWare site

