

# Service(DIAHostService) failed to start

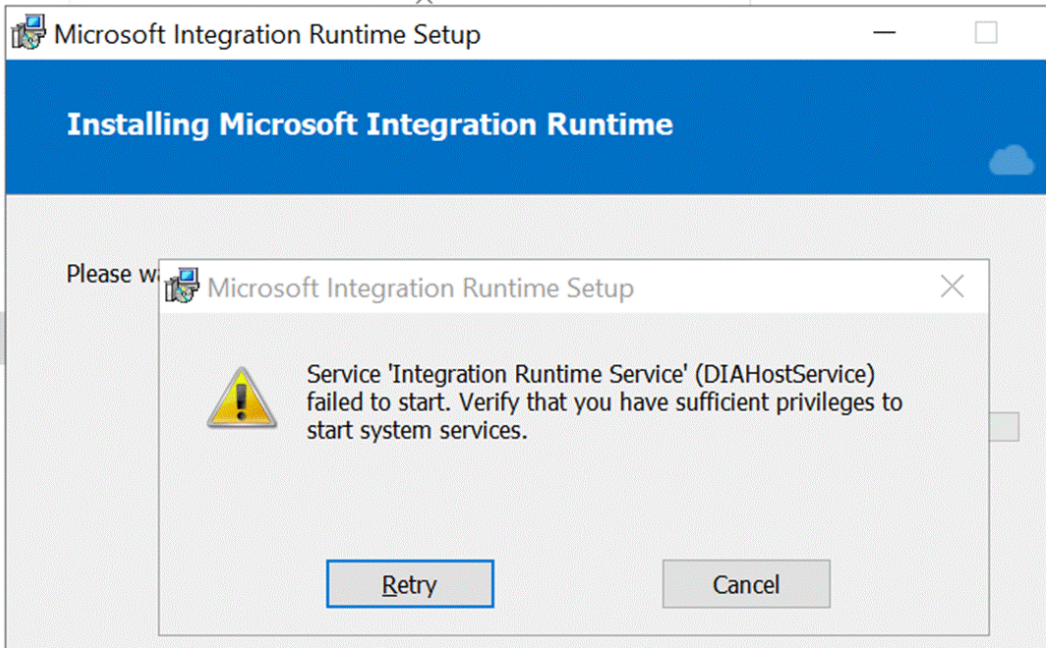
Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

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## Service(DIAHostService) failed to start

Monday, December 16, 2019

2:23 PM

SME	
Symptoms	<div><div>Customer could not install the service</div><div></div></div>
Cause	DIAHostService
Resolution	<div>(<span style="color: green;">✓✓✓✓</span>)Please use below way:</div> <ul style="list-style-type: none"><li>Go to selfhosted IR's installation folder, switch to folder: <i>Microsoft Integration Runtime\&lt;version&gt;\Shared</i></li><li>Start a command line using elevated privilege, using command <code>dmgcmd.exe -SwitchServiceAccount "&lt;user&gt;" "&lt;password&gt;"</code></li></ul>
More Information	<div>Related incidents, reminder, best practice, how to avoid the issue, how to troubleshoot</div> <div>For customer who want to change to use <a href="#">LocalSystem</a> account, please kindly note we need to use a <b>correct format</b> for account: <code>dmgcmd.exe -SwitchServiceAccount "NT Authority\System" ""</code> (<span style="color: green;">✓✓✓✓</span>) <code>dmgcmd.exe -SwitchServiceAccount "LocalSystem" ""</code> (<span style="color: red;">XXXX</span>) For alternative, since Local System already has more than administrator, could also directly change it in "Services". (<a href="https://icm.ad.msft.net/imp/v3/incidentsetails/153535241/home">https://icm.ad.msft.net/imp/v3/incidentsetails/153535241/home</a>)</div> <div>Customer could use local/domain user for the IR service log on account</div> <div>How to check whether the User has the permission of Log on as a service:</div>

Local Security Policy

File Action View Help

Security Settings

Account Policies

Local Policies

Audit Policy

User Rights Assignment

Security Options

Windows Defender Firewall with Adv...

Network List Manager Policies

Public Key Policies

Software Restriction Policies

Application Control Policies

IP Security Policies on Local Comput...

Advanced Audit Policy Configuration

Log on as a service Properties

Local Security Setting Explain

Log on as a service

IIS APPPOOL\NET v4.5

IIS APPPOOL\NET v4.5 Classic

IIS APPPOOL\adf

IIS APPPOOL\Classic .NET AppPool

IIS APPPOOL\DefaultAppPool

IIS APPPOOL\jkhkj

IIS APPPOOL\poipo

IIS APPPOOL\vstadsf

NETWORK SERVICE

NT SERVICE\ALL SERVICES

NT VIRTUAL MACHINE\Virtual Machines

TestIR

Add User or Group...

Remove

ing

ICE,NETWO...

prs,NT VIRTU...

prs

SMS-CP1

SMS-CP1

WINDEPLO...

WINDEPLO...

27521184-1...

ICE,NETWO...

ICE,NETWO...

Owners

prs,Window ...

prs

prs,Backup ...

SERVICE, Testl...

prs

prs

Tags

Service Account

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