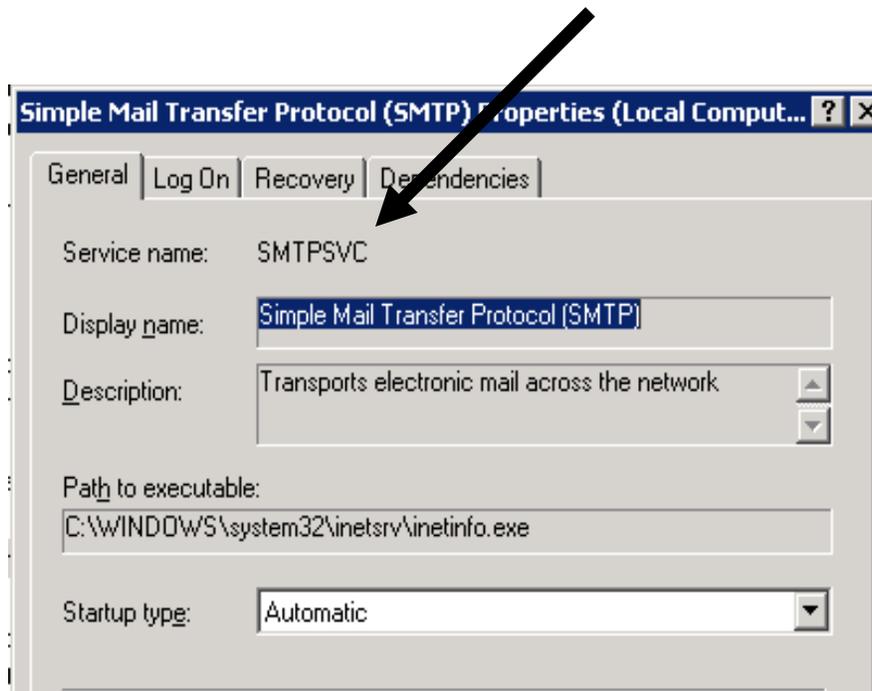


How to Kill a Hung Service with out a Reboot

From time to time a service will go into a Stopping mode where you seem to be unable to either stop the process or even restart it without a reboot of the server or PC. Well, there is a better way without a reboot that I have outlined below.

In order to complete this task you will need to know the exact name of the service for which you want to stop. To do this you should follow the below steps

1. Open the service applet from Administrator Tools menu, or by Right Clicking on My Computer normally found under the start menu and selecting Manage, and then click on Services and Applications, then Services.
2. Locate the service in question, for this example I will use the SMTP "Simple Mail Transfer Protocol"
3. Double click on that service and you will see the short name of the service which I've outlined in the below screenshot. As shown in the below screen shot the short service name is SMTPSVC



4. Open a Command prompt window, (start, run, CMD or COMMAND)
5. Type the following without quotes. "sc queryex SMTPSVC" and press enter

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This will output a similar screen as shown here.

```
C:\WINDOWS\system32\cmd.exe
C:\>sc queryex SMTPSVC
SERVICE_NAME: SMTPSVC
        TYPE               : 20  WIN32_SHARE_PROCESS
        STATE                : 4   RUNNING
                        (STOPPABLE, PAUSABLE, ACCEPTS_SHUTDOWN)
        WIN32_EXIT_CODE       : 0    (0x0)
        SERVICE_EXIT_CODE   : 0    (0x0)
        CHECKPOINT          : 0x0
        WAIT_HINT           : 0x0
        PID                 : 8784
        FLAGS                :
```

Take down a note of the PID number for this next step

6. Type the following without quotes “taskkill /PID 8784 /F”

Replace the example PID with the PID of the service you are trying to kill, or restart /F is used for force the termination of the service in question

Note; you will get a notice similar to the following if the command was successful.

SUCCESS: The process with PID 8784 has been terminated.

Once completed simply restart the service if necessary

Examples of Starting Service, either of these options can be used to restart the service

- sc start smtpsvc
- net start smtpsvc