

Coveo Enterprise Search

Coveo Enterprise Search Service is Not Started

Applies to CES 4 and later

When browsing the Coveo Enterprise Search administration tool, the following message is displayed:
Coveo Enterprise Search Service is not started.

- Start the *Coveo* service (*Windows Start* menu > All Programs > Coveo Enterprise Search x > Service).
- Verify the password of the user (*Windows Start* menu > Control Panel > Administrative Tools > Services > Coveo Enterprise Search x > Properties > LogOn).
- Look in *Event Viewer* for more information (*Windows Start* menu > Control Panel > Administrative Tools > Event Viewer > Application). Possible entries are:
 - “There is an XML parsing error...”, “The specified filePath...”, “/CES/Global/...”, “The configuration for the instance is invalid...”:
Configuration files are invalid, probably due to manual modification.
 - “*Unhandled exception...*”:
Produces a CoreDump. Contact Coveo Support.
 - “The system cannot find the file specified.:
HKEY_LOCAL_MACHINE\SOFTWARE\Coveo\Enterprise Search\3.70”:
Missing registry key, invalid setup: you should uninstall and reinstall.