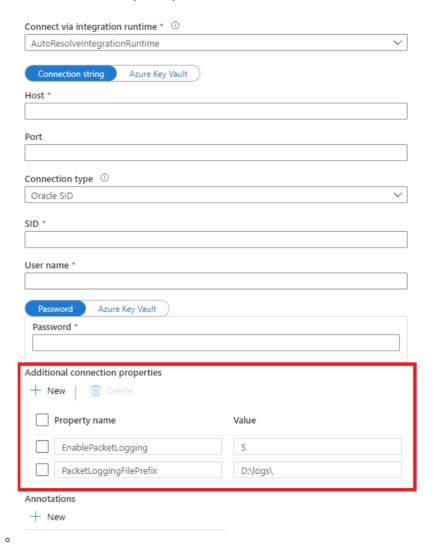# [Oracle] collect driver log

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:23 PM PST

A new version of Oracle driver has been released, which simplifies the collection of driver log (no more steps for ODBC tracing log). Please follow below steps to collect logs before creating a Progress ticket:

1. Make sure the SHIR version is equal or higher than **5.3.7718.1**
2. Add the two connection properties below to the Oracle linked service.
   - `EnablePacketLogging: 5`
   - `PacketLoggingFilePrefix: <log folder path (Make sure not to miss the last backslash)>`

Edit linked service (Oracle)

Connect via integration runtime * ⓘ

| AutoResolveIntegrationRuntime   ∨ |

(**Connection string**   Azure Key Vault)

Host *

| |

Port

| |

Connection type ⓘ

| Oracle SID   ∨ |

SID *

| |

User name *

| |

(**Password**   Azure Key Vault)

Password *

| |

Additional connection properties

\+ New | 🗑 Delete

☐	Property name	Value
☐	EnablePacketLogging	5
☐	PacketLoggingFilePrefix	D:\logs\

Annotations

\+ New

   -

3. The default log on service account of Self-hosted integration runtime is "NT SERVICE\DIAHostService". Make sure it has write permission to the log folder path.
4. Make sure the same issue is reproduced with the updated Oracle linked service.
5. All the files under the log path (e.g. D:\log) are the driver logs which are to be shared with the driver team for further troubleshooting.
6. Remove the two connection properties when log collection is done.