

# TS-1002: Could Not Start Error In Windows Scheduled Tasks

Comm One LLC - Technical Support Documentation

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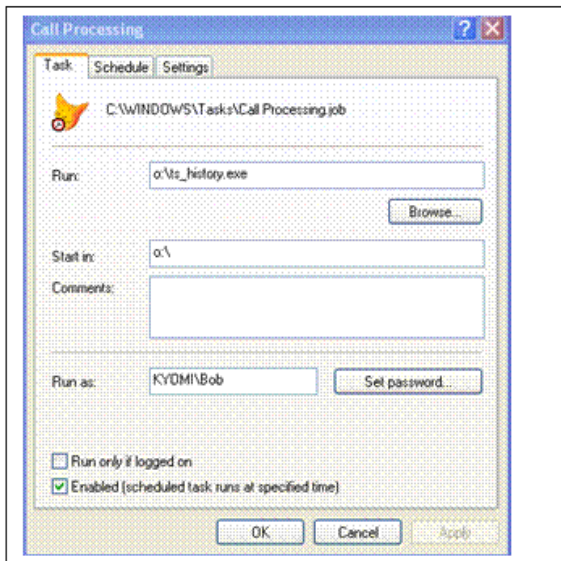
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*The information in this article applies to:*

All versions of Windows Operating System

## PROBLEM:

Each scheduled event in the Windows Task Scheduler has an associated user name and password that the system uses to run the event. If you change the password on a login that is used for a scheduled event, you also have to change the password on the scheduled event. If you don't, the scheduled tasks will stop running. To verify this, you can look at the **DETAIL VIEW** of the Task Scheduler and the **STATUS** bar will show the phrase "COULD NOT START". This indicates that an incorrect user name/password combination is in use on the scheduled task.



## CORRECT THE PROBLEM:

Here are the steps to correct the problem:

1. Load the Windows Task Scheduler. The Scheduler is normally located under **START**, then **PROGRAMS**, then **ACCESSORIES**, then **SYSTEM TOOLS**.
2. Next, Right click on the Call Processing Event and Select Properties.
3. You will be shown the scheduled event details similar to the screen at the right.
4. Verify the **RUN AS** name as a valid user name on your computer.
5. Click on the **SET PASSWORD** Icon and type the password twice. This should be the Windows password associated with the login name shown under the **RUN AS**.
6. Select **APPLY**, the **OK** to return to the Scheduled task screen.
7. Test the event by right clicking on the event and selecting **RUN**

### Comm One LLC Technical Support

12723 Whisper Creek Cove

Draper, UT 84020

801-523-9797

[support@commone.com](mailto:support@commone.com)

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