[SHIR] Driver DLL replacement

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

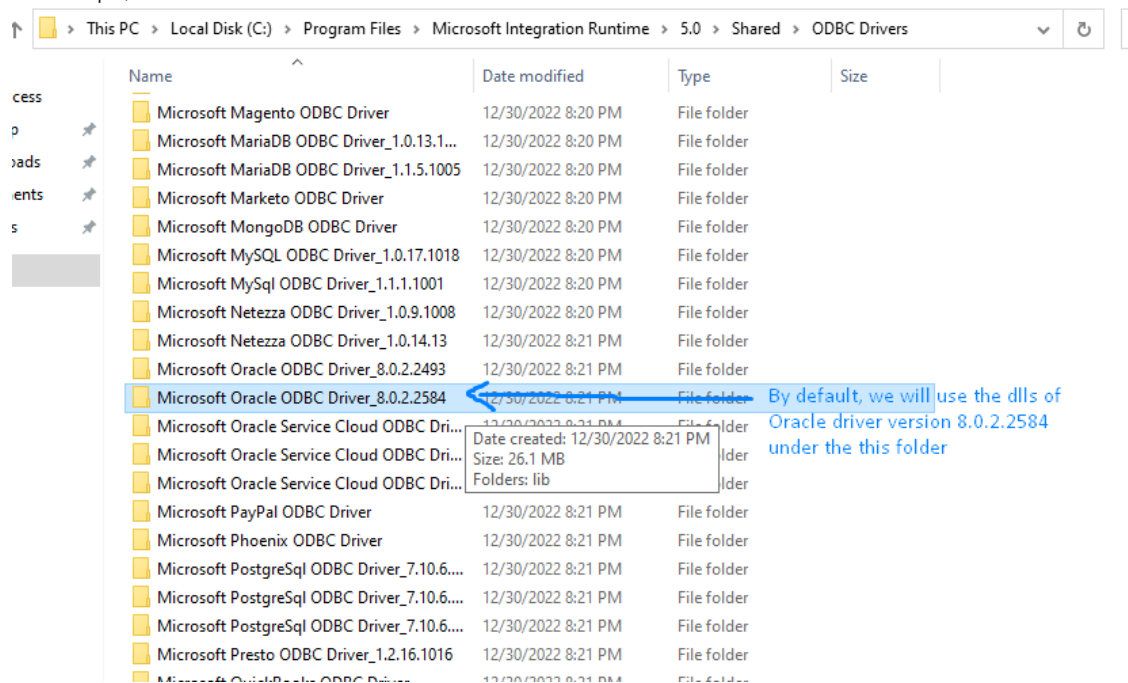### Contents

Issue Definition

Latest version driver doesn't work for unknown reasons while customers explained that their old version driver was working well. Instead of downgrading the entire SHIR, we can replace the DLL as a workaround when the cx doesn't turn on auto-update.
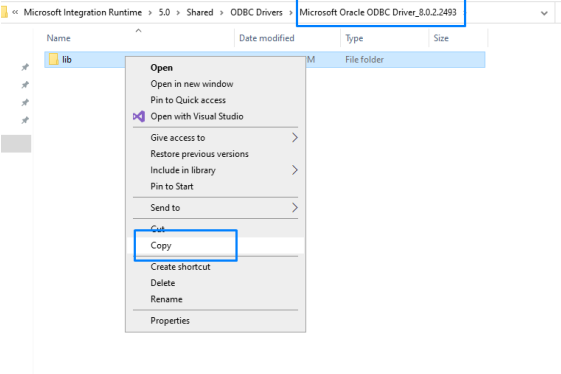
If the cx doesn't turn on auto update for the issued SHIR:

1. Confirm the working version Driver and not working Driver version number.
2. Follow up the TSG to collect the driver log and report it to Progress/Simba team for checking. Take Oracle as an example now and for all the steps, then you can refer [Oracle] collect driver log - Overview (visualstudio.com ⧉).
3. RDP to the VM where self-hosted integration runtime. In "Microsoft Integration Runtime Configuration Manager" window, click "**Stop Service**".
4. Cx can access this path for checking their driver version under the path: **C:\Program Files\Microsoft Integration Runtime\5.0\Shared\ODBC Drivers** By default, the latest SHIR will use the latest version driver under this folder, which will not update a newer version in a short term. The latest version driver is under the folder Microsoft Oracle ODBC Driver_versionNumber(version number is latest) which SHIR will use the dll inside the latest version driver folder. For example, below:
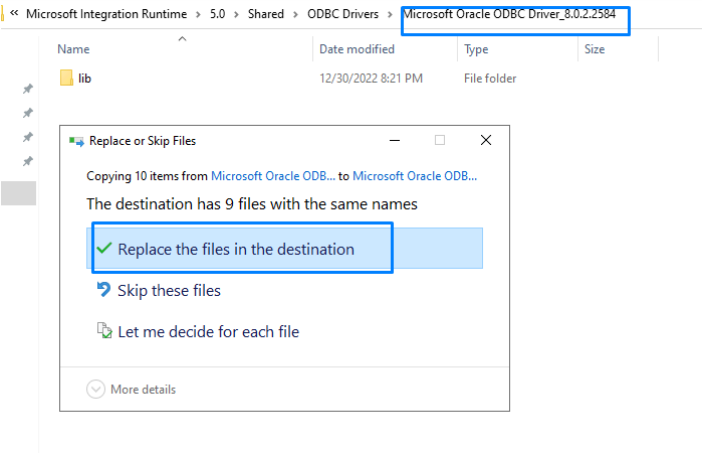

5. Since the cx confirmed the issue is only happening on new version driver, we can replace the dlls under this folder with the previous version driver lib.
6. We would still have a historical version driver under the same path. For example: the historical working version is Microsoft Oracle ODBC Driver_8.0.2.2493. Then the cx can manually copy the lib folder which containing all the related dll files under this version **C:\Program Files\Microsoft Integration**

Runtime\5.0\Shared\ODBC Drivers\Microsoft Oracle ODBC Driver_8.0.2.2493

7. Manually paste it under the latest, not working driver path. For example: **C:\Program Files\Microsoft Integration Runtime\5.0\Shared\ODBC Drivers\Microsoft Oracle ODBC Driver_8.0.2.2584** and replace the lib.

8. In "**Microsoft Integration Runtime Configuration Manager**" window, click "**Start Service**".

If cx turned on auto update

kindly open an ava with the sub id information, SHIR version, impacted driver type & versions. Then involve PG to do EC switch process from the backend.

Additional Information:

- **AVA References:** 2301030040006456, 2301020040002875
- **Author:** yufwan
- **Reviewer:** kbanil
- **Keywords:** SHIR, Driver, DLL

How good have you found this content?