Gateway or Self-hosted IR not get Updated

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

Contents

SME

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Symptoms

- Customer see their on-prem gateway or self-hosted IR hasn't been auto upgraded
- Customer use powershell or rest API or SDK to Upgrade Now, but update does not happen
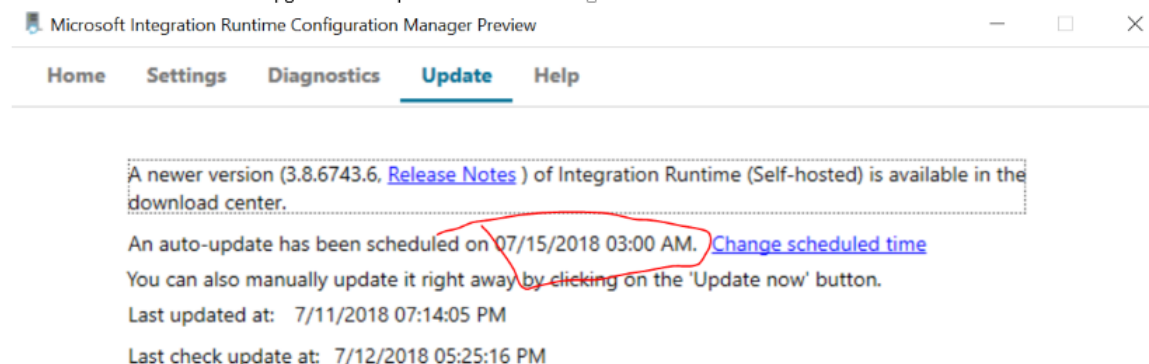
Cause

- Customer may have auto upgrade turned off
- Customer's machine may block the request to download center to get installer
- Customer may have integration runtime upgrade service stopped
- Customer may have .Net version incompatible issue (refer to below step 5)
- Customer may have self-hosted integration runtime running on a x86 machine
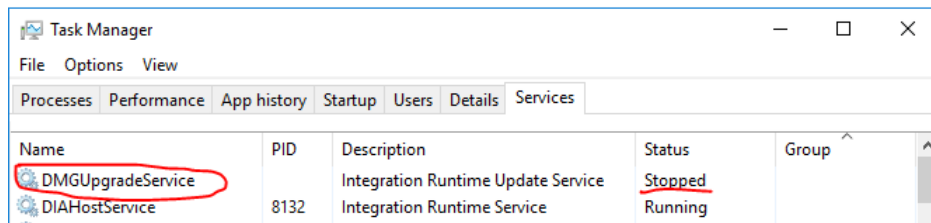
Resolution

How to get auto-updated/upgraded now

Please follow below steps(for Upgrade now, skip the second and third steps):

1. Check whether the gateway/IR is online.
2. Check whether the download center FQDN is accessible from SHIR machine: download.microsoft.com
3. Check whether the estimated upgrade date is passed:

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

5. Log onto the running machine, check .NET version, to see whether it's below 4.7.2.
    1. Follow the instructions here: https://docs.microsoft.com/en-us/dotnet/framework/migration-guide/how-to-determine-which-versions-are-installed 🗗
    2. 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 🗗

(3.xx SHIR target .Net Framework version is 4.6.1;
4.xx SHIR target .Net Framework version is 4.6.2 (4.xx will be the last version which support ADF V1)
5.xx SHIR target .Net Framework version is 4.7.2)

6. We don't have plan to support x86 machine on our schedule, please find alternatives

7. Customer manually change proxy by changing diahost.exe/diawp.exe.config, which would be overridden when IR upgrade

8. Check whether customer's Disk is having enough disk space:
    1. The drive which hosted SHIR should have >= 10GB
    2. System drive should have >= 10GB

9. Check whether the IR has running pipelines: Check whether the IR is running any pipelines, if yes, then auto update will not happen

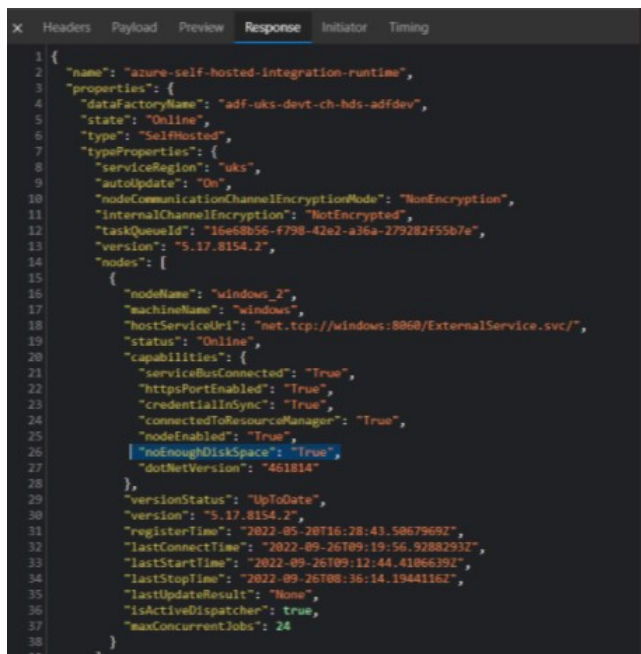10. If customer's IR credential not sync, then IR will not get updated
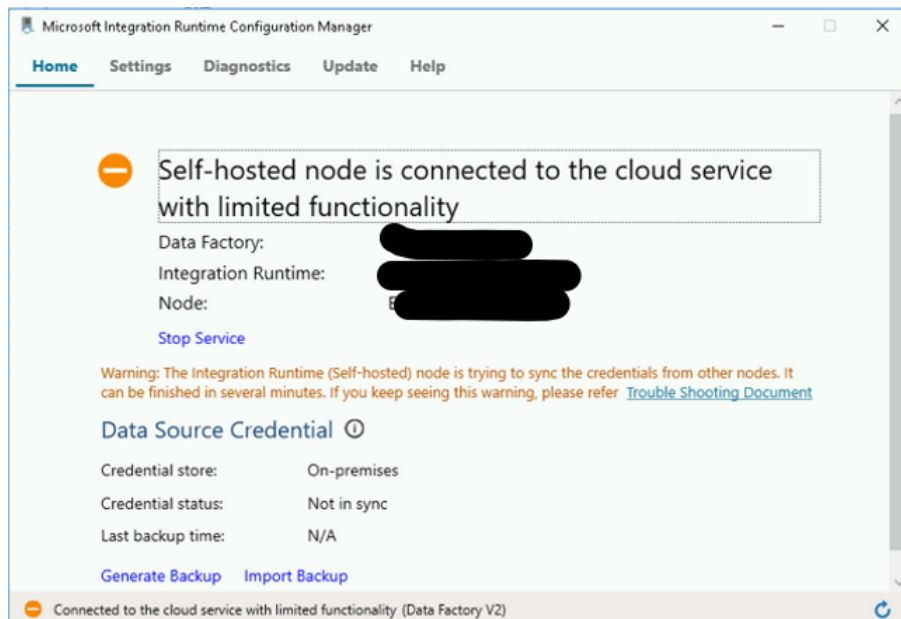
11. check whether the IR has downloaded latest version: Check whether IR download latest bits

12. If none of the above matches, refer to TSG here to collect IR logs to contact PG team How to get auto update logs

Analyse the HAR file to check the **notEnoughDiskSpace** Attribute

1. Start the HAR file Trace.

2. Start the SHIR upgrade

3. Analyse the HAR file, particularly look for the attribute **notEnoughDiskSpace** if the value is **True** which means there is no enough disk space to upgrade the SHIR. Request cx to have minimum 10 GB to get the SHIR version upgraded.

4. We can also find more important attribute information such as **serviceBusConnected**, **httpsPortEnabled**, **credentialInSync**, **connectedToResourceManager** from HAR file trace, where all these attributes are very important to look for when troubleshooting SHIR version upgrade issue.
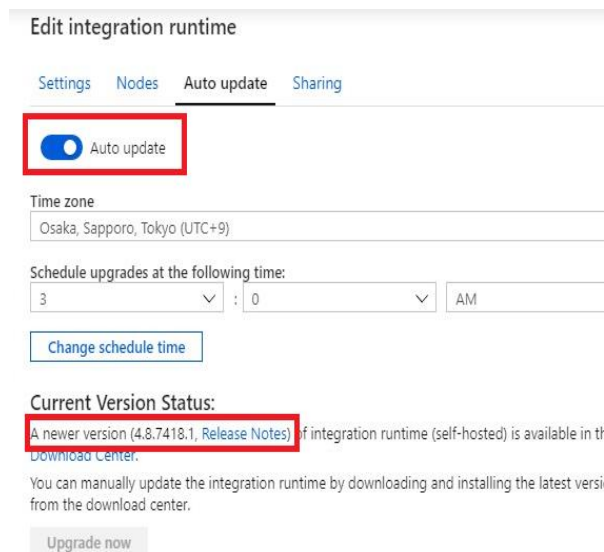
How to manually update

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

More Information

Brian Wang: I have delivered training about troubleshoot Self-IR upgrade issue ⧉, please leverage such video to learn it.

Upgrade Now is greyed-out

Customer would see the **Upgrade now** button on the portal is greyed-out, even though there's an alert a new version is available, and auto-update is turned on.

Only when we push auto-update for a newer version compared with current IR version, then only customer could click Upgrade now. However, till then customers have an option to manually upgrade it by downloading it from the Download Center.

How good have you found this content?