

The logo for 'instant' features a green speech bubble icon above the word 'instant' in a blue, lowercase, sans-serif font.

The logo for 'CHIME' features a blue Wi-Fi symbol above the word 'CHIME' in a bold, black, uppercase, sans-serif font.

**Office 365: Unable to start Queue -
Error: Cannot launch Lync.exe**

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UNABLE TO START QUEUE - ERROR: CANNOT LAUNCH LYNC.EXE

Unable to start Queue - Error: Cannot launch Lync.exe - Desktop is not initialized, no user logged into Chime server.

If you are receiving this error while using Chime for Lync and Office 365, there are a couple of possibilities on why this is occurring. These tend to occur because of restrictions that Microsoft has placed on connecting to Lync/Skype for Business on Office 365. Microsoft said they plan to remove these restrictions sometime in the future. Until they do, there are a few things you will want to check.

Please review the [Chime Service Account Office 365 Requirements](#)

ISSUE 1 - ALL THE CHIME FOR LYNC QUEUES LOG OFF AT THE SAME TIME.

If you have multiple queues running and all of the queues logged off at the same time, this most likely indicates that the Chime Service Account being logged out. This can be a result of the following reasons:

- Group Policy setting to automatically log off an idle user.
- The server running Chime for Lync was restarted.
- Lync/Skype for Business clients were running under a different user that logged out of the session.
- The Chime Service Account was logged out rather than ending the remote desktop session.

These will cause an issue because the Lync/Skype for Business clients that Chime for Lync uses requires a user to be logged into the system. When a user is logged out, all the Lync/Skype for Business accounts running under that user account are shutdown.

SOLUTION

Log into the server using the Chime Service Account. You will then be able to enable all the queues that were disabled. Review any Group Policy that might be automatically logging out idle users and inform any IT personnel that after a restart, the Chime for Lync server will need to have the Chime Service Account logged in and the queues should be checked that they are enabled.

ISSUE 2 - AFTER I CHANGED A QUEUE PROPERTY, THE QUEUE BECOMES DISABLED

If you have recently changed a queue setting and when you save the queue, you are prompted with the error, this most likely indicates that there isn't an active user on the Chime for Lync server.

This will occur if you change one of the following queue settings:

- License
- Dispatcher
- Queue State

Changing any of these fields will restart the queue. All other settings will not require the queue to be restarted to take effect.

The screenshot shows the 'Queue Settings' interface for a queue named 'Azure Test Queue'. The settings are as follows:

- Name: Azure Test Queue
- Description: This is an Azure test queue
- Mode: Testing
- Language: English
- License: 3 Agents until 12/31/2020 with All (marked with a red asterisk)
- Web Client: Default Web Client
- Send chat transcripts via email: ON
- Queue State: Enabled (marked with a red asterisk)

Below the settings is a table of dispatchers:

Name	Description	Type	Platform
* [Redacted]	Azure Test Dispatcher	Testing	Office 365 Lync

Buttons for 'Select Dispatcher...', 'Close', and 'Save' are visible at the bottom of the form.

SOLUTION

For a queue to start, there must be an active user on the Chime for Lync server so a new Lync/Skype for Business client instance can be started. Logging into the server using the Chime Service Account will allow you to enable the queue on which you had changed the settings.

CHIME SERVICE ACCOUNT OFFICE 365 REQUIREMENTS

- Chime Service Account must be granted “Log on as a Service” right.
- Chime Service Account must be granted Local Administrator permission on the machine Chime for Lync is running (this is a requirement to allow an account to “Log on as a Service”).
- [Chime Service Account needs to be logged into the server that Chime for Lync is running on for the Dispatcher to be logged in.](#)
- [Chime Service Account needs to be an active user in order to change certain Chime for Lync queue properties.](#)