Parquet|ORC: Cannot find JVM.DLL

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:22 PM PST
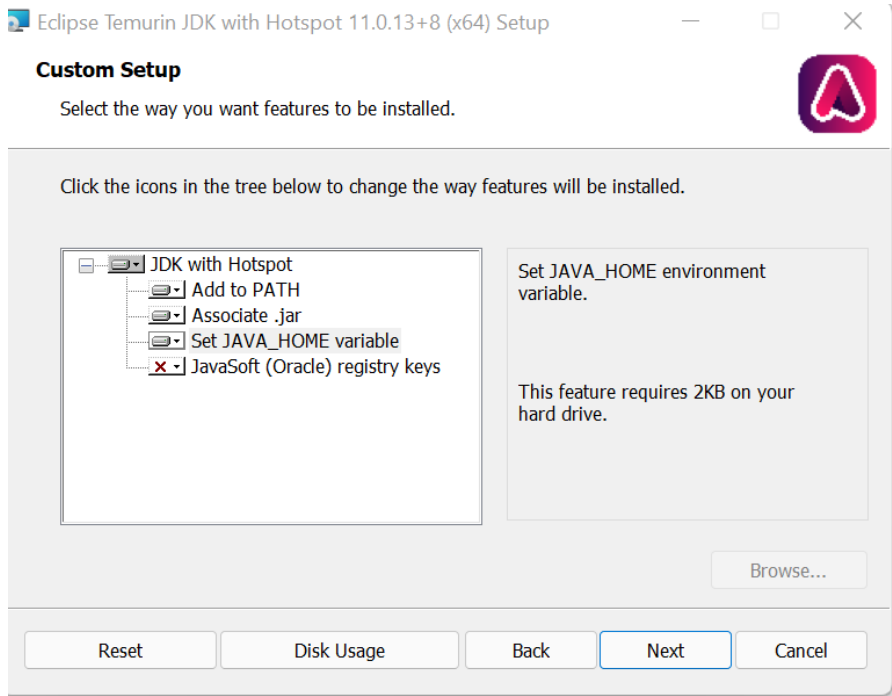

202032 -Parquet/ORC: Cannot find JVM.DLL

There are two possible reasons why this issue is happening. The VM where the self-hosted is installed does not have the Java Runtime (JRE), or it does have JRE but there is a configuration issue.

If the machine does not have JRE or you can suggest a JRE reinstalation, read how to install JRE, otherwise proceed to diagnose the JRE configuration.
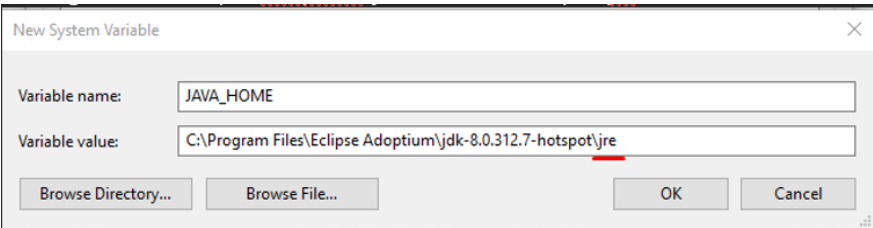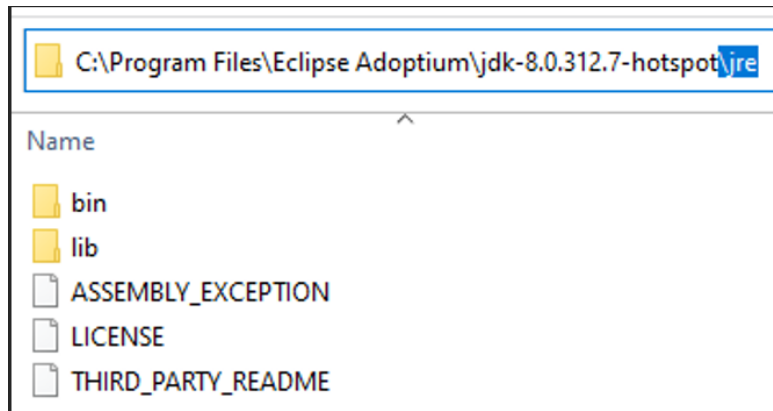
The steps must be repeated on all the problematic SHIR nodes.

How to install JRE

- Install Temurin for free ⬀, an open-source equivalent to Oracle Java JDK. Note this was previously know by Adopt OpenJDK, at the moment of writing the SHIR Documentation ⬀ still makes a reference to Adopt.

- At the moment of instalation the installer might ask you if you want to set JAVA_HOME and enable Oracle registry keys. Activate both options:
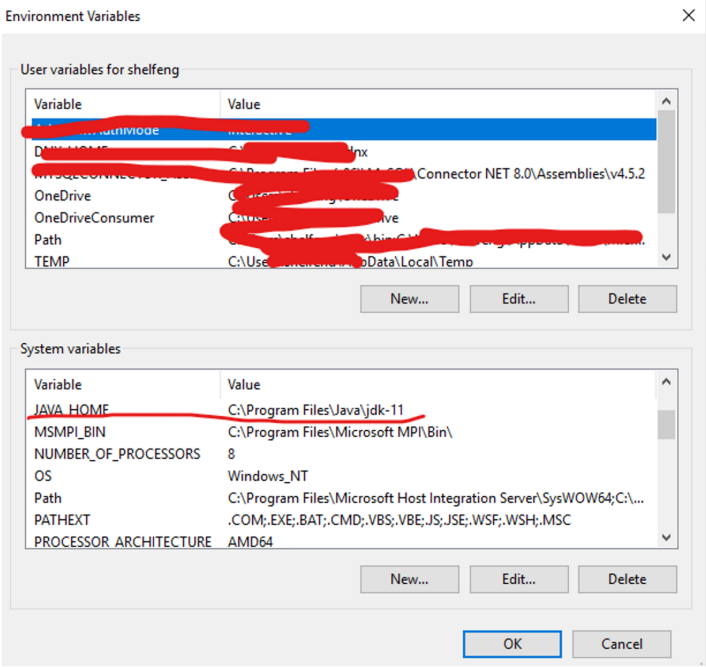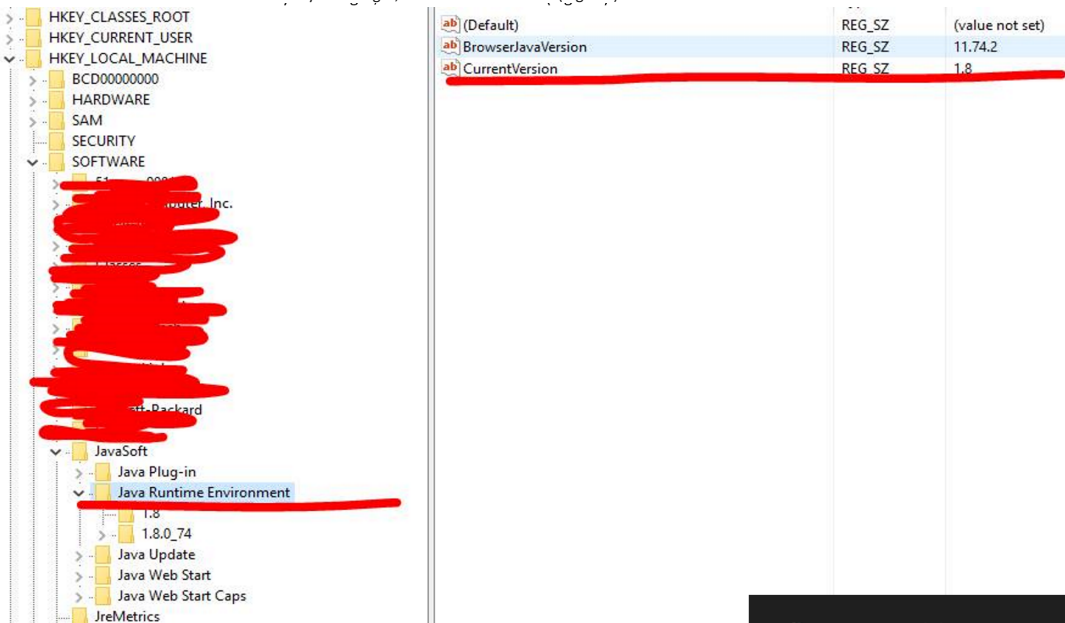

- After search for the JRE folder, which should be something like C:\Program Files\Eclipse Adoptium\jdk-8.0.312.7-hotspot\jre

- Finally create a new system variable JAVA_HOME with this path:

- Remember to repeat this on all the problematic SHIR VMs. This TSG works on a per-VM basis.

Troubleshooting JRE installations

Monday, May 7, 2018

5:02 PM

SME	
Symptoms	Error message: "Copy activity encountered a user error at Sink side: ErrorCode=UserErrorJreNotFound,'Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Java Runtime Environment is not found. Go to <u>here</u> to download and install on your gateway machine. Note 64-bit gateway requires 64-bit JRE and 32-bit gateway requires 32-bit JRE.,Source=,'Type=System.DllNotFoundException,Message=Unable to load DLL 'jvm.dll': The specified module could not be found. (Exception from HRESULT: 0x8007007E),Source=Microsoft.DataTransfer.Richfile.HiveOrcBridge,'."
Cause	1. Java Runtime Environment not correctly installed in customer's self-hosted IR machine. 2. Customer's self-hosted IR machine is lack of essential dependency for Java Runtime Environment. E.g. VC++ 2010 Redistributable Package

Resolution	1. If Open JDK is used (also apply for Oracle JRE):
	Please verify "JAVA_HOME" is correctly set.
	
	2. If Oracle JRE is used:
	The self-hosted IR resolves the JRE path by registry entries, and those entries should be automatically set during JRE installation.
	Check following to verify if there's a correct JRE installation.
	Before check following, please double check self-hosted IR (diahost.exe) and JRE are in the same platform.
	(**64bit JRE for 64bit self-hosted IR,** 64bit JRE should be installed under C:\Program Files\Java\ not C:\Program Files (x86)\Java\).
	We've verified JRE 7/8 both works, and version lower than JRE 6 haven't been verified.
	
	Then, please check the registry first:
	Open Regedt32 with Run prompt.
	Find the Key **HKEY_LOCAL_MACHINE\Software\JavaSoft\Java Runtime Environment**
	    There should be a Current Version entry in the right, shows the JRE version (e.g. 1.8).
	
	3. Then find a Sub-key which is exactly match the version (e.g. 1.8) under the JRE Key.
	    There should be a JavaHome entry in the right, the value is the JRE installation path.

File Edit View Favorites Help

Name	Type	Data
(Default)	REG_SZ	(value not set)
JavaHome	REG_SZ	C:\Program Files\Java\jre1.8.0_74
MicroVersion	REG_SZ	0
RuntimeLib	REG_SZ	C:\Program Files\Java\jre1.8.0_74\bin\server\jvm.dll

Computer
  HKEY_CLASSES_ROOT
  HKEY_CURRENT_USER
  HKEY_LOCAL_MACHINE
    BCD00000000
    HARDWARE
    SAM
    SECURITY
    SOFTWARE
      ...uter, Inc.
      ...ient...
      ...ab
      ...e Tech
      ...
      ...
      JavaSoft
        Java Plug-in
        Java Runtime Environment
          1.8
          1.8.0_74
        Java Update
        Java Web Start
        Java Web Start Caps
      JreMetrics

4. Open this path(e.g. C:\Program Files\Java\jre1.8.0_74) , there should be a bin folder.

bin
lib
COPYRIGHT
LICENSE
README.txt
release
THIRDPARTYLICENSEREADME.txt
THIRDPARTYLICENSEREADME-JAVAFX.txt
Welcome.html

Please go to **bin\server** folder, you should find a jvm.dll under it (if not exist check if jvm.dll exists in **bin\client**).

› Program Files › Java › jre1.8.0_74 › bin › server

Name	Date modified	Type
classes.jsa	6/12/2016 1:36 PM	JSA F
jvm.dll	6/12/2016 1:36 PM	Appl
Xusage.txt	6/12/2016 1:36 PM	TXT

If any above step is incorrect, please re-install JRE windows installer to fix it:
Installer instructions here.

If all of above steps are verified to be correct. There're may be VC++ runtime library missing in the system.

You can resolve by installing VC++ 2010 Redistributable Package.
For 32bit: Microsoft Visual C++ 2010 Redistributable Package (x86)
For 64bit: Microsoft Visual C++ 2010 Redistributable Package (x64)

More Information	Related incidents, reminder, best practice, how to avoid the issue, how to troubleshoot
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