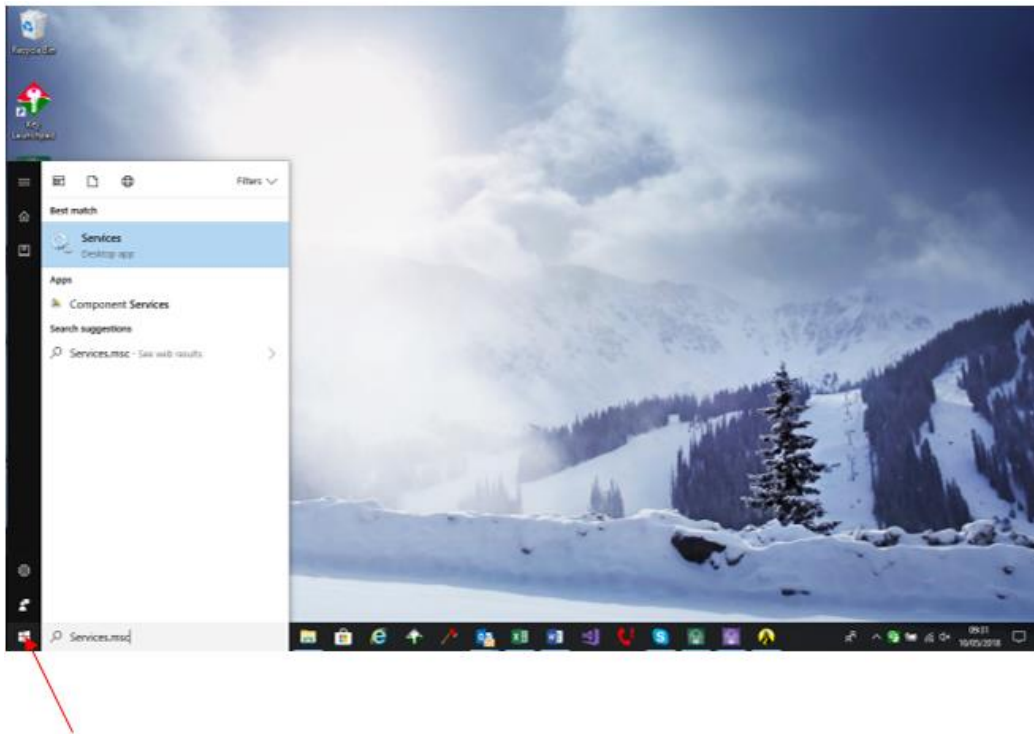
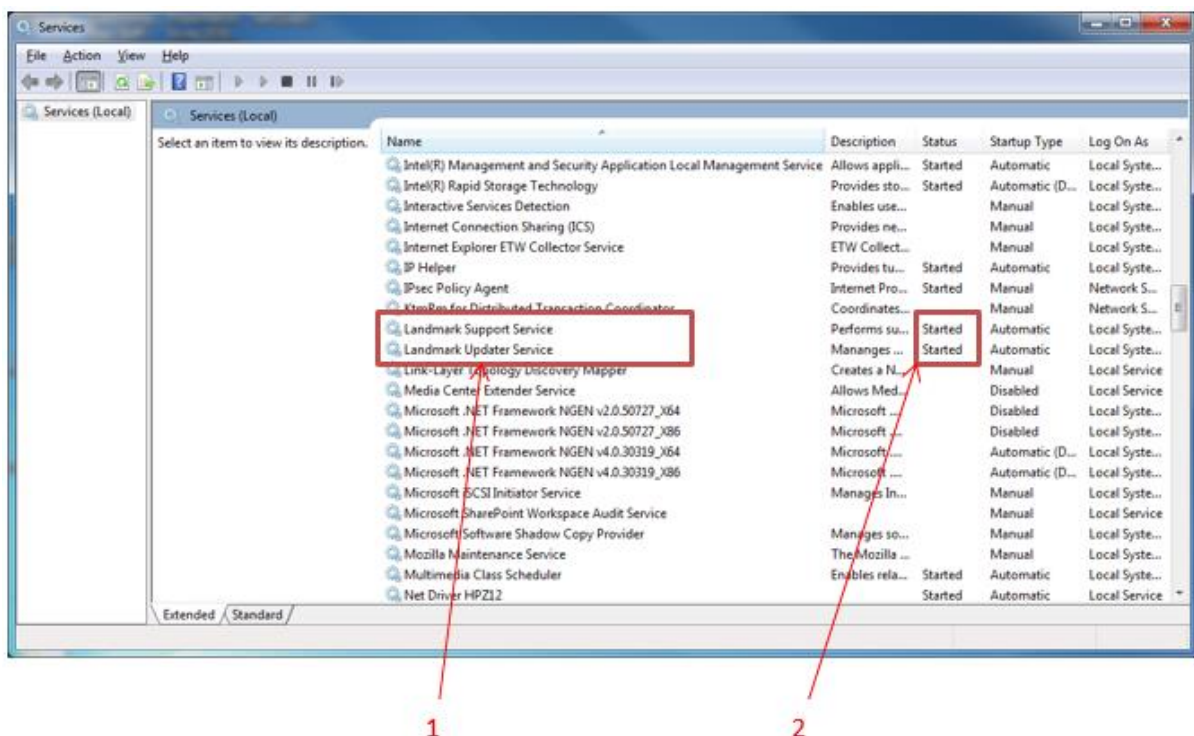


## CHECKING AND STARTING THE UPDATER SERVICE

Following Windows updates you may encounter issues logging into Prime and be prompted to start the updater services. This document will assist you in starting the relevant services.



Click on Windows button. Type 'services.msc' then 'Enter'



1. When you get the screen above – look for:

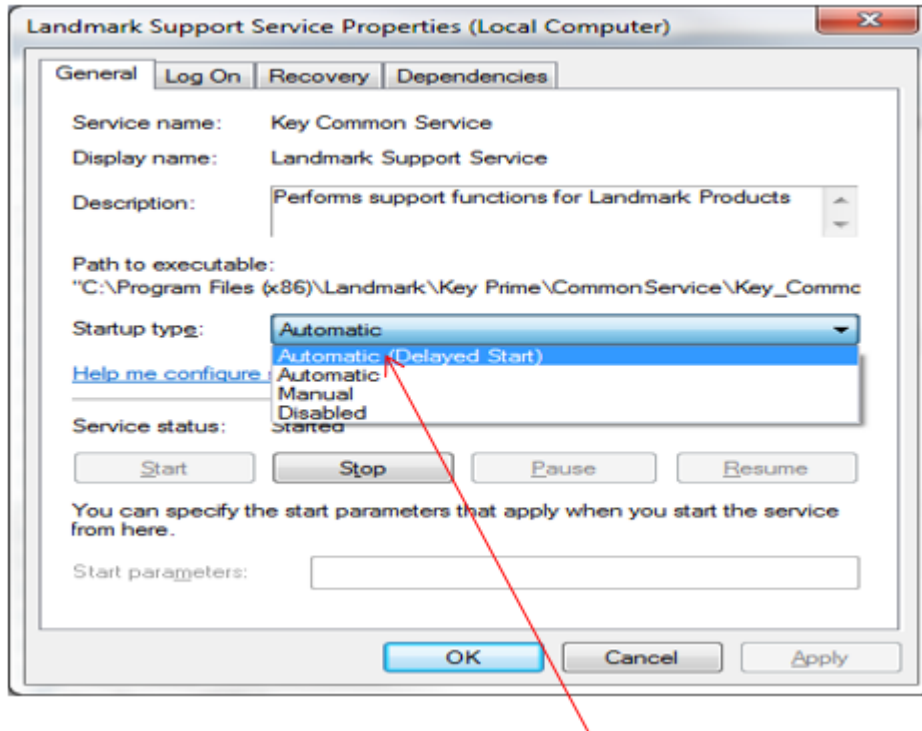
- 'Landmark Support Services'
- 'Landmark Updater Services'

2. If the 'Status' is blank on either of them, you will need to force start them:

- Right click on the line and click on 'Start'
- If they say 'Started' or Running', right click and select restart

For both services;

- Right click again and select 'Properties'



On 'Startup type' drop down menu select 'Automatic (Delayed Start)' then OK

**NOTE:** If you are unable to start the service it may mean that you do not have the relevant permissions and you will need to speak to your IT administrators.