

HA ID Service Won't Start Due to Missing Enrollment Service User Configuration

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Environment

- **Product:** C•CURE 9000 – High Assurance (HA)
- **Affected Version:** C•CURE 3.10 (including build 310.888.888)
- **Fix Version:** C•CURE 3.10.1

Issue

After making changes in the High Assurance configuration, the HA ID Service fails to start and High Assurance enrollment functionality may be unavailable.

Symptoms

- The **HA ID Service fails to start** after High Assurance configuration changes.
- Enrollment or validation operations do not function as expected.
- The file **HAEnrollmentService.config** exists but is missing the required **User** configuration.
- The issue may occur after modifying settings such as *Not Required Fingerprints*.

Common Indicator

- The Enrollment or service user entry is missing from **HAEnrollmentService.config**.

Configuration File Location

Plain Text

```
C:\ProgramData\CCUREHighAssurance\Enrollment\HAEnrollmentService.config
```

Cause

In C•CURE = 3.10, a defect can prevent the High Assurance configuration interface from saving the Enrollment or ID Service **User** value into the configuration file.

When this User value is missing or blank, the HA ID Service cannot start because the required identity information for enrollment and validation operations is not available.

Resolution

Upgrade the system to **C•CURE 3.10.1**, which includes a fix for the High Assurance configuration persistence issue.

Workaround

If an upgrade cannot be performed immediately, use the following steps:

1. Open **C•CURE High Assurance Configuration** from *Options and Tools*.
2. Locate the **Enrollment or ID Service User** setting.
3. Ensure a valid User is selected and the field is not blank.
4. Save the High Assurance configuration.
5. Restart the **HA ID Service**.

If the configuration file is corrupted or missing expected sections:

1. Stop all High Assurance services.
2. Delete **HAEnrollmentService.config**.
3. Reopen High Assurance Configuration and save the settings again.
4. Confirm the User field is populated.
5. Restart the High Assurance services.

Verification Steps

1. Confirm the **HA ID Service** starts successfully.
2. Verify that **HAEnrollmentService.config** contains a populated User entry.
3. Validate that High Assurance enrollment or validation workflows function normally.

Impact

High Assurance enrollment and validation workflows are unavailable because the HA ID Service cannot start without a configured Enrollment or ID Service User.