

If Your Candle Server Does Not Start

Symptom:

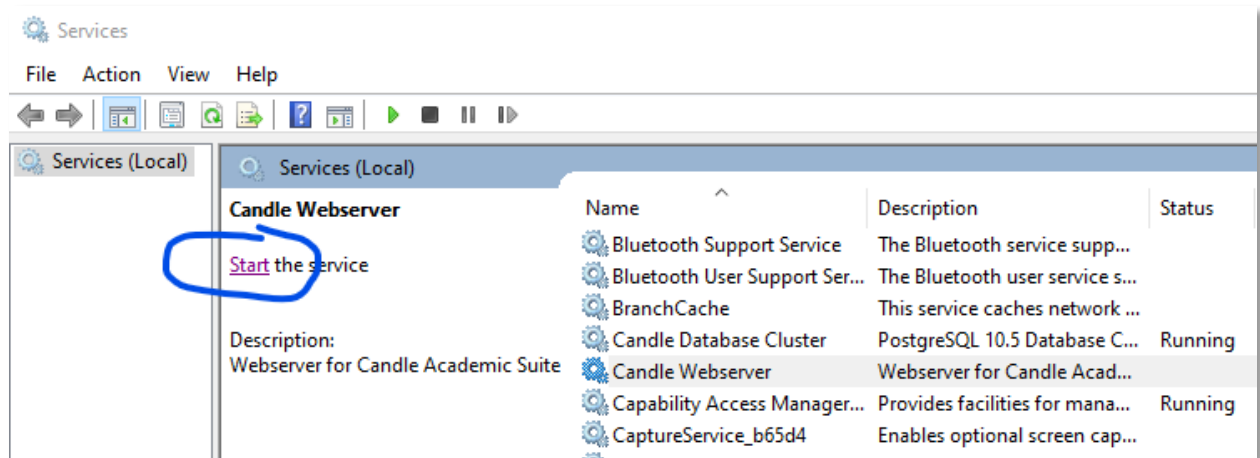
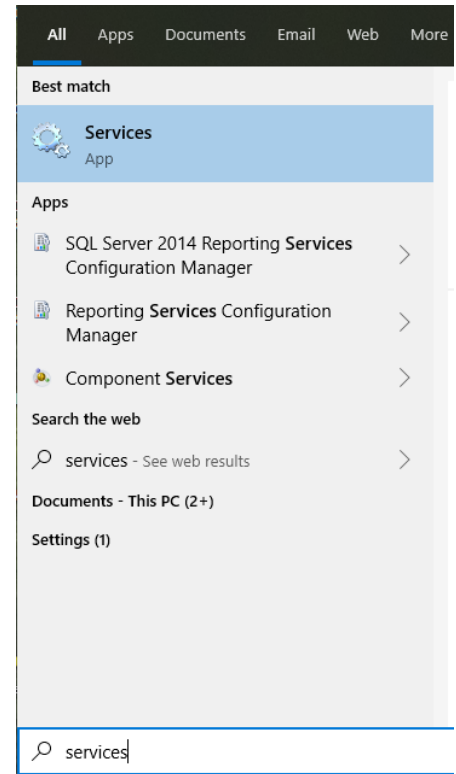
Clicking on the Candle icon on the computer where the Candle server software is installed results in a message saying something like “This site cannot be reached”.

Cause:

The Candle Webserver service isn't running.

Resolution:

1. Click the Windows start button, type “services”, and click the Services App
2. Find the two Candle services. The second one is probably not running. Select it and click the start link.



Reasons why the service can fail to Start:

1. The computer may have started slowly and Windows canceled the startup of what it deemed to be “unnecessary” services. The slow start may be caused by:
 - a. Limited hardware resources in inexpensive or older computers. (not enough RAM, a slow hard drive, etc.)
 - b. Windows updates were being installed or configured during startup.
 - c. Too many other software packages also trying to run on startup.
2. A broken or partial installation caused by a mistake on our part or by Antivirus software interfering with the installation.
3. Misconfigured appsettings.json file. (Not likely unless you were editing it.)