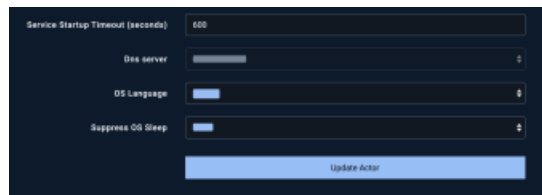


ACTOR DID NOT RESPOND - WINDOWS AND PROTECTED THEATER ACTORS

If you are working with your Window Actor and receive an **Actor did not respond** error, it could be because the services do not start in time. For example, it's possible to see this error if you are trying to run Actions or update the CTTA information. To mitigate this, you could increase the time the Validation Platform waits for the Windows services to start before it errors out.

To increase the time available for Windows services to start

1. Select **Environment > Actors**.
2. Click **Environment > Protected Theaters**.
3. Locate the Actor you want to configure, open its Action menu, and click **Edit**.
4. Locate the **Service Startup Timeout (seconds)** field and increase the number.



(<https://dyzz9obi78pm5.cloudfront.net/app/image/id/629cfe65164cf9379e57a120/n/win-ss-timeout.png>)

Service Startup Timeout field on Windows Actor

5. Click **Update Actor** to apply your changes.
6. Reboot the Protected Actor and create a new snapshot so you don't lose your changes.
7. Attempt to complete the task again. If you receive the same error, repeat this process.