

## How to Manually Register Filter Services

<https://campus.barracuda.com/doc/46206069/>

This article refers to the Barracuda ArchiveOne version 6.0 or higher.

If Filter Services do not successfully register during installation, ArchiveOne cannot keyword index the body text of a message.

### Filter Services are not Listed in Services Manager

Open the Microsoft Services console (**services.msc**). If **ArchiveOne FilterService2** and **ArchiveOne FilterService642** are not listed, use the following steps to manually register Filter Services:

1. On the Archive Server, open a command prompt as administrator.
2. Run the command: **C:\Program Files (x86)\Barracuda\ArchiveOne\FilterServices\FilterService2.exe /service**  
For ArchiveOne versions prior to version 7.0, navigate to **C:\Program Files (x86)\Common Files\C2C Systems\FilterServices**.
3. Run the command: **C:\Program Files\Barracuda\ArchiveOne\FilterService64\FilterService642.exe /service**
4. Confirm the services **ArchiveOne FilterService2** and **ArchiveOne FilterService642** are listed in the Microsoft Services console with **Automatic** startup and Logon as the **Local System**.

### Filter Services are Listed in Services Manager but not Properly Registered

If the Filter Services behave unexpected, you can use the following steps to re-register the services.

1. On the Archive server, open the Microsoft Services console (**services.msc**).
2. Right-click **ArchiveOne FilterService2** and click **Stop**.
3. Right-click **ArchiveOne FilterService642** and click **Stop**.
4. Close the Microsoft Services console.
5. Open a command prompt as administrator.
6. Run the command: **C:\Program Files (x86)\Barracuda\ArchiveOne\FilterServices\FilterService2.exe /UnRegServer**  
For ArchiveOne versions prior to version 7.0, navigate to **C:\Program Files (x86)\Common Files\C2C Systems\FilterServices**.
7. Run the command: **C:\Program**

**Files\Barracuda\ArchiveOne\FilterService64\FilterServicex642.exe /UnRegServer**

8. Confirm the services **ArchiveOne FilterService2** and **ArchiveOne FilterService642** are not listed in the Microsoft Services console.
  1. If the services have not been removed, restart the Archive server and then check again to confirm the removal has been successful before proceeding.
9. Run the command: **C:\Program Files (x86)\Barracuda\ArchiveOne\FilterServices\FilterService2.exe /service**
10. Run the command: **C:\Program Files\Barracuda\ArchiveOne\FilterService64\FilterServicex642.exe /service**  
**FilterService2.exe /UnRegServer**
11. Confirm the services **ArchiveOne FilterService2** and **ArchiveOne FilterService642** are listed in the Microsoft Services console with **Automatic** startup and Logon as the **Local System**.

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