

Error_OnPremGateway_DllNotFound

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

Error_OnPremGateway_DllNotFound

2016年8月29日
22:04

TSG quality

Quality (Good/OK/Bad)	Symptom	Root Cause	Mitigation	Repair Item
	<Add Comments>	<Add Comments>	<Add Comments>	File livesite repair item (All TSG update shall be P1)

TSG Owner

TSG Reviewer

<On-duty DRI>

Micro-service

Cloud Compute (On-Premises gateway)

Symptom

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 <http://go.microsoft.com/fwlink/?LinkId=808605> 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,."

Customer Impact

- Scenarios Impacted
 - Copy activity with Java involved (e.g. ORC, Parquet format)
- How to identify real customer impact, please provide query template link
 - This is always reported via CRI, so the specific reporting customer is impacted.

Root Cause

- Java Runtime Environment not correctly installed in customer's gateway machine.
- Customer's gateway machine lack of essential dependency for Java Runtime Environment.

Mitigation

The gateway resolve 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 Gateway (diahos.exe) and JRE are in the same platform.

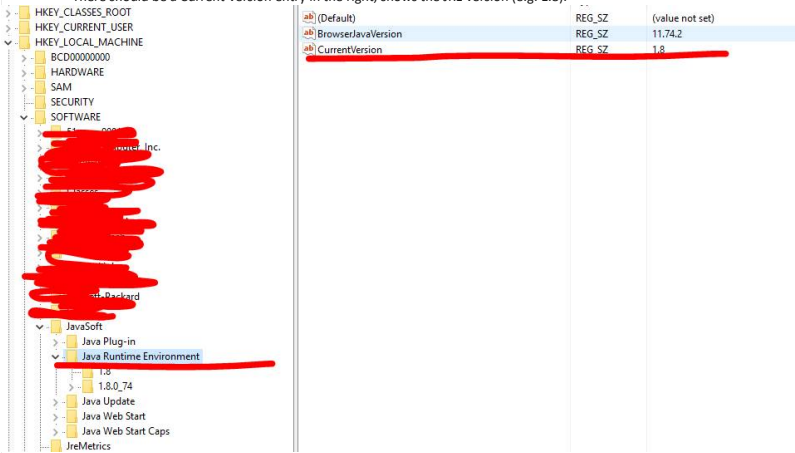
(64bit JRE for 64bit DMG, 64bit JRE should be installed under C:\Program Files\Java\ not C:\Program Files (x86)\Java\).

We've verified JRE 7/8 both works, and version lower than JRE 6 haven't been verified.

Then, please check the registry first:

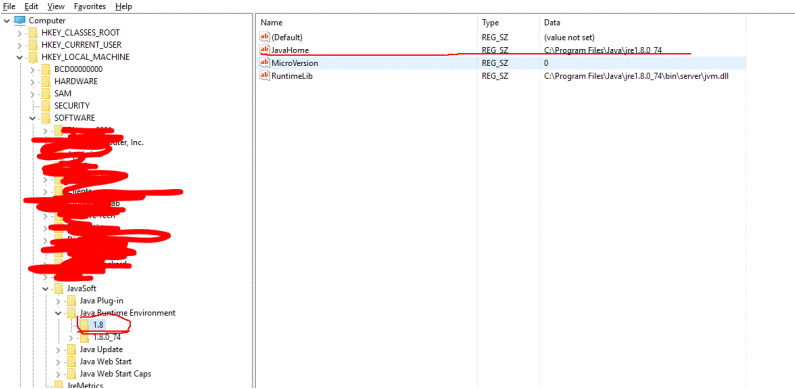
- Open Regedt32 with Run prompt.
- Find the key HKEY_LOCAL_MACHINE\Software\JavaSoft\Java Runtime Environment

There should be a Current Version entry in the right, shows the JRE version (e.g. 1.8).



- 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.



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

CSS Feedback

Please leave you feedback if you are using the article to help customers

https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/285055/Error_OnPremGateway_DllNotFound

2/3

bin

lib

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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 link: <http://go.microsoft.com/fwlink/?LinkId=308506>

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How good have you found this content?

