1928584 - "Start of HostService failed" error - SAPHOSTAGENT start failed

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Language	English	**Master Language**	English
Release Status	Released to Customer	**Category**	Problem
Component	BC-CCM-HAG (Host Agent)	**Released On**	29.10.2018

Please find the original document at **https://launchpad.support.sap.com/#/notes/1928584**

Symptom

The SAPHOSTAGENT does not start, the saphostexec service fails to start with the following error messages in the file dev_saphostexec:

*[Thr 01] *** ERROR => Connection of channel 0 failed*
*[Thr 01] *** ERROR => Connection of channel 1 failed*
... ...
*[Thr 01] *** ERROR => Connection of channel 10 failed*
*[Thr 01] *** ERROR => Setup of too many communication channels failed. Giving up.*
*[Thr 01] *** ERROR => Channel Accept failed*
*[Thr 01] *** ERROR => Start of HostService failed*

Environment

Unix/Linux OS

Cause

- There is still an old "orphaned" host agent sapstartsrv process running.
- /tmp directory is not writable or filesystem has no free space left.
- The permission of /tmp/.sapstartsrv99_sapstartsrv.log file is incorrect.
- The permissions and ownership of the host agent work directory (DIR_HOME /usr/sap/hostctrl/work) is wrong. host agent work directory is "/usr/sap/hostctrl/work" which defined in host agent profile (/usr/sap/hostctrl/exe/host_profile), DIR_HOME = /usr/sap/hostctrl/work is a mandatory setting, other settings/values are not supported which would also cause this issue.

Resolution

1. Please check the old "orphaned" Host Agent sapstartsrv process and kill them via

ps -ef | grep hostctrl
kill -9 <processnumber>

And then start saphostagent again via

/usr/sap/hostctrl/exe/saphostexec -restart

2. Make sure that /tmp directory is writable for the sapadm user and filesystem has free space left.

3. Make sure that permission of /tmp/.sapstartsrv99_sapstartsrv.log file is correct.

-rw-rw-rw- sapadm sapsys .sapstartsrv99_sapstartsrv.log

/tmp/.sapstartsrv99_sapstartsrv.log file is the lock file of /usr/sap/hostctrl/exe/sapstartsrv process, you can also delete wrong permission file (/tmp/.sapstartsrv99_sapstartsrv.log) directly and start saphostagent again.
it will be generated again after saphostagent starting correctly.

4. The ownership and permissions of /usr/sap/hostctrl/work must be kept as created by the host agent installation/upgrade.
The best approach to fix it is by re-installing/upgrading the host agent according to SAP Note 1031096.

Please also refer to SAP Host Agent Troubleshooting Guide for more information.

Keywords

Host Agent sapstartsrv process saphostexec

This document refers to

SAP Note/KBA	Title
1031096	Installing Package SAPHOSTAGENT
	SAP Host Agent Troubleshooting Guide

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