

VMware vRealize Automation 6.2.1 Release Notes

Last Updated 09/22/2017

vRealize Automation 6.2.1 | 12 MAR 2015 | Build 2553372

VMware Identity Appliance 6.2.1 | 12 MAR 2015 | Build 2496259

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

Updated on: 20 AUG 2015

Upgrade Prerequisites

Before you upgrade to vRealize Automation 6.2.1, you must verify the age of the root passwords for the Identity Appliance and the Virtual Appliance. If the root passwords are 365 days old or older, you must change the passwords before you run the upgrade. If the root passwords are 364 days old or newer, you can proceed with the upgrade.

Verify the age of the password:

1. Log in to the 6.1.x or 6.2 vRealize Appliance with SSH or log in to the virtual machine console by using the user name root and the password you specified when the appliance was deployed.
2. Run the `chage -l` command.

The output of the `chage -l` command appears. In this example, the date in the **Last Change** field is less than 364 days ago.

```
Minimum: 0
Maximum: 365
Warning: 7
Inactive: -1
Last Change: Dec 29, 2014
Password Expires: Dec 29, 2015
Password Inactive: Never
Account Expires: Never"
```

3. If the date reported in the **Last Change** field is less than 364 days ago you can proceed with the upgrade.
4. If the date reported in the **Last Change** field is more than 365 days ago you must change your password before running the upgrade.

To upgrade to version 6.2.1, follow the instructions in the *Upgrading vCloud Automation Center 6.1 to vRealize Automation 6.2*.

Supported Upgrade Paths for vRealize Automation

Supported Upgrade Paths for vRealize Automation

The following table lists the steps to use to upgrade your deployment to the latest version of vRealize Automation in the 6.2 or later.

Your Currently Installed Version	Steps to Upgrade to vRealize Automation 6.2 or Later
	<ul style="list-style-type: none">• Choice 1:<ol style="list-style-type: none">1. Install vRealize Automation 6.1 as a new, separate deployment.2. Perform pre-migration tasks and run the migration tool to complete your vRealize Automation 6.1 deployment.3. Upgrade to 6.2.1.• Choice 2:<ol style="list-style-type: none">1. Upgrade to vCloud Automation Center 5.2.3.2. Install vRealize Automation 6.2.1 as a new, separate deployment.3. Perform pre-migration tasks and run the migration tool to complete your vRealize Automation 6.2.1 deployment.
vCloud Automation Center 5.2.1 or 5.2.2	<ol style="list-style-type: none">1. Install vRealize Automation 6.2.1 as a new, separate deployment.2. Perform pre-migration tasks and run the migration tool to complete your vRealize Automation 6.2.1 deployment.
vCloud Automation Center 5.2.3	<ol style="list-style-type: none">1. Upgrade to 6.1.x2. Upgrade to 6.2.1
vCloud Automation Center 6.0.x	<ol style="list-style-type: none">1. Upgrade to 6.1.x2. Upgrade to 6.2.1
vRealize Automation 6.1	Upgrade to 6.2.1.
vRealize Automation 6.2.0	Upgrade to 6.2.1.

What's New

This release of vRealize Automation contains the following enhancements:

Remote Console Capabilities for Machines Provisioned with vSphere

- Secure remote console capabilities for machines provisioned with vSphere are implemented in this release by means of WebMKS (HTML 5 console) through a console proxy. This feature has the following limitations:
 - Due to technical limitations in older browsers, vRealize Automation is unable to support the secure remote console in Internet Explorer 8 and 9.
 - vSphere support requires ESXi 5.1. If you have vCenter 5.1 or later and you have hosts that are on ESXi 5.0 or earlier, you are not able to connect to virtual machines on those hosts by using WebMKS.

When you upgrade from a fresh installation of vRealize Automation 6.2 to 6.2.1, you must select the action **Connect to Remote Console** on the **Action** tab of upgraded blueprints to enable this option for consumers. If you upgrade to vRealize Automation 6.2 from 6.1, and then upgrade from 6.2 to 6.2.1 and the Connect to Remote Control Action was selected for the blueprint in 6.1, this action is not necessary.

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 6.2.1, follow the instructions in the *Upgrading vCloud Automation Center 6.1 to vRealize Automation 6.2*.

Documentation

The vRealize Automation documentation set includes updates to support all of the new features and functionality introduced in version 6.2.1.

Resolved Issues

Configuration and Provisioning

- **Tabs are missing in compatibility mode on the new blueprint and new reservation page**
If you enable the compatibility mode in Internet Explorer 11 and disable the **Display Internet sites in Compatibility View** option, and then log into the vRealize Automation, the tabs from the new blueprint page and new reservation page are not displayed.

This issue is resolved.

- **Reprovision action takes the first custom property only**

After provisioning a machine, if you reprovision the machine, the custom property that you have applied during the reprovision task is not updated, and only the first custom property is applied.

This issue is resolved.

- **AppServiceState workflow utilizes excessive CPU on Model Manager Web Service and DEM Worker when many multi-machines are deployed**

The AppServiceState workflow is scheduled to run every 5 minutes. If the system is at sufficient scale, the AppServiceState workflow is scheduled to run before it completes. As a result, the Model Manager Web Service might remain at high CPU utilization for infinite amount of time.

This issue is resolved.

Networking

- **IP ranges in routed network profiles are listed as allocated although no IP addresses are in use**

If a multi-machine blueprint contains the routed external network profile but not an assignment for the routed network to component network adapters, machines are provisioned successfully but an IP address range from the routed network profile is allocated and not actually in use.

This issue is resolved in the *IaaS Integration for Multi-Machine Services* document.

Application Services

- **AWS eu-central-1 region cannot be used with Application Services 6.2**

When you attempt to deploy AWS in eu-central-1 region, the deployment fails and the error message An unexpected error occurred. Please contact your system administrator appears.

This issue is resolved.

Known Issues

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

Installation and Upgrade

- **The sts-service does not appear as registered on the Registered Services page***
The sts-service appears blank, whereas REGISTERED appears for all other services. This is normal behavior and it does not mean that the sts-service is not registered.
- **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-vd-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-vd-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-vd-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)***
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 [Upgrading VMware vRealize Automation from vCenter SSO 5.5 to Platform Services Controller \(PSC\) 6.0 makes Tenants inaccessible \(Linux-based SSO only\), Knowledge Base 2112030](#).

- **Additional argument is required to manually create an IaaS database***

The BuildDB.bat command must include an argument to specify the version string for vRealize Automation.

```
BuildDB.bat /p:DBServer=db_server;  
DBName=db_name;DBDir=db_dir;  
LogDir=[log_dir];ServiceUser=service_user;  
ReportLogin=web_user;  
VersionString=version_string
```

The version_string for vRealize Automation 6.1 is 6.1.0.3390

- **Reinstate Connect to Remote Console Operation for vSphere Blueprints***
6.2.1 includes support for remote consoles for appliances provisioned by vSphere. When you upgrade from 6.2 to 6.2.1, you must change existing blueprints to enable “Connect using Remote Console” in the Actions tab. For more information, see [Knowledge Base 2109706](#).
- **The VMware vRealize Automation IaaS Installation screen refers to incorrect versions***
All references to vCloud Automation Center version 6.1 apply to vRealize Automation version 6.2 All references to vRealize Automation version 6.2 apply to vRealize Automation version 6.2.1.
- **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](#).
- **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.
- **NTP 4.2.8 contains a security vulnerability issue as described by CVE-2014-9298***
vRealize Automation, version 6.2.1, includes a fix that closes the security vulnerability found in NTP 4.2.8. An updated version of NTP will be available in a future release of vRealize Automation.
- **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.

- **HP Server Automation Software integration scripts are broken because of missing PowerShell scripts**
Support for HP Server Automation Software machine PXE create and software install is broken because of missing PowerShell scripts.
- **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.

- **IaaS Authentication Fails During IaaS Web and Model Management Installation due to an issue in IIS**

When running the Prerequisite Checker, the message that the IIS authentication check failed because authentication is not enabled appears, but the IIS authentication check box is selected.

Workaround:

1. Deselect the **Windows authentication** check box.
2. Click **Save**.
3. Select the **Windows authentication** check box.
4. Click **Save**.
5. Rerun the Prerequisite Checker.

- **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.
- **Pre-migration check erroneously reports that agents are missing in target system**
Pre-migration performs a check to verify that agent names in the source system are present in the target system and it generates a message in the report when there is a mismatch. The pre-migration report might include the message, No matching agent found on the target system. Install an agent with a matching name on the target system, even when a matching agent exists in the target system.

The message is generated, in error, if a matching agent is present in the target system but that agent has no endpoint configured.

Workaround: If the message appears in the pre-migration report and a matching agent does exist in the target system, configure an endpoint for the agent in the target system and then rerun pre-migration. Otherwise, ignore the message and configure an endpoint when migration finishes.

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.
- **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

- **Concurrent deployment of multi-machine blueprints with VMware NSX tasks remain In Progress state indefinitely.**
Workaround: To resolve this known issue, see [KB 2128908](#).
- **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.

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.

- **vRealize Automation does not support multiple hosts in the system with the same name**

Data collection updates hosts based on the host name. If two endpoints have identically named hosts, endpoints contend over ownership of the host.

Workaround: Ensure that all host names are unique.

- **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.

- **Number maximum value and String maximum length conditions are not populated from vRealize Orchestrator in the Advanced Service Designer form**

When a service architect creates a blueprint form in Advanced Service Designer and loads a vRealize Orchestrator workflow that contains a number field with an associated maximum value condition or contains a string field with an associated maximum length condition, the restrictions applied to these fields do not appear in the Constraints tab on the blueprint.

Workaround: The service architect should re-enter the constraints manually as follows:

1. Click the Edit option for the input parameter.
2. Click the Constraints tab.
3. Insert a restriction for the Maximum value if the parameter is a number or Maximum length if the parameter is a string.

- **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

- **Pagination requests yield an error and the last page's records are not displayed when the number of items are a multiple of 25***

For example, when navigating to the last page of business groups when the number of business groups is a multiple of 25, a message box appears that contains the following or similar message:

Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index.

Click OK in the message box.

The following user interface pages are affected by this filtering problem:

- Bulk Import Details
- Amazon AMI picker
- OpenStack Image picker
- Clone From VSphere picker
- Business Group List
- Recent Events
- Managed Machines
- Reserved Machines
- Log
- Audit Log
- Workflow History

- Workflow History Details

Workaround: Create another entity, such as another business group, to offset the multiple of 25 issue. Or apply a different sort order or filter to avoid the multiple of 25 issue and display items on the final page of the list.

- **Page filter requests return an error and the page stops functioning***

For example, when you create a custom filter for business groups to filter results for only business group names BG1 or BG2, a message appears that contains the following or similar message:

The expression (((Convert([10007].GroupType) == 0) And ([1007].TenantID == "sqa")) And Not(Like([10007].GroupName, "by"))) is not supported.

When you click OK in the message box, the business group user interface no longer functions for that session. The event log contains the following, or similar content:

Exception of type 'System.Web.HttpUnhandledException' was thrown. Inner Exception: The expression (((Convert([10007].GroupType) == 0) And ([10007].TenantID == "sqa")) And Not(Like([10007].GroupName, "by"))) is not supported.

The following user interface pages are affected by this filtering problem:

- Bulk Import Details
- Amazon AMI picker
- OpenStack Image picker
- Clone From VSphere picker
- Business Group List
- Recent Events
- Managed Machines
- Reserved Machines
- Log
- Audit Log
- Workflow History
- Workflow History Details

Workaround: To recover correct usage of the user interface, log out and log back in to start a new vRealize Automation session.

- **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.

- **Provisioning of multi-machine service with predefined load balancer by using VCNS.LoadBalancerEdgePool.Names property configured at the multi-machine blueprint level is not supported**

If multi-machine components are added to a predefined load balancer by specifying VCNS.LoadBalancerEdgePool.Names property on the multi-machine blueprint, after successful provisioning the multi-machine service starts to dispose immediately and an error message Failed to configure one or more network and security settings. Error: Exception has been thrown by the target of an invocation appears.

Workaround: Define the custom property VCNS.LoadBalancerEdgePool.Names on the standalone virtual machine blueprint level.

- **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.

- **Attempts to log in as the IaaS administrator with incorrect UPN format credentials fails with no explanation**

If you attempt to log in to vRealize Automation as an IaaS administrator with UPN credentials that do not include the *@yourdomain* portion of the user name, you are logged out of SSO immediately and redirected to the login page with no explanation.

Workaround: The UPN entered must adhere to a *yourname.admin@yourdomain* format, for example if you log in using *jsmith.admin@sqa.local* as the user name but the UPN in the Active Directory is only set as *jsmith.admin*, the login fails. To correct the problem change the *userPrincipalName* value to include the needed *@yourdomain* content and retry login. In this example the UPN name should be *jsmith.admin@sqa.local*. This information is provided in the log file in the *log/vcac* folder.

- **Email template customization behavior has changed and extraneous templates are unusable**

In vRealize Automation 6.0 or later, only notifications generated by the IaaS component can be customized by using the email template functionality from earlier versions.

Workaround: You can use the following XSLT templates:

- ArchivePeriodExpired
- EpiRegister
- EpiUnregister
- LeaseAboutToExpire
- LeaseExpired
- LeaseExpiredPowerOff
- ManagerLeaseAboutToExpire
- ManagerLeaseExpired
- ManagerReclamationExpiredLeaseModified
- ManagerReclamationForcedLeaseModified
- ReclamationExpiredLeaseModified
- ReclamationForcedLeaseModified
- VdiRegister
- VdiUnregister

Email templates are located in the *\Templates* directory under the server installation directory, typically *%SystemDrive%\Program Files x86\VMware\VCAC\Server*. The *\Templates* directory also includes XSLT templates that are no longer supported and cannot be modified. For more information about configuring notifications, see *Configuring Notifications*.

- **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 endpoint is incorrectly listed as an unmanaged machine in Infrastructure Organizer**
When a Hyper-V endpoint 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>