

SIHA:CLSRSC-318: Failed To Start Oracle OHASD Service (Doc ID 2905053.1)

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APPLIES TO:

Oracle Database - Enterprise Edition - Version 19.16.0.0.0 to 20.1 Preview [Release 19 to 20.0]

Information in this document applies to any platform.

SYMPTOMS

Encountered CLSRSC-318: Failed to start Oracle OHASD service during execution of root.sh for standalone (Oracle restart) grid setup.

The roothas logs shows , it is not able to switch to grid user .

```
root@has.log  
=====
```

> Sep 20 14:10:03 <HOSTNAME> systemd[1]: Started Oracle High Availability Services.

> Sep 20 14:10:04 <HOSTNAME> su[264135]: pam_unix(su:auth): auth could not identify password for [grid]

> **Sep 20 14:10:06 <HOSTNAME> su[264135]: FAILED SU (to grid) root on none**
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> Sep 20 14:11:07 <HOSTNAME> systemd[1]: Stopping Oracle High Availability Services...

> Sep 20 14:11:07 <HOSTNAME> su[265224]: pam_unix(su:auth): auth could not identify password for [grid]

> Sep 20 14:11:09 <HOSTNAME> su[265224]: FAILED SU (to grid) root on none

> Sep 20 14:11:10 <HOSTNAME> init.oahsd[265224]: Password: su: Permission denied

CHANGES

Installing oracle restart using grid user .

CAUSE

The OS logs says , switch user command is getting failed .

```
/var/log/messages
=====
```

```
Oct 12 07:22:44 <HOSTNAME> init.ohasd[3897200]: Password: su: Permission denied
Oct 12 07:22:46 <HOSTNAME> su[3897214]: FAILED SU (to grid) root on none
Oct 12 07:22:49 <HOSTNAME> su[3897221]: FAILED SU (to grid) root on none
```

SOLUTION

The issue is happening as the switch user command is failing due to misconfiguration in the file `/etc/pam.d/su` .

Add the below line in the file `/etc/pam.d/su` to resolve the issue .

```
auth                sufficient    pam_permit.so
```

REFERENCES

[NOTE:2666728.1](#) - SIHA: After GRID Patching Not Able To Start HAS, Startup Fails With "CRS-41053: checking Oracle Grid Infrastructure for file permission issues"

[NOTE:1422517.1](#) - Reconfiguring & Recreating The 11gR2/12cR1 Restart/OHAS/SIHA Stack Configuration (Standalone) / How to Reconfigure Oracle Restart

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