## **Restarting Impero Services**

If your Impero console is giving you trouble and you get an error code such as:



You may need to restart the service. This document will walk you through how to restart the service.

1. Click on the magnifying glass on your taskbar and type in "Services".



2. Run the Services app and look for "ImperoClientSVC" and "ImperoGuardianSvc".

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	ImperoGuardianSvc	Name	Description	Status	Startup Type	Log ^
	<u>Start</u> the service Description: Impero Guardian Service	Hyper-V Heartbeat Service     Hyper-V PowerShell Direct     Hyper-V Remote Desktop Vi     Hyper-V Time Synchronizat     Hyper-V Volume Shadow C     IKE and AuthlP IPsec Keying	Monitors th Provides a Provides a p Synchronize Coordinates The IKEEXT	Running	Manual (Trig Manual (Trig Manual (Trig Manual (Trig Manual (Trig Automatic (T	Loc Loc Loc Loc Loc Loc
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**3.** Highlight "ImperoGuardianSvc" as shown above, and hit the "Start" button on the top left of the Services panel. Do the same for "ImperoClientSVC".

**4.** If the services are already running, hit the restart button (on the top left of the Services panel) instead. (First on "ImperoGuardianSvc", then "ImperoClientSVC")

**5.** It will take a little bit for the services to get up and running again, but you should get a message that looks like this:



**6.** If you do not get this message after a few minutes and are still not able to login to the console, restarting your computer should resolve the issue. If it does not, please submit a tech ticket for assistance!