

Upgrading VMware Identity Manager Connector

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VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

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Upgrading VMware Identity Manager Connector

Upgrading VMware Identity Manager Connector describes how to upgrade your Linux-based VMware Identity Manager Connector virtual appliance.

This guide is applicable to SaaS deployments, where a connector virtual appliance is deployed on premises. It is also applicable to on premises deployments if the deployment includes additional, standalone connector virtual appliances.

Intended Audience

This information is intended for anyone who installs, upgrades, and configures the VMware Identity Manager Connector virtual appliance. The information is written for experienced Windows or Linux system administrators who are familiar with virtual machine technology.

Additional Information

- For information about using your updated connector instance, see *VMware Identity Manager Administration*.
- For information about upgrading the Windows VMware Identity Manager Connector, a component of the VMware Enterprise Systems Connector, see *VMware Enterprise Systems Installation and Configuration*.

About Upgrading VMware Identity Manager Connector

1

You can upgrade the VMware Identity Manager connector virtual appliance online or offline.

Supported Upgrade Paths

The VMware Identity Manager 3.1 release includes connector 2017.12.1.0.

The following upgrade paths are supported:

- Version 2017.5.1.0 and later to 2017.12.1.0

Internet Connectivity

By default, the connector uses the VMware Web site for the upgrade procedure, which requires the connector appliance to have Internet connectivity. You must also configure proxy server settings for the connector appliance, if applicable.

If your connector instance does not have an Internet connection, you can perform the upgrade offline. For an offline upgrade, you download the upgrade package from My VMware. You can either use the `updateoffline.hzn` script to perform the upgrade or set up a local Web server to host the upgrade package.

Preparing to Upgrade VMware Identity Manager Connector

2

To prepare for the connector upgrade, you must perform a number of prerequisite tasks, such as checking for available upgrades and configuring the proxy server settings for the appliance, if applicable.

This section includes the following topics:

- [Prerequisites for Upgrade](#)
- [Check for the Availability of a VMware Identity Manager Connector Upgrade Online](#)
- [Configure Proxy Server Settings for the VMware Identity Manager Connector Appliance](#)

Prerequisites for Upgrade

Before you upgrade the connector, perform these prerequisite tasks.

Prerequisites for Online Upgrade

- Verify that the connector appliance can resolve and reach `vapp-updates.vmware.com` on port 80 over HTTP.
- Confirm that a connector upgrade exists. Run the appropriate command to check for upgrades. See [Check for the Availability of a VMware Identity Manager Connector Upgrade Online](#).
- Verify that at least 4 GB of disk space is available on the primary root partition of the appliance.
- Verify that the connector is properly configured.
- Take a snapshot of your connector appliance to back it up. For information about how to take snapshots, see the vSphere documentation.
- If an HTTP proxy server is required for outbound HTTP access, configure the proxy server settings for the connector appliance. See [Configure Proxy Server Settings for the VMware Identity Manager Connector Appliance](#).

Prerequisites for Offline Upgrade

- Confirm that a connector upgrade exists. Check the My VMware Downloads site at my.vmware.com for upgrades.
- Verify that at least 4 GB of disk space is available on the primary root partition of the appliance.

- Verify that the connector is properly configured.
- Take a snapshot of your connector appliance to back it up. For information about how to take snapshots, see the vSphere documentation.

Check for the Availability of a VMware Identity Manager Connector Upgrade Online

If your connector appliance has Internet connectivity, you can check for the availability of upgrades online from the appliance.

Procedure

- 1 Log in to the connector appliance as the root user.
- 2 Run the following command.

```
/usr/local/horizon/update/updatemgr.hzn updateinstaller
```

- 3 Run the following command to check for an online upgrade.

```
/usr/local/horizon/update/updatemgr.hzn check
```

Configure Proxy Server Settings for the VMware Identity Manager Connector Appliance

The connector appliance accesses the VMware update servers through the Internet. If your network configuration provides Internet access using an HTTP proxy, you must adjust the proxy settings for the appliance.

Enable your proxy to handle only Internet traffic. To ensure that the proxy is set up correctly, set the parameter for internal traffic to no-proxy within the domain.

Note Proxy servers that require authentication are not supported.

Prerequisites

- Verify that you have the root password for the connector appliance.
- Verify that you have the proxy server information.

Procedure

- 1 Log in to the connector appliance as the root user.
- 2 Enter YaST on the command line to run the YaST utility.
- 3 Select **Network Services** in the left pane, then select **Proxy**.
- 4 Enter the proxy server URLs in the **HTTP Proxy URL** and **HTTPS Proxy URL** fields.
- 5 Select **Finish** and exit the YaST utility.

- 6 Restart the Tomcat server on the connector virtual appliance to use the new proxy settings.

```
service horizon-workspace restart
```

The VMware update servers are now available to the connector appliance.

Performing an Online Upgrade of VMware Identity Manager Connector

3

You can upgrade your VMware Identity Manager Connector instance online.

Prerequisites

- You have met the prerequisites listed in [Chapter 2 Preparing to Upgrade VMware Identity Manager Connector](#).
- Verify that the connector appliance is powered on and functioning.

Procedure

- 1 Log in to the connector appliance as the root user.
- 2 Run the following command.

```
/usr/local/horizon/update/updatemgr.hzn updateinstaller
```

- 3 Run the following command to check that an online upgrade exists.

```
/usr/local/horizon/update/updatemgr.hzn check
```

- 4 Run the following command to update the appliance.

```
/usr/local/horizon/update/updatemgr.hzn update
```

Messages that occur during the upgrade are saved to the `update.log` file at `/opt/vmware/var/log/update.log`.

- 5 Run the `updatemgr.hzn check` command again to verify that a newer update does not exist.

```
/usr/local/horizon/update/updatemgr.hzn check
```

- 6 Check the version of the upgraded appliance.

```
vami-cli version --appliance
```

The new version is displayed.

7 Restart the connector appliance.

reboot

8 Repeat the preceding steps for each connector appliance in your VMware Identity Manager deployment.

The connector upgrade is complete.

Performing an Offline Upgrade of VMware Identity Manager Connector

4

If your VMware Identity Manager Connector appliance cannot connect to the Internet for upgrade, you can perform an offline upgrade.

Two options are available for offline upgrade. You can set up an upgrade repository on a local Web server and configure the appliance to use the local Web server for upgrade. Or you can download the upgrade package to the connector server and use the `updateoffline.hzn` script to upgrade.

This section includes the following topics:

- [Using a Local Web Server for Offline Upgrade](#)
- [Using the `updateoffline.hzn` Script for Offline Upgrade](#)

Using a Local Web Server for Offline Upgrade

If you want to perform the offline upgrade using a local Web server, prepare the Web server to host the upgrade file, configure the connector appliance to point to the Web server, and perform the upgrade.

Prepare a Local Web Server for Offline Upgrade

Before you start the offline connector upgrade, prepare the local Web server by creating a directory structure that includes a subdirectory for the connector appliance.

Prerequisites

- Download the `identity-manager-connector-versionNumber-buildNumber-updaterepo.zip` file from My VMware. Go to my.vmware.com, navigate to the VMware Identity Manager Download page, and download the file listed under **VMware Identity Manager Connector offline upgrade package**.
- If you use an IIS Web server, configure the Web server to allow special characters in file names. You configure this in the **Request Filtering** section by selecting the **Allow double escaping** option.

Procedure

- 1 Create a directory on the Web server at `http://YourWebServer/VM/` and copy the downloaded zip file to it.
- 2 Verify that your Web server includes mime types for `.sig (text/plain)` and `.sha256 (text/plain)`.
Without these mime types your Web server fails to check for updates.

3 Unzip the file.

The contents of the extracted ZIP file are served by `http://YourWebServer/VM/`.

The extracted contents of the file contain the following subdirectories: `/manifest` and `/package-pool`.

4 Run the following `updateLocal.hzn` command to check that the URL has valid update contents.

```
/usr/local/horizon/update/updateLocal.hzn checkurl http://YourWebServer/VM
```

Configure the Connector and Perform Offline Upgrade

Configure the connector appliance to point to the local Web server to perform an offline upgrade. Then upgrade the appliance.

Prerequisites

[Prepare a Local Web Server for Offline Upgrade.](#)

Procedure

- 1 Log in to the connector appliance as the root user.
- 2 Run the following command to configure an upgrade repository that uses a local Web server.

```
/usr/local/horizon/update/updateLocal.hzn seturl http://YourWebServer/VM/
```

Note To undo the configuration and restore the ability to perform an online upgrade, you can run the following command.

```
/usr/local/horizon/update/updateLocal.hzn setdefault
```

3 Perform the upgrade.

- a Run the following command.

```
/usr/local/horizon/update/updatemgr.hzn updateinstaller
```

- b Run the following command to check the version of the available upgrade.

```
/usr/local/horizon/update/updatemgr.hzn check
```

- c Run the following command to update the connector.

```
/usr/local/horizon/update/updatemgr.hzn update
```

Messages that occur during the upgrade are saved to the `update.log` file at `/opt/vmware/var/log/update.log`.

- d Run the `updatemgr.hzn check` command again.

```
/usr/local/horizon/update/updatemgr.hzn check
```

- e Check the version of the upgraded appliance.

```
vamicli version --appliance
```

The command should display the new version.

- f Restart the connector appliance.

For example, from the command line run the following command.

```
reboot
```

- 4 Repeat the preceding steps for each connector appliance in your VMware Identity Manager deployment.

The connector upgrade is complete.

Using the `updateoffline.hzn` Script for Offline Upgrade

You can use the `updateoffline.hzn` script to perform an offline upgrade of the VMware Identity Manager connector virtual appliance. Download the offline upgrade package from the VMware Identity Manager product download page to use with the script.

The script verifies that the upgrade package matches the product. For example, if you are upgrading the connector virtual appliance and you use the service upgrade package instead of the connector upgrade package, the script results in an error.

Note The `updateoffline.hzn` script is bundled with connector version 2017.12.1.0. After you upgrade to 2017.12.1.0, you can use the script from the following path for subsequent updates:

```
/usr/local/horizon/update/updateoffline.hzn
```

Procedure

- 1 Download the `updateoffline.hzn` script from [KB article 2147931](https://kb.vmware.com/kb/2147931) on <https://kb.vmware.com>.
- 2 Download the `identity-manager-connector-versionNumber-buildNumber-updaterepo.zip` file from the VMware Identity Manager product download page on my.vmware.com.

The recommended location for saving the file is `/var/tmp`.

- 3 Run the `updateoffline.hzn` script as the root user.

```
updateoffline.hzn [-r] -f upgradeFilePath
```

<code>-f upgradeFilePath</code>	Upgrade the appliance using <code>upgradeFilePath</code> . <code>upgradeFilePath</code> must be an absolute path.	Required
<code>-r</code>	Reboot after upgrade.	Optional
<code>-h</code>	Displays the script usage.	Optional

For example:

```
updateoffline.hzn -f /var/tmp/identity-manager-connector-2017.12.1.0-7270359-  
updaterepo.zip
```

- 4 If you did not use the `-r` option with the script, restart the virtual appliance after upgrade is complete.
reboot

Configure Settings after Upgrading Connector

5

After you upgrade to connector 2017.12.1.0, you need to configure certain settings.

- If you integrate Citrix published resources with VMware Identity Manager, upgrade to Integration Broker 3.1. VMware Identity Manager 3.1 and VMware Identity Manager Connector 2017.12.1.0 require Integration Broker 3.1.

Changes in Release 3.0

- If you integrate Citrix published resources with VMware Identity Manager, upgrade to Integration Broker 3.0. VMware Identity Manager 3.0 and VMware Identity Manager Connector 2017.8.1.0 (the connector version in the 3.0 release) are not compatible with older versions of the Integration Broker.

Table 5-1. Supported Versions

VMware Identity Manager or Connector Version	Integration Broker Version Supported
VMware Identity Manager 3.0	3.0
VMware Identity Manager Connector 2017.8.1.0 (Connector version in the VMware Identity Manager 3.0 release)	3.0
VMware Identity Manager 2.9.1 or earlier	2.9.1 or earlier
VMware Identity Manager Connector 2.9.1 or earlier	2.9.1 or earlier

- If you integrate Horizon desktops and applications in VMware Identity Manager and you have deployed a VMware Identity Manager service or connector cluster, you must configure Horizon integration again.
 - In the primary connector, where you saved and synced Horizon resources, remove all the Horizon pods, add them again, and click **Save and Sync**.
 - In the other connectors, where you saved the Horizon resources configuration, remove all the Horizon pods, add them again, and click **Save**.

Troubleshooting Upgrade Errors

You can troubleshoot upgrade problems by reviewing the error logs. If the connector does not start after upgrade, you can revert to a previous instance by rolling back to a snapshot.

This section includes the following topics:

- [Checking the Upgrade Error Logs](#)
- [Rolling Back to Snapshots of Connector](#)
- [Collecting a Log File Bundle](#)

Checking the Upgrade Error Logs

Resolve errors that occur during upgrade by reviewing the error logs. Upgrade log files are in the `/opt/vmware/var/Log` directory.

Problem

After the upgrade finishes, the connector does not start and errors appear in the error logs.

Cause

Errors occurred during upgrade.

Solution

- 1 Log in to the connector appliance.
- 2 Go to the `/opt/vmware/var/Log` directory.
- 3 Open the `update.log` file and review the error messages.
- 4 Resolve the errors and rerun the upgrade command. The upgrade command resumes from the point where it stopped.

Note Alternatively, you can revert to a snapshot and run the update again.

Rolling Back to Snapshots of Connector

If the connector does not start properly after an upgrade, you can roll back to a previous instance.

Problem

After you upgrade your connector instance, it does not start correctly. You reviewed the upgrade error logs and ran the upgrade command again but it did not resolve the issue.

Cause

Errors occurred during the upgrade process.

Solution

- ◆ Revert to one of the snapshots you took as a backup of your original connector instance. For information, see the vSphere documentation.

Collecting a Log File Bundle

You can collect a bundle of log files to send to VMware support. You obtain the bundle from the connector configuration page.

The following log files are collected in the bundle.

Table 6-1. Log Files

Component	Location of Log File	Description
Apache Tomcat Logs (catalina.log)	/opt/vmware/horizon/workspace/logs/catalina.log	Apache Tomcat records messages that are not recorded in other log files.
Configurator Logs (configurator.log)	/opt/vmware/horizon/workspace/logs/configurator.log	Requests that the Configurator receives from the REST client and the Web interface.
Connector Logs (connector.log)	/opt/vmware/horizon/workspace/logs/connector.log	A record of each request received from the Web interface. Each log entry also includes the request URL, timestamp, and exceptions. No sync actions are recorded.

Procedure

- 1 Log in to the connector configuration page at <https://connectorURL:8443/cfg/logs>.
- 2 Click **Prepare log bundle**.
- 3 Download the bundle and send it to VMware support.