

# Open-Xchange service not starting because of wrong osgi directory permissions

Affected version(s): all

## Problem

The open-xchange service is not starting successfully. You can't log into the service and commands like listuser are not working.

You can check this with `service open-xchange status` or by looking at the logfiles under `/var/log/open-xchange/`

In some recent support requests we found that the permissions in the osgi directory where wrong. If this is the case you see something like this in the `open-xchange-osgi.log`:

### open-xchange-osgi.log

```
MESSAGE The -clean (osgi.clean) option was not successful. Unable to clean the storage area: /opt/open-xchange/osgi/org.eclipse.osgi
!ENTRY org.eclipse.osgi
!MESSAGE Error reading configuration: /opt/open-xchange/osgi/org.eclipse.osgi/.manager/.fileTableLock
(Permission denied)
```

## Root Cause

The open-xchange program should not be used to start the service as root user. Use the commands below instead. If you start open-xchange via this command it changes the permissions of some files/directories. Since 7.6.2 there is a check build in which will produce an error message and quit if you don't start it as the open-xchange user. Another cause could be wrong permissions from a backup or from copying files.

## Solution

You have to change the permissions/ownership:

```
chown -R open-xchange:open-xchange /opt/open-xchange/osgi/
```

and restart the open-xchange service:

```
service open-xchange restart
```

or

```
systemctl restart open-xchange
```

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## Related articles

- [Open-Xchange service not starting because of wrong osgi directory permissions](#)