



## IAM Service will not start, or stops unexpectedly

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There are several issues that may cause your IAM Service to not start, or to stop unexpectedly.

### **IAM Service Stops Unexpectedly**

The most common cause of the Identity and Access Manager Service stopping unexpectedly is an expired license or no license at all. Without a valid license, the Identity and Access Manager Service will only run for an hour before stopping itself. Please see [Adding a license key in IAM](#) for information about adding or updating your IAM license key.

### **IAM Service Will Not Start**

**Cause:** The IAM Vault Service is not started

- The Identity and Access Manager Service relies on the IAM Vault Service. Start the IAM Vault Service and attempt to start the Identity and Access Manager Service again.

**Cause:** Insufficient service account rights

- Ensure that the service account has the "Log on as a service" right on the IAM server.
- Ensure that the service account is in the DbOwner role on the IAM SQL database.

**Cause:** HTTP(s) port is unavailable

- Ensure that no other service is running on port 80 or 443 (if using SSL).

**Cause:** Unwritable database

- Ensure that the IAM SQL database is not in read-only or single-user mode.

**Cause:** Corrupted processes are stuck in the queue

- Remove process files from  
C:\ProgramData\Tools4ever\IAM\Service\InstanceData\idm\processes\