

VMware vRealize Automation 6.2.3 Release Notes

Last Updated 10/06/2015

vRealize Automation 6.2.3 | 06 OCT 2015 | Build 3093004

VMware Identity Appliance 6.2.3 | 06 OCT 2015 | Build 3011559

vRealize Automation Application Services 6.2.0 | 9 DEC 2014 | Build 2299597

vRealize Automation Application Services 6.2.0 | 9 DEC 2014 | Build 2299597

Updated on: 06 OCT 2015

Check regularly for additions and updates to these release notes.

What's New

This release of vRealize Automation contains a number of resolved issues as described in the *Resolved Issues* section, as well as the following enhancements:

- Added support for the “Change Reservation” operation to vCloud vApps to enable administrators to change the business group of a provisioned vApp.
- Added the ability to disable snapshot options for all users, including the business group manager and support user, if snapshot is not enabled on the blueprint.
- Added support for vCloud Government Service and Amazon Web Services GovCloud.
- Updated version support for the following endpoints:
 - OpenStack Juno
 - vCloud Director 5.5.3
 - vRealize Orchestrator 6.0.3
 - vSphere 5.5 Update 3
 - vSphere 6.0 Update 1
- Added support for Microsoft SQL Server 2012 SP2.
- Improved error logging for the Windows version of the guest agent.
- Change to VMware Customer Experience Improvement Program.

The Customer Experience Improvement Program (CEIP) changed from an opt-in to an opt-out program and is enabled by default. When you upgrade to version 6.2.3 you are automatically enrolled in CEIP. For more information about the program, see *vRealize Automation System Administration*. You can disable the program from the Telemetry tab on the management console as described in *Enable or Disable the Customer Experience Improvement Program for vRealize Automation*.

This release replaces an earlier release of vRealize Automation 6.2.3 (build 3025163). For information relating to the issues fixed since vRealize Automation 6.2.3 (build 3025163), see [Knowledge Base 2131866](#), [Knowledge Base 2131870](#), and [Knowledge Base 2131869](#).

System Requirements, Installation, and Upgrade

For information about supported host operating systems, databases, and Web servers, see the [vRealize Automation Support Matrix](#).

For additional prerequisites and installation instructions, see *vRealize Automation Installation and Configuration*.

To upgrade to version 6.2.3, follow the instructions in the *Upgrading to vRealize Automation 6.2 or Later*.

To upgrade from the earlier release of vRealize Automation 6.2.3 (build 3025163), see [Knowledge Base 2133793](#).

Documentation

The vRealize Automation documentation set includes updates to support all of the new features and functionality introduced in version 6.2.3.

Known Documentation Issues

- **Advanced Service Design**
If you configure a connection to an external vRealize Orchestrator server with a single account, the account must be a member of the vRealize Orchestrator vcoadmins group or a member of a group with view and execute permissions.

Resolved Issues

Installation and Upgrade

- **Installing or upgrading VMware vRealize Automation 6.2.x IaaS fails with the error: exited with code -1**

This issue occurs because the IaaS virtual machine has the Java Runtime Environment (JRE) 1.8 installed.

Workaround: Uninstall the Java Runtime Environment (JRE) 1.8 and install JRE 1.7. See [Knowledge Base 2101591](#).

This issue is resolved.

Configuration and Provisioning

- **Hard disks are unexpectedly removed during reconfiguration.**

The following issues regarding hard disk removal on reconfiguring operations have been resolved:

- Hard disks are deleted when reconfiguring a virtual machine that has RDM disks.
- Hard disks and NICs are removed unexpectedly when performing reconfigure operations in multiple browser tabs.

See [Knowledge Base 2124657](#) and [Knowledge Base 2124198](#).

This issue is resolved.

Known Issues

Known issues not previously documented are marked with the * symbol.

Installation and Upgrade

- **When upgrading vRealize Automation, Advanced Service Designer fails to open and an error message appears***

The error message, Resolution of the dependency failed, appears when you upgrade vRealize Automation. For more information, see [Knowledge Base 2122397](#).

- **When upgrading vRealize Automation, the DBUpgrade script fails***

If the DB name includes a space, the upgrade script fails.

Workaround: Contact VMware Customer Support if you experience this issue.

- **vRealize Automation IaaS installation fails with .Net 4.5.2**

When you upgrade from .NET 4.5.1 to 4.5.2, the following error message might appear:
Files (x86)\VMware\VCAC\Server\Model Manager Data\DynamicOps.ManagementModel.dll" -s
"sql_server.your_company_name.com" -d "vCAC" -c "C:\Program Files
(x86)\VMware\VCAC\Server\Model Manager Data\ManagementModelSecurityConfig.xml" -v.

Workaround: Install the latest Windows updates and reboot the system as described in the Microsoft installation instructions for upgrading to .NET 4.5.2.

- **Changes made to the /etc/hosts file might be overwritten under certain circumstances**
If you made changes to the /etc/hosts file, your changes might be overwritten when any of the following actions occur:
 - Reboot

- Network changes
- Changes made in the Management console, Network tab
- Upgrade

Workaround: To make a permanent change to the /etc/hosts file, you must make the change outside of the VAMI_EDIT_BEGIN to VAMI_EDIT_END section because this section is overwritten when a network change is detected.

- **IP address changes or additions to hosts files are not retained on appliance restart**
For more information, see [Knowledge Base 2112582](#).
- **User Name and Password fields do not appear on the vRealize Automation login page**
This issue occurs only in later versions of the Firefox browser due to an incompatibility between the VMware Client Integration Plug-In and Firefox.

Workaround: For more information, see [Knowledge Base 2102075](#).

- **After you upgrade to vCenter PSC (Platform Services Controller) version 6.0, an error occurs when you log in to vRealize Automation**
The error message, Windows Session Authentication login has failed as a result of an error caused by the VMware Client Integration Plugin appears when you log in to vRealize Automation after you upgrade to vCenter PSC (Platform Services Controller) version 6.0. A dialog box with the message there is no application to run vmware_csd process, might also appear. The 6.0 version of Client Integration is required to log in.

Workaround: Download the Client Integration Plugin from <http://vsphereclient.vmware.com/vsphereclient/VMware-ClientIntegrationPlugin-6.0.0.exe>, and log in to vRealize Automation again.

- **vCenter PSC (Platform Services Controller) version 6.0 that was introduced in vSphere 6.0 allows you to specify a tenant name other than vsphere.local.**
vRealize Automation requires vsphere.local as the name of the default tenant because you cannot enter the name of the tenant on the SSO tab of the Virtual Appliance when you configure vRealize Automation.

Workaround: Do not rename the tenant in vSphere 6.0 from vsphere.local.

- **The vSphere Web Client login screen displays VMware vCloud Automation Center instead of VMWare vCenter Single Sign-On after the vCenter Server is upgraded from version 5.5 U2 to 6.0**

When a vCenter Server that is configured with PSC (Platform Services Controller) and also has vRealize Automation configured with it is upgraded, the vSphere Web Client

login screen incorrectly displays VMware vCloud Automation Center instead of VMWare vCenter Single Sign-On. This happens even though the **Apply Branding** option is not selected in vRealize Automation.

- **Unable to edit a tenant created in vRealize Automation with the vCenter 5.5 SSO after upgrading from vCenter SSO 5.5 to PSC (Platform Services Controller) 6.0 (Windows-based SSO only)**

If you create tenants while connected to a vCenter 5.5 SSO and you attempt to edit them after upgrading to PSC 6.0, the edit action fails with an error message: System Exception. For more information, see [Knowledge Base 2109719](#).

- **After upgrading to PSC 6.0, a 400 Request error appears when you access the default tenant URL, `https://FQDN_VA/vcac`, because port 7444 is no longer valid in SSO registration in the vRealize Virtual Appliance**

The error message, Trying to access remote SSO on host *vra-va-hostname.domain.name* and port 7444, but the returned host is *vra-va-hostname.domain.name* and port 443 appears on the Virtual Appliance when you try to re-register the Virtual Appliance to the upgraded PSC 6.0.

Workaround: Perform the following steps.

1. Navigate to the vRealize Appliance management console by using its fully qualified domain name, `https://vra-va-hostname.domain.name:5480`.
2. Log in by using the username root and the password you specified when the appliance was deployed.
3. Click the **vRA Settings** tab.
4. Click **SSO**.
5. Enter the settings for your SSO Server. These settings must match the settings you entered when you configured your SSO appliance.
 - a. Type the fully qualified domain name of the SSO appliance by using the form `sso-va-hostname.domain.name` in the **SSO Host** text box. Do not use an `https://` prefix. For example, **vra-sso-mycompany.com**.
 - b. The default port number, 7444, is displayed in the **SSO Host** text box. Change this value to 443.
 - c. Do not modify the default tenant name, `vsphere.local`.
 - d. Type the default administrator name, `administrator@vsphere.local`, in the **SSO Admin User** text box.
 - e. Type the SSO administrator password in the SSO Admin Password text box.
 - f. Select **Apply Branding**.
 - g. Click **Save Settings**.
 - h. Click **OK**.

After a few minutes, a success message appears and the SSO Status is updated to Connected.

- i. Navigate to the **Services** tab and wait until all Virtual Appliance services are running before you log back in to the product.

- **Tenants are inaccessible and an internal error appears after you upgrade vRealize Automation with SSO 5.x to vCenter PSC 6.0 (Linux Only)**

Workaround: For more information, see [Knowledge Base 2112030](#).

- **Reinstate Connect to Remote Console Operation for vSphere Blueprints**

6.2.2 includes support for remote consoles for appliances provisioned by vSphere. When you upgrade from 6.2 to 6.2.2, you must change existing blueprints to enable Connect using Remote Console in the Actions tab. For more information, see [Knowledge Base 2109706](#)

- **Warning appears in the Identity appliance management console in a split DNS configuration**

If you select Join AD Domain in a split DNS configuration, a warning appears in the Identify Appliance management console. You can ignore the warning message.

Workaround: Manually join the domain at the command line by running the domainjoin-cli --disable hostname command. This syntax is used by the vCenter appliance for the same domainjoin-cli.

- **Installation of Manager Service component fails by using IaaS custom install option**

Installation of Manager Service component is not supported on a machine where database, Web site and Model Manager Data components are already installed. If you attempt the installation, the Manager Service component installation fails, the error message Virtual application vcac exists appears.

- **Logs are not included in the final bundle because of a slow network connection between the nodes and the management console**

Logs are not uploaded and are not included in the final bundle if the timeout is exceeded. The current timeout is fixed at 30 minutes after a node has started executing the command. This might happen because of a slow network connection between the nodes and the management console.

- **Prerequisite Checker does not detect settings when it uses non default SQL port**

If you run a custom install and select database node on SQL with non default instance and non default port, even if Microsoft Distributed Transaction Coordinator (MSDTC) is configured correctly and the MSDTC service is running, the Prerequisites Checker does not detect the settings.

Workaround: Manually verify that MSDTC is running and then click **Bypass** in the Prerequisites Checker to proceed with installation.

- **Login page of the Identity virtual appliance displays VMware vCloud Automation Center after upgrade from 6.1 to 6.2**

If you upgrade from VMware vCloud Automation Center 6.1.x to vRealize Automation 6.2, the login page of the Identity virtual appliance displays the brand name as VMware vCloud Automation Center instead of VMware vRealize Automation.

Workaround: Re-register with the Identity virtual appliance by navigating to the **SSO** tab in management console and selecting **Save Settings**. The new brand name appears.

- **Archive logs are missing for the stopped machines**
If the archive logs are missing for some of the machines, the machine is either stopped or is unreachable.
- **The vRealize Automation database cannot be installed to a custom directory by using the installation wizard**
In a distributed (custom) installation, the installer ignores changes you make to the default database and log directory. The database and logs are created in the default directory.

Workaround: To install your database to a nondefault location, install the database using the DBinstall scripts before installing vRealize Automation.

- **Single Sign-On certificate validation fails if the common name contains an uppercase letter**
When you assign a certificate to a Single Sign-On appliance, all strings are converted to lowercase. Because the validation process is case sensitive, the process fails because the certificate name contains an uppercase letter and the validation process is searching for a name in all lowercase.

Workaround: When you specify the SSO host address at **vRealize Automation Appliance > vRA Settings > SSO**, enter the address with the capitalization used when the certificate was assigned to the SSO appliance.

- **Installation fails when an incorrect host name is specified**
Installation fails with an error similar to the following:
Info : 2014-06-17 10 42 32 059 AM : System.AggregateException: One or more errors occurred. --->
System.Net.Http.HttpRequestException: An error occurred while sending the request. --->
System.Net.WebException: The remote name could not be resolved: 'po-va-rtq8c.sqa.local'Cause: Cause:
An incorrect name was entered in the vCAC HostName field at vCAC Settings > Host Settings.

Workaround:

1. Edit the virtual appliance configuration file `/etc/sysconfig/network/dhcp` to include the correct host name.
2. Reboot the virtual appliance.
3. Log in to the virtual appliance management console.
4. Open the **vRA Settings** tab and click **Host Settings**.
5. Enter the correct name in the **Host Name** text box.
6. Click **Save Settings**.
Note: Do not click **Resolve Host Name**.
7. Complete the virtual appliance configuration steps and continue with the installation.

Migration

- **Destroy date for a vApp component is different from that of the vApp container for the vApps migrated from vRealize Automation 5.2.x version**
Any vApp that gets migrated from vRealize Automation 5.2x version displays the destroy dates inconsistent between the component and container. The component displays the same destroy date as the expiration date, but the container displays correct information. Because vRealize Automation manages vApp leases based on the container information, your components are not deleted prematurely.
- **Calendar of Events portlet does not show the correct create date after migration**
After migration, the **Calendar of Events** portlet shows the migration date as the creation date for all migrated items. This issue occurs regardless of the actual or correct date.

Internationalization

- **Unable to create snapshots if name of the virtual machine contains non-ASCII characters in Items tab**
If the virtual machine name in the **Items** tab contains non-ASCII characters, you cannot create the snapshot of the virtual machine.

Workaround: Rename the machine and use English characters to create the snapshot.
- **Guest agent custom scripts that contain unicode characters remain in an infinite loop**
If you use custom scripts with the guest agent that have unicode characters in the name of the script, the VM is not provisioned and the request remains in an infinite loop.

Workaround: Do not include unicode characters in the name of your script.

Networking

- **When load balancing is enabled on multiple VDR routed networks, the same NSX Edge is used**

When load balancing is enabled on multiple VDR routed networks in a multi-machine blueprint, a single NSX Edge is connected to both the networks on the uplink side of the edge. In such situations, one or more load balancer virtual servers might not be accessible.

- **Incorrect network setting displayed for virtual multi-machine component in vRealize Automation after network reconfigured in vCenter Server**

You cannot reconfigure the vCloud Networking and Security (NSX) network of a virtual multi-machine component in vRealize Automation. Instead, you must use the vSphere Client to reconfigure the network in vCenter Server. Note that some network settings for the virtual multi-machine component do not appear correctly in vRealize Automation.

Workaround: Update the network in vCenter Server to restore proper network settings.

- **Concurrent deployment of multi-machine blueprints with VMware NSX tasks remain in the In Progress state indefinitely***

Workaround: To resolve this known issue, see [KB 2128908](#).

Application Services

- **SSO users are unable to log in to Application Services**

SSO users are unable to log in to Application Services if Application Service is restarted before vRealize Automation is started and running.

Workaround: Ensure that vRealize Automation is running before you start or restart Application Services.

- **Deployment Environments proxy settings are not used whether or not you configure global proxy settings**

Even if you configure or do not configure the global proxy settings in the `darwin_global.conf` file, when configure the proxy settings at the Deployment Environment level, the deployments does not apply the proxy settings at the Deployment Environment level.

- **Unable to publish a blueprint from Application Director to vRealize Automation catalog by using vRealize Automation 6.2 version**

If you upgrade to vRealize Automation 6.2 from 6.0.1.x or 6.1 and then attempt to publish a blueprint to the vRealize Automation catalog, the error message An unexpected error has occurred. Please contact your system administrator appears. This problem does not occur for newly registered instances of Application Director with vRealize Automation 6.2 version.

Workaround: Unregister Application Director 6.0.1.x or 6.1 from vRealize Automation 6.2 and then register Application Director again with vRealize Automation.

- **Access denied for fabric administrator destroying cross-tenant Physical, Application Service**

Fabric administrators receive an Access Denied message when destroying cross-tenant Physical, Application Service.

Workaround: Log in as a fabric administrator of the fabric group in the tenant where the machine resides to destroy it.

- **In Application Services, you cannot add a description to a disk in a blueprint canvas**
If you are using Windows Internet Explorer 11, you cannot add a description to a disk on the **Disks** tab of a blueprint canvas.

Workaround: To add a description to a disk in a blueprint canvas, you must use Chrome or Firefox.

- **You cannot update nodes that use Puppet services deployed with Application Director 6.0.1.x or 6.1**
Application Services 6.2 does not support the updating of nodes that use Puppet services that were deployed with Application Director 6.0.1.x or 6.1. Application Services 6.2 creates a Puppet node manifest that allows you to update specific services, but it is not compatible with the node manifest files generated in Application Director 6.0.1.x or 6.1.

Workaround: See [Knowledge Base 2088837](#).

Advanced Service Designer

- **Error "Cannot connect to Orchestrator server" when testing the connection**
If you are testing the connection while you are logged in to vRealize Automation Administration console, and you receive the error "Cannot connect to Orchestrator server," the vRealize Orchestrator endpoint is not registered. This problem appears only sporadically.

Workaround: To resolve the problem, you must reregister the Orchestrator service.

1. Log in to the vRealize Appliance Linux console as root.
2. Enter **vcac-vami vco-service-reconfigure** and press **Enter**.
3. Log out and test your vRealize Orchestrator connection.

- **Advanced Service Designer field value constraint is not evaluated after the vRealize Orchestrator presentation binding**
If you are designing a request form, a constraint is not applied correctly if the constraint

of the field uses binding with another field of the form whose value is calculated based on the binding expression defined in the vRealize Orchestrator presentation. This binding between fields should be defined entirely in either the vRealize Orchestrator presentation or the Advanced Service Designer form.

- **Incorrect fields check might occur in Advanced Service Designer**

When you change the endpoint type in create mode, an incorrect fields check might occur.

Workaround: Perform the following steps.

1. Close the currently opened wizard for the endpoint creation.
2. Start a new endpoint creation wizard.
3. Select the correct plug-in type on the first wizard page.
4. On the **Form Presentation** tab, and enter the required data.
5. Save the configuration.

The correct form conditional constraints are executed.

- **Cannot create a service blueprint or resource action in the Advanced Service Designer when selecting a workflow that has an input of a string array type with a predefined answers action that could return null**

In the Advanced Service Designer, during creating a service blueprint or resource action, if you select a vRealize Orchestrator workflow that has an input parameter of a string array type with a predefined answers property in the presentation that calls a scripting action that could return null, when you click Next, the procedure fails and the following error message appears: Internal ErrorAn internal error has occurred. If the problem persists, please contact your system administrator. When contacting your system administrator, use this reference:

Workaround: From the Design perspective of the vRealize Orchestrator client, edit the predefined answers action by replacing null with an empty array. For example, if the action scripting code is:

```
if (someCondition) {  
    return ["a", "b", "c"];  
} else {  
    return null;  
}
```

You must change the code to:

```
if (someCondition) {  
    return ["a", "b", "c"];  
} else {  
    return [];  
}
```

Configuration and Provisioning

- **A request from the service catalog to provision either a clone, basic VM, and linked clone VM fails**

After upgrading vCenter Server from 6.0 to 6.0U1, and upgrading vRealize Automation from 6.2.0 to 6.2.2, provisioning fails, but the error message, Request failed: Machine : CloneVM : Object reference not set to an instance of an object, does not provide adequate information as to the the cause of the error.

Workaround: Reinstall the vSphere agent that was assigned to that vCenter Server in the IaaS machine and initiate data collection.

- **Cannot search for a user on the Edit Business Group page by using a partial name**

If you search by using a partial name in the Group manager role, Support role, or User role fields on the Edit Business Group page, the following error appears: Search resulted in an error: (no error message available). This error occurs only in the default tenant when it has been configured with Native AD.

Workaround: Enter the the fully qualified domain name when searching for a user.

- **When provisioning machines from a large multi-machine blueprint, if the total length of your Multi-Machine VM names is too long, an error message appears**

When provisioning machines from a multi-machine blueprint, the total number of allowed characters in the list of requested machine names is 503. The following error message is created in the audit log (**Infrastructure > Monitoring > Audit Log**) for this event. However, the error does not affect the multi-machine provisioning process. [Error]: System.Data.UpdateException: An error occurred while updating the entries. See the inner exception for details. ---> System.Data.SqlClient.SqlException: String or binary data would be truncated.

Workaround: To eliminate the error, you can decrease the number of blueprints in the multi-machine blueprint or shorten the associated machine names.

- **vSphere reservations do not support NetApp FlexClone storage validation**

NetApp FlexClone is not enabled if you create a Reservation by using the Reservation Service API, even though all of the storage assigned to it support FlexClone.

Workaround: Create the Reservation by using the user interface.

- **Users that are deleted from the Active Directory remain in some areas of vRealize Automation**

If you delete a user from the Active Directory, that user remains in the Entitlements List on the Entitlements tab and on the Approval Policy list. If a request requires the approval of the user, the approval fails with the following error: Status Details The Request approval has returned with an error.

Workaround: Add the user back in to the Active Directory, or delete and recreate the Approval Policy and remove all references to this user.

- **Costs in a reconfigure approval request are not displayed correctly**

After you change costs on a compute resource of an existing machine and then reconfigure the machine with more memory, CPU, and storage, the costs in a reconfigure approval request are not displayed correctly. Instead, the old values are displayed.

- **Error appears in the Metrics Provider Configuration tab**

If you navigate to the **Metrics Provider Configuration** tab where the vRealize Automation metrics provider is selected initially, and select **vRealize Operations Endpoint** option, and then select back vRealize Automation metrics provider, and click **Save**, the error message Correct the highlighted errors appears.

Workaround: Refresh the browser or log out and log back in to the vRealize Automation user interface.

- **vApp might fail to provision because of an error during customization**

If you change the hardware settings of a virtual machine in a vApp template and then update the template, the virtual machine cannot be provisioned unless you run the endpoint data collection.

- **Tabs are not being updated after a user is granted new roles**

After you grant a user a new role, the tabs specific to that role might not show up for at least 5 to 10 minutes even after you log out and log back in.

- **Previously added portlets might not render fully on the Home tab**

If you use Internet Explorer 8 or 9 to log in to vRealize Automation and add additional portlets under the **Home** tab, previous portlets that are already present in vRealize Automation might not render fully.

Workaround: Refresh the browser.

- **Error occurs when deploying either predefined Puppet-based Test App 1.0.0 or Puppet-based Test App 1.0.1 using a new operating system version**

If you create and use a new operating system version in the blueprint of either the predefined Puppet-based Test App 1.0.0 or Puppet-based Test App 1.0.1 and deploy the application, the deployment fails with the error message An unexpected error occurred. Please contact your system administrator.

Workaround: Reuse the predefined operating system versions in the blueprint instead of using the new operating system version.

- **Actions on provisioned machines are marked complete before they finish**
Actions such as Reprovision or Power Off might appear as Complete on the Requests page when the operation might still be in progress. The actual status of the machine is reflected on the Items page.
- **Guest agent file SCCMPackageDefinitionFile.sms needs to be updated**
The guest agent file SCCMPackageDefinitionFile.sms contains outdated name and publisher information. This does not affect functionality.
- **Lease dates can be changed to fall outside of the Approval Policy value**
Lease dates can be changed by using the **Change Lease** resource action to a date that is later than the maximum lease range specified on the blueprint.
- **Deleted custom groups are not removed from entitlements**
When a custom group that is linked to an entitlement is deleted, the custom group is not removed from the entitlement.

Workaround: To delete a custom group and to remove it from the entitlement:

1. Remove the custom group from the entitlement.
2. Delete the custom group.

- **Removing the business group role from a custom group does not revoke entitlements**
When a custom group that is linked to an entitlement is removed from the business group role, the custom group is not removed from the entitlement.

Workaround: To remove the business group role from a custom group and to delete it from the entitlement:

1. Remove the custom group from the entitlement.
2. Remove the custom group from the business group role.

- **Hyper-V machine is incorrectly listed as an unmanaged machine in Infrastructure Organizer**
When a Hyper-V machine fails to provision, vRealize Automation reports the machine as destroyed, but it remains on the endpoint, and appears as an unmanaged machine in Infrastructure Organizer.
- **When provisioning a Citrix XenDesktop/Provisioning Service machine, the machine remains in the Unprovisioning state**
This issue can occur with the VMware VDI agent, and any version of the VMware EPI agent, such as, Citrix, BMC, Opsware, VBScripts, and so on. It can also occur at various points throughout the master workflow machine provision cycle.

It is possible that the agent was installed to use a specific server name rather than left blank to handle all third party server requests. If a specific server name is entered, this

agent can handle requests only for a server that exactly matches that server name. vRealize Automation uses the value in the custom properties EPI.Server.Name or VDI.Server.Name to locate a corresponding agent to handle the request. If no matching agent is found, the machine remains in the EPIRegister/Machine Provisioned state during provisioning, or the Unprovisioning/DeactivateMachine state, until a corresponding agent is found.

Workaround: Install a new EPI/VDI agent where the server value is exactly what was entered in EPI.Server.Name/VDI.Server.Name, or leave the server name blank. Optionally, you can update the agent config file of your current agent and change the server value by completing the following steps.

1. Back up your agent config file, typically located at C:\Program Files (x86)\VMware\VCAC\Agents\agentName\VRMAgent.exe.config.
 2. Open a text editor as an administrator.
 3. To make the change for any agent type, replace SERVER_NAME_VALUE with your server name, or delete it to leave it blank.
epiIntegrationConfiguration epiType="CitrixProvisioning" server="SERVER_NAME_VALUE"
vdiIntegrationConfiguration vdiType="XenDesktop" server=""X
 4. Save your changes.
 5. Restart your agent service.
 - a. Click **Start > Administrative Tools > Services**.
 - b. Right-click your desired VMware vRealize Automation Agent service and click **Restart**.
 - c. After the agent restarts successfully, your job continues as expected.
- **Opening the Infrastructure tab fails when the administrator is a member of several hundred groups**

When using Active Directory and SSO, an IaaS administrator who is a member of many groups might be unable to display the Infrastructure tab. Attempting to do so might yield one of the following errors:

 - Bad Request - Request Too Long - HTTP Error 400. The size of the request headers is too long.
 - Service Unreachable - A required service cannot be reached at the expected address. Contact your system administrator for assistance. Reference error REPO404.

Workaround: The resolution is to increase the token limitations as in the following example.

1. Determine and set the maximum Kerberos token size. To determine the correct Kerberos maximum token size for your deployment, use the following guideline:

Kerberos MaxTokenSize = 1200 + 40d + 8s (bytes)

This formula uses the following values:

- `d` -- The number of domain local groups a user is a member of plus the number of universal groups outside the user's account domain that the user is a member of plus the number of groups represented in security ID (SID) history.
- `s` -- The number of security global groups that a user is a member of plus the number of universal groups in a user's account domain that the user is a member of.
- 1200 -- The estimated value for ticket overhead. This value can vary depending on factors such as DNS domain name length and client name.

2. Determine if you need to modify the registry entry. If the token size that you calculate by using the above formula is less than 12,000 bytes (default size), you do not have to modify the `MaxTokenSize` registry value on domain clients. If the value is more than 12,000 bytes, adjust the `MaxTokenSize` registry value (see <http://support.microsoft.com/kb/263693>). If you need to change the Kerberos `MaxTokenSize` value, modify the following registry entry:

```
HKLM\System\CurrentControlSet\Control\Lsa\Kerberos\Parameters
MaxTokenSize, REG_DWORD, <value> (the recommended value for the MaxTokenSize
registry entry is 65535 decimal or FFFF hexadecimal)
```

3. Determine and set the correct HTTP maximum request size for your deployment by using the following guideline, where *T* is the Kerberos `MaxTokenSize` as set above:

```
MaxFieldLength = (4/3 * T bytes) + 200
MaxRequestBytes = (4/3 * T bytes) + 200
```

Set `MaxFieldLength` and `MaxRequestBytes` to the calculated values, as in the following example where they are set to the permitted maximum value:

```
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\HTTP\Parameters
MaxFieldLength DWORD 65534
MaxRequestBytes DWORD 16777216
```

For related information about issues with Kerberos authentication when a user belongs to many groups, see the following support notes:

<http://support.microsoft.com/kb/327825>
<http://support.microsoft.com/kb/263693>
<http://support.microsoft.com/kb/2020943>

Deprecated Features and Support

Support for the following deprecated features will be terminated in a future release of vRealize Automation. Deprecated features are still supported by VMware and still receive technical support and engineering fixes for the current release of vRealize Automation.

Interoperability

If you are currently using one of the following deprecated software releases, VMware recommends that you move to a newer release. Support for these software releases will not be removed until vRealize Automation supports a newer release of the software.

- Browsers
 - Internet Explorer 8 and 9
- Databases
 - External PostgreSQL or vPostgres appliance
 - SQL Server 2008 R2
- Guest OS
 - Red Hat Enterprise Linux 5.x, 6.0, 6.1, 6.2, 6.3, 6.4
 - SUSE Linux Enterprise Server 11 SP2
 - Windows 8
- VMware platforms
 - vSphere 4.x
 - vCloud Director 5.1
 - vRealize Business 6.1
 - vRealize Orchestrator 6.0
- Third-party provisioning
 - BMC BladeLogic 7.6 and 8.2
 - Cisco UCS Manager 2.0 and 2.1
 - Citrix PVS 6.0
 - Citrix XenDesktop 5.5, 7.0, 7.1, 7.5
 - Citrix XenServer 5.6
 - HP Software Server Automation 7.8
 - Hyper-V 2012
 - KVM 3.1
 - NetApp FlexClone OnTap 7.3.1.1
 - Red Hat OpenStack Grizzly and Havana

API

The following changes are planned for future releases of the vRealize Automation API. The vRealize Automation Plug-In for vRealize Orchestrator and vRealize CloudClient will be updated to reflect these changes in the vRealize Automation API.

- Provisioning and managing catalog items and resources

- HTTP methods and endpoint URIs in the vRealize Automation catalog API remain the same; however, the request and response payloads will be different due to changes in the blueprint model.
- Business group management
 - API clients should switch from using the IaaS business group API to using the vRealize Automation identity API.
- Reservation management
 - API clients should switch from using the IaaS reservation API to using the vRealize Automation reservation API introduced in vRealize Automation 6.2.
- Application Services
 - The Application Services API will no longer be supported. The functionality exposed by the Application Services API will be supported by new vRealize Automation APIs over time.
- Java SDK
 - Java clients built against the current Java SDK will continue to compile without error; however, code for provisioning multi-machine blueprints will have to be updated to align with the new blueprint model.