

VMware vRealize Automation 6.2.4 Release Notes

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vRealize Automation 6.2.4 | 15 MAR 2016 | Build 3624994

VMware Identity Appliance 6.2.4.1 | 14 APR 2016 | Build 3730901

vRealize Automation Application Services 6.2.4 | 15 MAR 2016 | Build 3631043

Check for additions and updates to these release notes.

What's New

This release of vRealize Automation contains some resolved problems as described in the *Resolved Issues* section, and the following enhancements:

- Reporting of provisioning and reconfiguration request outcomes on the vRealize administration interface.
- Validation of machine input parameters, custom properties, and property dictionary for machines provisioned with the REST API.
- Ability to display time and day in United Kingdom format.
- Acceptance of vRealize Automation 7 Standard, vRealize Suite 7 Advanced, and vRealize Suite 7 Enterprise licenses.
- Reconfigure and edit functionality for System Center Virtual Machine Manager (SCVMM) provisioned VMs.
- Keystone v3 OpenStack Identity Provider Support for vRealize Automation 6.2 OpenStack endpoint.
- Provide guest agent for Solaris OS.
- Enable guest agent to recognize and decrypt command line arguments from InstallSoftware script.
- Enable Display Names on Application Director for corresponding vRealize Automation properties.
- Version support to the following endpoints:
 - vCloud Director 5.6.4 & 8.3.1
 - vRealize Orchestrator 6.0.4
 - vSphere 5.5 Update 3 & 6.0 Update 2

Important: This update addresses a security vulnerability related to the VMware Client Integration Plug-in. The Common Vulnerabilities and Exposures project (cve.mitre.org) has assigned the identifier CVE-2016-2076 to this issue.

To resolve the issue install the VMware Identity Appliance 6.2.4.1 update, and subsequently update the VMware Client Integration Plug-in. To update the plug-in, see the [VMware Knowledge Base Article 2145066](#).

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 vRealize Automation 6.2.4, follow the instructions in *Upgrading to vRealize Automation 6.2 or Later*.

Documentation

The vRealize Automation documentation set includes updates to support all of the new features and functionality introduced in vRealize Automation 6.2.4.

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

- **Open source GNU C Library (glibc) in vRealize Automation is updated to version 2.11.3-17.95.2**
This fixes a catastrophic security vulnerability mentioned in CVE-2015-7547.

This issue is resolved.
- **When upgrading vRealize Automation, the DBUpgrade script fails**
If the DB name includes a space, the upgrade script fails.

This issue is resolved.

- **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.

Reconfiguring

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

The following issues regarding hard disk removal on reconfiguring operations are 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

- **Unable to log in to the management console after deploying the vRealize Automation appliance***

When you use Internet Explorer 10 to log in to the vRealize Automation management console, you are presented with error messages.

Workaround: Use Internet Explorer 11, Firefox, or Chrome browser to log in to the management console.

- **Unable to execute vRealize Code Stream pipelines after upgrading from vRealize Automation 6.2.3 to 6.2.4***

The pipeline execution can fail after you upgrade vRealize Automation 6.2.3 to 6.2.4. This failure occurs when the WEB-INF lib folder in vRealize Orchestrator does not contain the orchestrator-framework-6.2.3.jar file.

Workaround: Use the following procedure to fix this problem:

1. Copy the orchestrator-framework-6.2.3.jar file at
./usr/lib/vcac/server/webapps/release-management-service/WEB-INF/lib/ to ./usr/lib/vco/app-server/deploy/vco/WEB-INF/lib.
 2. Restart the vCO-Server service.
- **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.

- **After you upgrade to vCenter Platform Services Controller 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 Platform Services Controller 6.0. A dialog box with the message there is no application to run vmware_csd process, might also appear. Client Integration 6.0 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 Platform Services Controller 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 vCenter Server 5.5 U2 to 6.0**

When a vCenter Server that is configured with 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.

- **After upgrading to Platform Services Controller 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 reregister the Virtual Appliance to the upgraded Platform Services Controller 6.0 instance.

Workaround: Perform the following task.

0. Navigate to the vRealize Appliance management console by using its fully qualified domain name, <https://vra-va-hostname.domain.name:5480>.
1. Log in by using the username root and the password you specified when the appliance was deployed.
2. Click the **vRA Settings** tab.
3. Click **SSO**.
4. Enter the settings for your SSO Server. These settings must match the settings you entered when you configured your SSO appliance.
 - a. Enter 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. Enter the default administrator name, *administrator@vsphere.local*, in the **SSO Admin User** text box.
 - e. Enter 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.

- **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. The vCenter appliance uses this syntax for the same domainjoin-cli command.

- **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, and 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 running the command. Timeout might happen because of a slow network connection between the nodes and the management console.

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

If you run a custom install and select database node on SQL with customized instance and customized 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 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: Reregister with the Identity virtual appliance by navigating to the

SSO tab in the 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 custom location, install the database by 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:

0. Edit the `/etc/sysconfig/network/dhcp` virtual appliance configuration file to include the correct host name.
1. Reboot the virtual appliance.
2. Log in to the virtual appliance management console.
3. Open the **vRA Settings** tab and click **Host Settings**.
4. Enter the correct name in the **Host Name** text box.
5. Click **Save Settings**.
Do not click **Resolve Host Name**.
6. 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**
Any vApp that is migrated from vRealize Automation 5.2x displays inconsistent destroy dates 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 issues 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 alphanumeric characters to create the snapshot.
- **Guest agent custom scripts that contain unicode characters remain in an infinite loop**
If you use custom scripts that have unicode characters in the name of the script with the guest agent, 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 multemachine 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 multemachine component in vRealize Automation after network reconfigured in vCenter Server**
You cannot reconfigure the vCloud Networking and Security NSX network of a virtual multemachine component in vRealize Automation. Instead, you must use the vSphere Client to reconfigure the network in vCenter Server. Some network

settings for the virtual multimachine component do not appear correctly in vRealize Automation.

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

Application Services

- **SSO users cannot log in to Application Services**
SSO users cannot 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 you configure the proxy settings at the Deployment Environment level, the deployment does not apply the proxy settings at the Deployment Environment level.
- **Cannot 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 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.

Workaround: Unregister Application Director 6.0.1.x or 6.1 from vRealize Automation 6.2 and 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 on a blueprint canvas, you must use Chrome or Firefox.

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.

0. Log in to the vRealize Appliance Linux console as root.
1. Enter **vcac-vami vco-service-reconfigure** and press Enter.
2. 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.

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

The correct form conditional constraints are executed.

- **Cannot create a service blueprint or resource action in the Advanced Service Designer**

When you create a service blueprint or resource action in Advanced Service Designer, the procedure might fail and the following error message appears when you click **Next**: vInternal Error. An internal error has occurred. If the problem persists, please contact your system administrator. When contacting your system administrator, use this reference. The cause is a vRealize Orchestrator workflow that has an input

parameter of a string array type with a predefined answer property in the presentation. The predefined property calls a scripting action that can return null.

Workaround: From the Design interface 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

- **vRealize Automation does not allocate an IP address to provisioned machines***
Because of a design change in vRealize Automation 6.2, an IP address range must be specified within the network profile contained in your reservation for address allocation to work. If your network profile does not contain an IP range, the system does not allocate IP addresses to provisioned machines.

Workaround: You must configure an IP address range in your network profile.

- **Changing the owner or description of a provisioned machine might result in failure***
When changing the owner of a provisioned machine, or when updating the description of a provisioned machine, the submit operation indicates success immediately after you submit the request. However, the request might have failed.

Workaround: To determine if the request is successful, verify the request logs and the Recent Events display.

- **Reconfigure virtual machines provisioned with SCVMM***
The following guidance applies to virtual machines provisioned with System Center Virtual Machine Management (SCVMM):

- You cannot reconfigure storage and network settings. The add, update, and delete options for storage and network settings are not available on the Reconfigure page.
- You can reconfigure CPU and memory settings.
- After you submit a reconfigure request, the machine residing on the SCVMM endpoint is powered off, reconfigured, and restored to the state the machine was in prior to reconfiguration.
- Reconfigure works automatically only for machines that you create after you install or upgrade vRealize Automation to version 6.2.4. Machines provisioned before 6.2.4 can be reconfigured only after modifying the blueprint. With version 6.2.4, all SCVMM blueprints come with the option to allow reconfigure.
- **Reconfiguration failure leaves SCVMM virtual machine in a power off state***
If a virtual machine is provisioned using System Center Virtual Machine Management (SCVMM) and you attempt to reconfigure a virtual machine that is in an on state and the reconfiguration fails, the machine powers off. This is unexpected behavior because a reconfigured machine is supposed to return to the state it was in prior to reconfiguration.

Workaround: Use the vRealize Automation console to power the machine back on.

- **A request from the service catalog to provision either a clone, basic VM, and linked clone VM fails**
After upgrading vCenter Server 6.0 to 6.0U1, and upgrading vRealize Automation 6.2.0 to 6.2.2, provisioning fails. The error message, Request failed: Machine : CloneVM : Object reference not set to an instance of an object , does not provide adequate information about 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 is configured with Native AD.

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

- **When provisioning machines from a large multimachine blueprint, if the total length of your multimachine VM names is too long, an error message appears**
When provisioning machines from a multimachine 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. The error does not affect the multimachine 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 multimachine 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 supports FlexClone.

Workaround: Create the reservation by using the user interface.

- **Users that are deleted from Active Directory remain in some areas of vRealize Automation**
If you delete a user from 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 to 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 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 on 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**, and revert to the 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 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:

- Remove the custom group from the entitlement.
- 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:

- Remove the custom group from the entitlement.
- 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. The machine 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, Opware, 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.

0. Back up your agent config file, typically located at C:\Program Files (x86)\VMware\vmCAC\Agents\agentName\VRMAgent.exe.config.
1. Open a text editor as an administrator.
2. 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
3. Save your changes.
4. 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: Increase the token limitations as in the following example.

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

$$\text{Kerberos MaxTokenSize} = 1200 + 40d + 8s \text{ (bytes)}$$

This formula uses the following values:

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

3. Determine if you need to modify the registry entry. If the token size that you calculate by using the formula is less than the default size of 12,000 bytes, 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.

4. 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 in step 2:
MaxFieldLength = $(4/3 * T \text{ bytes}) + 200$
MaxRequestBytes = $(4/3 * T \text{ bytes}) + 200$ 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 Microsoft articles:

<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