How to Resolve ArchiveOne Filter Service Fails To Start On Windows 2008 After Upgrading To Version 7.3

https://campus.barracuda.com/doc/72515667/

This article applies to Barracuda ArchiveOne version 7.3 or higher.

If you have upgraded ArchiveOne to version 7.3 on Windows Server 2008, you may notice that the service 'ArchiveOne FilterService2' fails to start despite the startup type being set to **Automatic**. If you try to start the service manually you receive the error message:

> "*Windows could not start the ArchiveOne FilterService2 service on Local Computer. Error 0x80004015: The class is configured to run as a security id different from the caller.*"

The Windows System Event log also reports an error for the Service Control Manager event ID 7023 with description "*The ArchiveOne FilterService2 service terminated with the following error: The class is configured to run as a security id different from the caller*".

This issue only affects Windows Server 2008, not Server 2008 R2 installations. To resolve this error, manually install a specific Filter Service version using the following steps:

1. Download **ArchiveOne FilterServices 2008 installation.zip** to the Archive server.
2. Extract the contents of the .**zip** file.
3. Right-click **uninstall.bat**, and select **Run as administrator**.
4. Once completed, double-click **ArchiveOne FilterServices.msi** to install the new version.

Confirm that the Filter Services now start successfully. If you upgrade ArchiveOne in the future on Windows Server 2008, you must repeat this process as the update overwrites the Filter Services with a different version.

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