

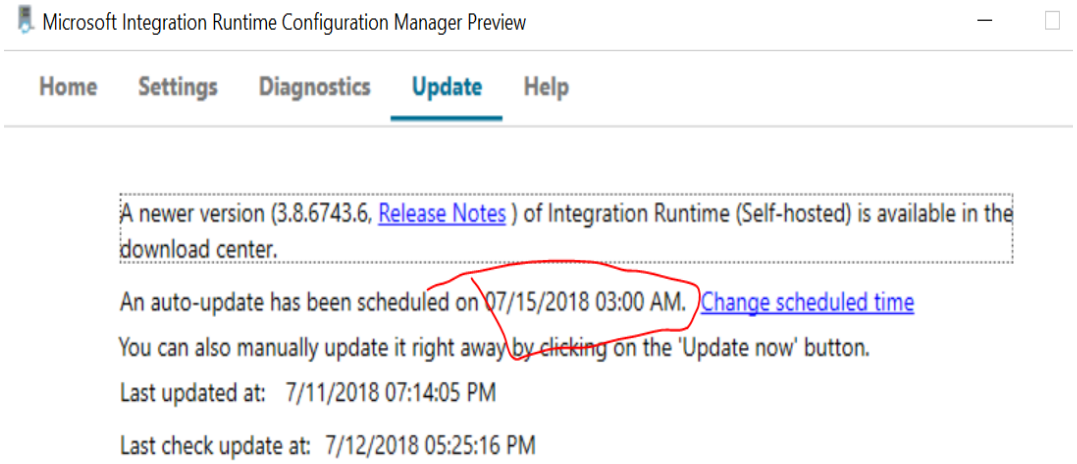
[Not used]Gateway(slash)Self-hosted IR not get Updated

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

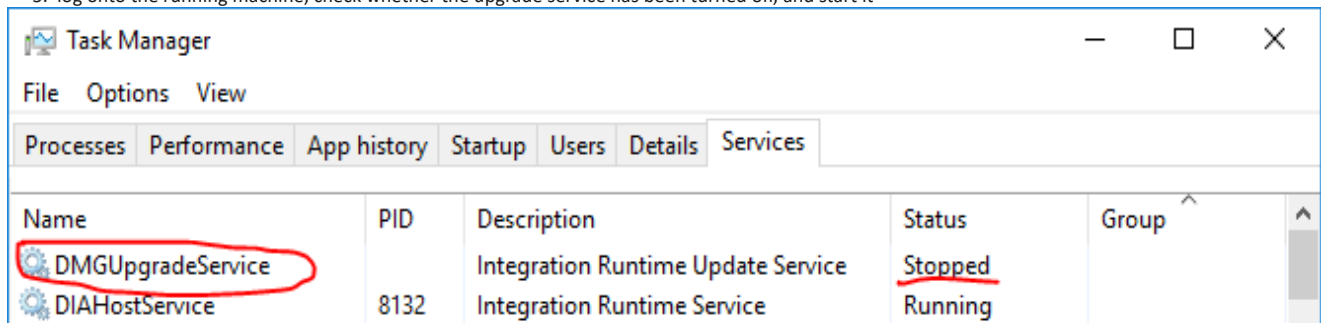
Gateway/Self-hosted IR not get Updated

Friday, December 1, 2017
11:13 AM

Please go to [the new TSG document](#).

SME	
Symptoms	Customer see their on-prem gateway or self-hosted IR hasn't been auto upgraded
Cause	<ul style="list-style-type: none"> • Customer may have auto upgrade turned off • Customer may have integration runtime upgrade service stopped • Customer may have .Net version below 4.6.1 • Customer may have self-hosted integration runtime running on a x86 machine
Resolution	<p>How to get auto-updated</p> <p>Please follow below steps:</p> <ol style="list-style-type: none"> 1. Check whether the gateway/IR is online. 2. Check whether the estimated upgrade date is passed:  <p>3.</p> <p>4. Turn on auto upgrade:</p>

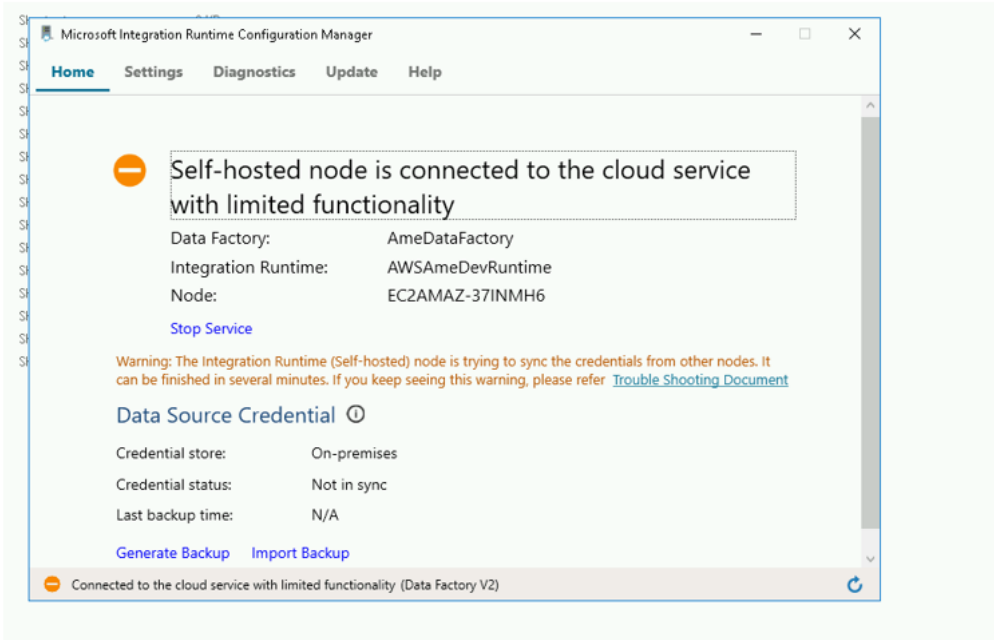
- <https://docs.microsoft.com/en-us/azure/data-factory/v1/data-factory-data-management-gateway#to-disableenable-auto-update-feature>
- 5. log onto the running machine, check whether the upgrade service has been turned off, and start it



- 6. Log onto the running machine, check .NET version, to see whether it's below 4.7.2

- a. Follow the instructions here: <https://docs.microsoft.com/en-us/dotnet/framework/migration-guide/how-to-determine-which-versions-are-installed>
- b. If yes, .NET version<4.7.2, follow the instructions here to upgrade the .NET version: <https://docs.microsoft.com/en-us/dotnet/framework/install/guide-for-developers>
- 7. We don't have plan to support x86 machine on our schedule, please find alternatives
- 8. Customer manually change proxy by changing diahost.exe/diawp.exe.config, which would be overridden when IR upgrade
- 9. Check whether customer's Disk is having enough disk space:
 - a. The drive which hosted SHIR should have >= 10GB
 - b. System drive should have >= 10GB
- 10. Check whether the IR has running pipelines: [Check whether the IR is running any pipelines](#), if yes, then auto update will not happen
- 11. If customer's IR credential not sync, then IR will not get updated

The report ID: b0bf85fe-d790-4265-bcc7-460abc2968d5



- 12. Check whether the IR has downloaded latest version: [Check whether IR download latest bits](#)
- 13. If none of the above matches, refer to TSG here to collect IR logs to contact PG team [How to get auto-update logs](#)

How to Manually update

- 14. Go to Microsoft download center to download latest bits: <https://www.microsoft.com/en-us/download/details.aspx?id=39717>

More Information

I have deliverc training about [troubles! Self-IR upgrade issue](#), ple leverage such vide to learn i

How good have you found this content?

