

How to Resolve "The following services failed to start" Error During ArchiveOne Installation

<https://campus.barracuda.com/doc/54266311/>

This article applies to Barracuda ArchiveOne version 7.3 and higher.

Once the ArchiveOne installation is complete, the ArchiveOne services attempt to start. If any services fail to start up successfully, the installer displays the following error message:

"The following services failed to start: <NameOfService>".

Attempt to start the service(s) named in the error message manually and conduct further diagnostics if necessary.

Manually Start Services

To manually start the services:

1. Open the Microsoft Services console (**services.msc**).
2. If the **Status** of any of the services named in the error messages are not running, right-click the service and click **Start**.
3. The following services (with startup type **Automatic**) should be running:
 - ArchiveOne BMA Service
 - ArchiveOne Collection Coordinator
 - ArchiveOne FilterService2
 - ArchiveOne FilterService642
 - ArchiveOne Hub Service
 - ArchiveOne Index Optimizer
 - ArchiveOne Journal Archiving Service
 - ArchiveOne Mailbox Permissions Service
 - ArchiveOne Monitor Service
 - ArchiveOne PST Service
 - ArchiveOne Service
 - ArchiveOne Spoke Service

If the service still fails to start or generates an error when you attempt to start it manually, collect the service logging and raise a support case.

Collect Diagnostic Logging

The following lists the location of the startup log file for each service:

Service name	Startup log file location
ArchiveOne BMA Service	C:\Program Files (x86)\Barracuda\ArchiveOne\BMAServer\logs\StartupLogs
ArchiveOne Collection Coordinator	C:\Program Files (x86)\Barracuda\ArchiveOne\logs\CollectionCoordinator
ArchiveOne FilterService2	No service logging is generated; check Windows Application and System event logs
ArchiveOne FilterService642	No service logging is generated; check Windows Application and System event logs
ArchiveOne Hub Service	C:\ProgramData\Barracuda\ArchiveOne\Add-ins\AOnePol\logs\AOneHubService
ArchiveOne Index Optimizer	C:\Program Files (x86)\Barracuda\ArchiveOne\IndexOptimizer\logs\StartupLogs
ArchiveOne Journal Archiving Service	C:\Program Files (x86)\Barracuda\ArchiveOne\JournalServer\logs\StartupLogs
ArchiveOne Mailbox Permissions Service	C:\Program Files (x86)\Barracuda\ArchiveOne\logs\MailboxPermissionsService
ArchiveOne Monitor Service	C:\Program Files (x86)\Barracuda\ArchiveOne\logs\StartupLogs
ArchiveOne PST Service	C:\Program Files (x86)\Barracuda\ArchiveOne\PSTService\logs\StartupLogs
ArchiveOne Service	C:\Program Files (x86)\Barracuda\ArchiveOne\logs\StartupLogs
ArchiveOne Spoke Service	C:\Program Files (x86)\Barracuda\ArchiveOne\logs\AOneSpokeService

Collect the most recent .log file from the named location and raise a support case with this information.

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