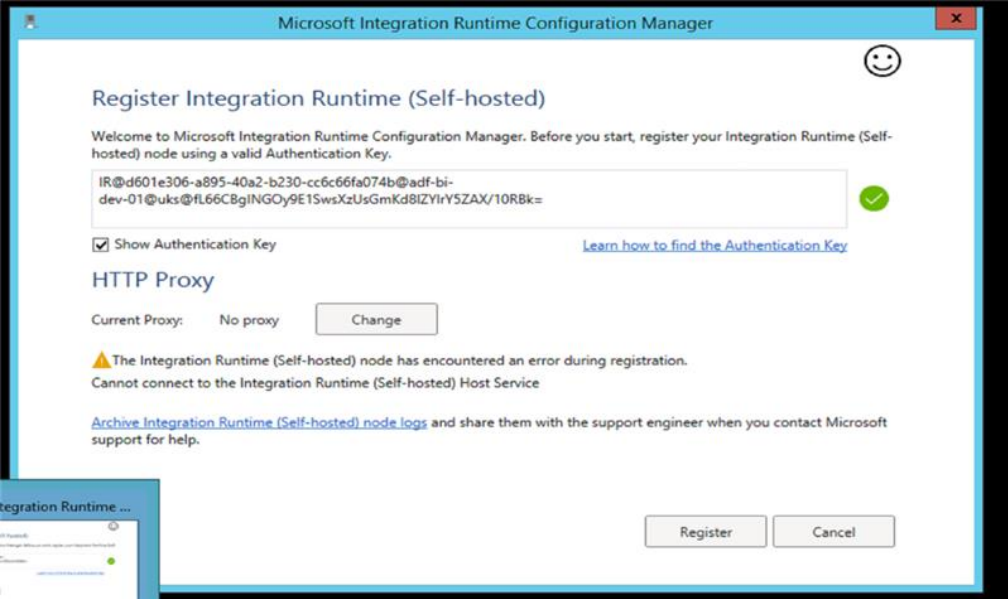


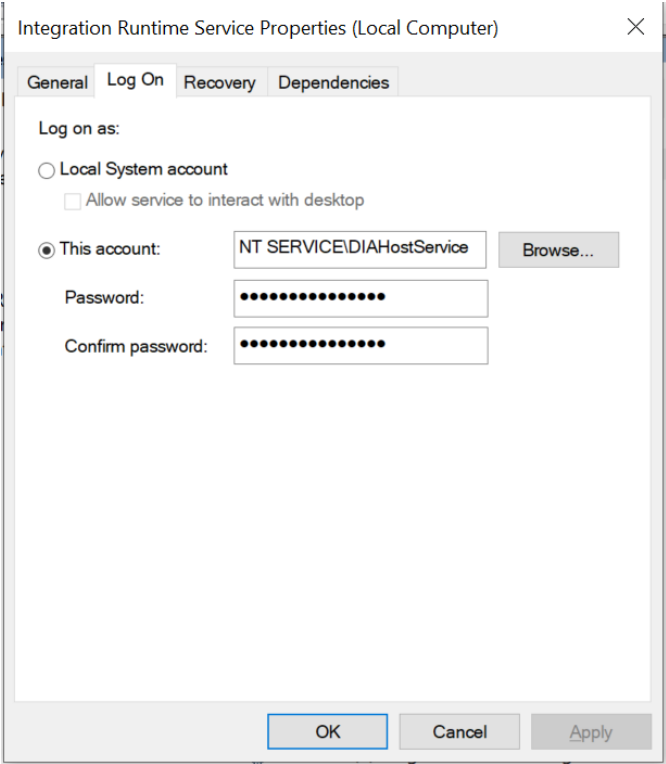
The IR encountered an error during registering

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

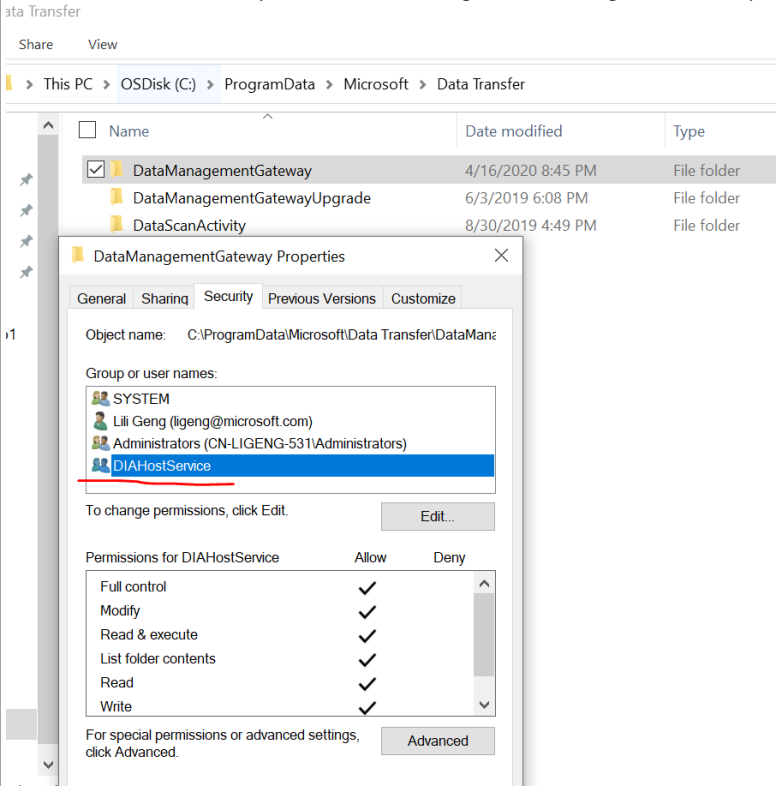
The IR encountered an error during registering

Thursday, April 16, 2020
10:24 PM

SME	
Symptoms	<div>The screenshot shows the 'Microsoft Integration Runtime Configuration Manager' window. The title bar is blue with the Microsoft logo and window controls. The main content area has a light blue header 'Register Integration Runtime (Self-hosted)' and a smiley face icon. Below the header, it says 'Welcome to Microsoft Integration Runtime Configuration Manager. Before you start, register your Integration Runtime (Self-hosted) node using a valid Authentication Key.' There is a text box containing a long alphanumeric key. A green checkmark is next to the key. Below the key, there is a checkbox 'Show Authentication Key' which is checked, and a link 'Learn how to find the Authentication Key'. Underneath is the 'HTTP Proxy' section with 'Current Proxy: No proxy' and a 'Change' button. A yellow warning triangle icon is followed by the text: 'The Integration Runtime (Self-hosted) node has encountered an error during registration. Cannot connect to the Integration Runtime (Self-hosted) Host Service'. Below this is a link 'Archive Integration Runtime (Self-hosted) node logs' and a paragraph 'and share them with the support engineer when you contact Microsoft support for help.' At the bottom right are 'Register' and 'Cancel' buttons. A small inset window titled 'Integration Runtime ...' is visible in the bottom left corner of the main window.</div> <p>They changed the service account in the Service Panel and found the IR stops working</p>
Cause	
Resolution	<div><p>1. go to the Integration Runtime event log to see what's the error</p><div><p>DEBUG:</p><p>A runtime error has occurred</p><p>Access to the path 'C:\ProgramData\Microsoft\Data Transfer\DataManagementGateway\5s0u2ut1.ecv' is denied.</p><p>Exception detail:</p><p>System.UnauthorizedAccessException: Access to the path 'C:\ProgramData\Microsoft\Data Transfer\DataManagementGateway\5s0u2ut1.ecv' is denied. at System.IO.__Error.WinIOError(Int32 errorCode, String maybeFullPath) at System.IO.FileStream.Init(String path, FileMode mode, FileAccess access, Int32 rights, Boolean useRights, FileShare share, Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs, String msgPath, Boolean bFromProxy, Boolean useLongPath, Boolean checkHost) at System.IO.FileStream..ctor(String path, FileMode mode, FileAccess access, FileShare share) at Microsoft.DataTransfer.GatewayCommon.EncryptedSerializer.WriteToFile(Byte[] encryptedData) at Microsoft.DataTransfer.GatewayCommon.PropertiesPersistent.SetProperty(PropertyValue value, Boolean notify) at Microsoft.DataTransfer.DIAgentHost.HostService.OnStart(Boolean isRestart, String gatewayDll, Action exit)</p></div><p>2. If it's the above kinds of UnthorizedAccessException, do below 2 things:</p><p>a. Check DIAHostService logon service account in the Windows service panel.</p></div>



- b. Check whether the logon service account having the R/W permission of the folder:
%programdata%\Microsoft\DataTransfer\DataManagementGateway
i. By default if cx don't changed the service logon account, they it should have the permission of R/W



- IF cx has changed the service logon account, please do below to mitigate:
- Clean uninstall the current SHIR
 - Install the SHIR bits
 - Follow the TSG to change service account: [Change Service logon account](#)
 - register

More Information If it does not match the above pattern, ask the cx to collect 2 Windows Event log:

- Applications and Services Logs->Integration Runtime
- Windows Logs->Application

Tags	Register;Service Account
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Created with Microsoft OneNote 2016.

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