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## MobileAsset: Windows could not start the Wasp MobileAsset Windows Service, Error 1053

Scott Leonard - 2017-04-10 - [Version 7](#)

### Symptoms:

Wasp MobileAsset Windows Service is not started. When you attempt to start the service, error message appears: "Windows could not start the Wasp MobileAsset Windows Service service on Local Computer. Error 1053: The service did not respond to the start or control request in a timely fashion."

Windows System Event Viewer shows Event ID 7000 with the same verbiage.

### Resolution 1:

From the Windows desktop, click start. In search field type services.msc to open the Services window. (For Windows XP click Start then Run and type services.msc to open the Services window.)

Right-click the Wasp MobileAsset Windows Service, select Properties, select the Log On tab: With Local System account selected, the checkbox "Allow service to interact with desktop" should be unchecked. Click OK.

Right-click the service, Start.

### Resolution 2:

1. Go to Start > Run > and type regedit
2. Navigate to: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control
3. With the control folder selected, right click in the pane on the right and select new DWORD Value
4. Name the new DWORD: ServicesPipeTimeout
5. Right-click ServicesPipeTimeout, and then click Modify
6. Click Decimal, type '180000', and then click OK