

# Communication strategy for driver upgrade

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## Background

Sometimes we receive issue raised by customer which is controlled within ADF built-in Simba/Progress drivers. Please work with Simba (Magnitude) / Progress to get insights from driver perspective first.

If the conclusion turns out to be feature or fix is only available in a newer version of driver which still not available in current ADF Integration Runtime, then we need to upgrade driver used in our runtime.

Scenarios where driver upgrade is required:

- Customer is planning to upgrade their data source version which requires a newer version of client driver, so we have to upgrade the driver [see example ticket](#) 
- Customer requires some specific driver functionality which needs additional driver properties not in [allow list](#). Those driver properties needs to be security reviewed before exposing to customer. [see example ticket](#) 

However, as you may already know, driver upgrade is not an easy task and will involve partner teams for security review and sign-off, which is not in ADF PG team's control, so it's hard to make commitment on ETA.

CSS need to communicate this with customer and please refer to this TSG for communication strategy.

## Driver upgrade cycle

The general workflow to upgrade the driver used by ADF is like:

1. review the the business needs and pick up driver upgrade request based on priority
2. send the request for security review for this driver
3. once the review completes, ADF PG will upgrade it.

For step 2 there is external dependency - security team is not part of ADF team. As background information, there is a long list of driver updates pending security sign off and it would be a long duration due to constraint resource from security team.

Since now we understand why it's hard to provide concrete ETA, please communicate to customer with empathy. In the meanwhile, please suggest workaround if possible to unblock customer.

If you have tried all above but customer is still chasing for driver upgrade, please collect business impact so we can better understand. We could review the impact in order to prioritize it.

## Workaround

The general workaround is try switch to **generic ODBC** connector. Generic ODBC connector supports both DSN (native driver) and DSN-less (built-in driver) approach.

Specifically, for Oracle we have this [TSG: How-to-configure-ODBC-connector-with-Oracle-native-driver-installed](#) available. It is for DSN approach with native drivers.

On the other hand, we also have this [TSG: How-to-configure-generic-ODBC-connector-with-built-in-ODBC-driver](#). It is for DSN-less approach to invoke built-in drivers.

## Special Notes

- Please do NOT mention Simba (Magnitude) / Progress name to customer, as driver vendor information is internal only and will not add value for customer even they know it.
- Please be aware that security review process takes time (a few months) and is not in ADF PG team's control.
- This TSG is just a general guidance for communication strategy for driver upgrade. Please do not copy and paste directly into your external email to customer. Please modify according to customer's sentiment and preference of communication with empathy and professionalism.
- For feature request related with driver, let us stick to the feature request workflow. We don't prioritize feature requests by support case. Please suggest customer to raise their request in Azure feedback. PM team will review customer feedback every half year when we make a semester planning.