

## AssetCloud OnPrem/InventoryCloud OnPrem: Redis will not start, gives 1067 error

Jason - 2024-08-29 - [Cloud](#)

**Symptom:** The Redis service will not start properly. When trying to start it manually, it gives a 1067 error, "The process terminated unexpectedly"

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As a general rule, we have **\*\*SOME\*\*** self installing services which fall into this solution pattern:  
{ Redis, Now Report Rendering service / Wasp Later Scheduling service }

ASP.NET / IIS / Sql Server / Message Queue services are NOT self installing services, so this general solution cannot be used.

For redis, the easiest way to fix corruption is (stop, delete the service, and reinstall/configure it)

1. Open a Command Prompt window with Run As Administrator, then enter the following commands:

```
cd %programFiles%\Redis-3.0.504-64bit  
  
sc.exe stop "Redis"  
  
sc.exe delete "Redis"  
  
cd ..  
  
ren "Redis-3.0.504-64bit" "Redis-3.0.504-64bit(deleted.2020.02.27)"
```

2. Explore the original distribution DVD/ISO or the folder path where you have downloaded and extracted the installer. Open this path: \Program Files 64\Wasp Barcode Technologies\Wasp On-Premises Software\

Right click this file and select Run As Administrator:  
run.redis64.setup.bat

3. Open the Services list to confirm the Redis service is up again and it is set to auto start with retries.

**\*Note:** You may need to delete the **Redis-3.0.504-64Bit** folder from Program Files and replace it with the files located in the install media ...Program Files 64\Wasp Barcode Technologies\Wasp On-Premises Software\Redis\