

# Migrating vRealize Automation 6.2 to 7.2

vRealize Automation 7.2

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# Updated Information

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This *Migrating vRealize Automation 6.2 to 7.2* guide is updated with each release of the product or when necessary.

This table provides the update history of the *Migrating vRealize Automation 6.2 to 7.2* guide.

| Revision     | Description  |
|--------------|--|
| EN-002387-02 | Updated the following topics: <ul style="list-style-type: none"><li>■ <a href="#">Chapter 1, “Migration Prerequisites,”</a> on page 7</li><li>■ <a href="#">Chapter 3, “Migrate a vRealize Automation Environment,”</a> on page 15</li><li>■ <a href="#">“Update the License Key After Migration,”</a> on page 19</li></ul> Added the following topics: <ul style="list-style-type: none"><li>■ <a href="#">Chapter 2, “Migrate Identity Stores to the VMware Identity Manager,”</a> on page 11</li><li>■ <a href="#">“Create a Local User Account for Your Tenants Before Migration,”</a> on page 11</li><li>■ <a href="#">“Synchronize Users and Groups for an Active Directory Link Before Migration,”</a> on page 12</li><li>■ <a href="#">“Migrate Multiple Tenant and IaaS Administrators After Migration,”</a> on page 20</li></ul> |
| EN-002387-01 | Updated <a href="#">Chapter 3, “Migrate a vRealize Automation Environment,”</a> on page 15.  |
| EN-002387-00 | Initial release.   |



# Migration Prerequisites

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Review these prerequisites to ensure a successful migration.

## Prerequisites

- Verify that you have a new target installation of VMware vRealize™ Automation 7.2 whose components reflect the source 6.2.x environment.
- Verify that endpoint names configured for agents, such as vSphere agents, running on the target system match the endpoint names used by the source installation.
- Verify that installed agent names are the same on both source and target systems for vSphere and Hyper-V proxy agents, Citrix Xen Server, and Test agents.
- For a clustered environment, configure load balancers for the vRealize Automation appliance, the IaaS Web Server that hosts the Model Manager, and the Manager Service to meet the following requirements:
  - The load balancer must point to the appropriate master (primary, active) node, and exclude any traffic routes to replica nodes.
  - The load balancer must not have any health check URLs defined in its configuration.
- Verify that the target Microsoft SQL Server version for the vRealize Automation 7.2 IaaS database is either 2012 or 2014.
- Verify that Secure Shell (SSH) service is enabled on both the source and target vRealize Automation virtual appliances.
- Verify that port 22 is open between the source and target vRealize Automation environments.
- Verify that each IaaS server node in the target environment has at least Java SE Runtime Environment (JRE) 8, Update 91 (64 bit) installed. After you install the JRE, make sure the JAVA\_HOME system variable points to the Java version you installed on each IaaS node, and adjust the path if necessary.
- Verify that each IaaS node has at least PowerShell 3.0 installed.

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**NOTE** PowerShell 3.0 is integrated with Windows Server 2012.

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- Verify that the source and target vRealize Automation environments are running.
- Migrate your existing SSO2 tenants and identity stores on the vRealize Automation 6.2.x source environment to the VMware Identity Manager on the vRealize Automation 7.2 target environment. For information, see .

Do not migrate tenant administrators when you migrate tenants and stores. Perform the Migrate Multiple Tenant Administrators procedure when you finish migration. For information, see [“Migrate Multiple Tenant and IaaS Administrators After Migration,”](#) on page 20.

- Create a full backup of the source vRealize Automation 6.2.x IaaS Microsoft SQL database and use the backup to restore the SQL database in the target environment. For information, find articles on the [Microsoft Developer Network](#) about creating a full SQL Server database backup and restoring an SQL Server database to a new location.
- Take a snapshot of each vRealize Automation target 7.2 virtual machine.
- In this table, enter the values from your environment that you need for migration.

**Table 1-1. Source vRealize Automation appliance**

| Item          | Description  | Value |
|---------------|--|-------|
| Host Name     | Log in to the vRealize Automation appliance management console on your master or primary virtual appliance. Find host name on the <b>System</b> tab. |       |
| Root username | root   |       |
| Root password | The root password that you entered when you deployed your master or primary vRealize Automation appliance.   |       |

**Table 1-2. Target vRealize Automation appliance**

| Item                   | Description  | Value |
|------------------------|--|-------|
| Root username          | root   |       |
| Root password          | The root password that you entered when you deployed your target vRealize Automation appliance.  |       |
| Default tenant         | Default tenant configured in the target vRealize Automation deployment. Usually, vsphere.local.  |       |
| Administrator username | Default tenant administrator user name that you entered during the installation of your target vRealize Automation environment. Usually administrator. |       |
| Administrator password | Password for the default tenant administrator user that you entered during the installation of your target vRealize Automation environment.            |       |

**Table 1-3. Target IaaS Database**

| Item                 | Description   | Value |
|----------------------|---|-------|
| Database server      | Location of Microsoft SQL Server instance where the cloned database resides. If named instance and non-default port is used, enter in SERVER,PORT\INSTANCE-NAME format. |       |
| Cloned database name | Name of the source vRealize Automation 6.2.x IaaS Microsoft SQL database that you backed up on the source and restored on the target environment.                       |       |
| Login name           | Login name of the SQL Server user configured to access and manage the cloned IaaS database.   |       |
| Password             | Password for the SQL Server user configured to access and manage the cloned IaaS database.  |       |

**Table 1-3.** Target IaaS Database (Continued)

| Item                    | Description   | Value |
|-------------------------|---|-------|
| Original encryption key | Source IaaS Microsoft SQL database encryption key that you retrieve from the source environment at the beginning of the migration procedure.                                  |       |
| New passphrase          | A series of words used to generate a new encryption key. You use this passphrase each time you install a new IaaS component in the target vRealize Automation 7.2 deployment. |       |



# Migrate Identity Stores to the VMware Identity Manager

# 2

When you migrate from VMware vRealize™ Automation 6.2.x to the current version of vRealize Automation, you must migrate the 6.2.x identity stores to the VMware Identity Manager (vIDM).

You complete three tasks to migrate vRealize Automation 6.x identity stores.

- 1 Create a local user account for your tenants before migration.
- 2 Synchronize users and groups for an Active Directory link before migration.
- 3 Migrate multiple tenant and IaaS administrators after migration.

When you perform these procedures, refer to the snapshot of your 6.2.x tenant configuration information.

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**NOTE** After you migrate the identity stores, users of vRealize Code Stream must manually reassign vRealize Code Stream roles.

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This chapter includes the following topics:

- [“Create a Local User Account for Your Tenants Before Migration,”](#) on page 11
- [“Synchronize Users and Groups for an Active Directory Link Before Migration,”](#) on page 12

## Create a Local User Account for Your Tenants Before Migration

As part of migrating identity stores, you must set up a tenant with a local user account and assign tenant administrator privileges to the local user account.

Perform this procedure for each of your tenants.

### Procedure

- 1 Log in to the vRealize Automation console with the default system administrator user name **administrator** and password.

The console location is <https://vra-appliance/vcac/>.

- 2 Click your tenant.

For example, for the default tenant, click **vsphere.local**.

- 3 Select the **Local Users** tab.

- 4 Click **New**.

- 5 Create a local user account to assign to the tenant administrator role.

The local user name should be unique to the vsphere.local Active Directory.

- 6 Click **OK**.

- 7 Click the **Administrators** tab.
- 8 Enter the local user name in the **Tenant administrators** search box and press **Enter**.
- 9 Click **Finish**.
- 10 Log out of the console.

**What to do next**

[“Synchronize Users and Groups for an Active Directory Link Before Migration,”](#) on page 12

## Synchronize Users and Groups for an Active Directory Link Before Migration

To import your users and groups into vRealize Automation using the Directories Management capability, you must connect to your Active Directory link.

Perform this procedure for each of your tenants.

**Prerequisites**

Verify that you have access privileges to the Active Directory.

**Procedure**

- 1 Log in to the vRealize Automation console at: **https://vra-appliance/vcac/org/tenant\_name**
- 2 Select **Administration > Directories Management > Directories**.
- 3 Click **Add Directory**.
- 4 Enter your Active Directory account settings.

◆ Non-Native Active Directories

| Option                                      | Sample Input  |
|---|---|
| <b>Directory Name</b>                       | Enter a unique directory name.<br>Select Active Directory over LDAP when using non-Native Active Directory.   |
| <b>This Directory Supports DNS Services</b> | Deselect this option.   |
| <b>Base DN</b>                              | Enter the distinguished name (DN) of the starting point for directory server searches.<br>For example, <b>cn=users,dc=rainpole,dc=local</b> .   |
| <b>Bind DN</b>                              | Enter the full distinguished name (DN), including common name (CN), of an Active Directory user account that has privileges to search for users.<br>For example, <b>cn=config_admin infra,cn=users,dc=rainpole,dc=local</b> . |
| <b>Bind DN Password</b>                     | Enter the Active Directory password for the account that can search for users.  |

◆ Native Active Directories

| Option                       | Sample Input  |
|------------------------------|---|
| <b>Directory Name</b>        | Enter a unique directory name.<br>Select Active Directory (Integrated Windows Authentication) when using Native Active Directory. |
| <b>Domain Name</b>           | Enter the name of the domain to join.   |
| <b>Domain Admin Username</b> | Enter the user name for the domain admin.   |
| <b>Domain Admin Password</b> | Enter the password for the domain admin account.  |

| Option                  | Sample Input  |
|-------------------------|---|
| <b>Bind User UPN</b>    | Use the email address format to enter the name of the user who can authenticate the domain. |
| <b>Bind DN Password</b> | Enter the Active Directory bind account password for the account that can search for users. |

- 5 Click **Test Connection** to test the connection to the configured directory.
- 6 Click **Save & Next**.  
The Select the Domains page appears, and displays the list of domains.
- 7 Accept the default domain setting and click **Next**.
- 8 Verify that the attribute names are mapped to the correct Active Directory attributes, and click **Next**.
- 9 Select the groups and users to synchronize.
  - a Click the **New** icon.
  - b Enter the user domain and click **Find Groups**.  
For example, enter **dc=vcac,dc=local**.
  - c To select the groups to synchronize, click **Select** and click **Next**.
  - d On the Select Users page, select the users to synchronize and click **Next**.
- 10 Review the users and groups you are syncing to the directory, and click **Sync Directory**.  
The directory synchronization takes some time and runs in the background.
- 11 Select **Administration > Directories Management > Identity Providers**, and click your new identity provider.  
For example, **WorkspaceIDP\_\_1**.
- 12 Repeat steps 1-11 for each vRealize Automation appliance.
- 13 Scroll to the bottom of the page, and update the value for the IdP Hostname property to point to the fully qualified domain name (FQDN) for the vRealize Automation load balancer.
- 14 Click **Save**.
- 15 Repeat steps 13–14 for each tenant and identity provider.

### What to do next

[Chapter 3, “Migrate a vRealize Automation Environment,”](#) on page 15



# Migrate a vRealize Automation Environment

# 3

You can migrate your VMware vRealize™ Automation 6.2.x environment to a new installation of vRealize Automation 7.2.

## Prerequisites

- [Chapter 2, “Migrate Identity Stores to the VMware Identity Manager,”](#) on page 11.  
Do not migrate tenant administrators when you migrate tenants and stores. Perform the Migrate Multiple Tenant Administrators procedure when you complete migration. For information, see [“Migrate Multiple Tenant and IaaS Administrators After Migration,”](#) on page 20 .
- Create a full backup of the source vRealize Automation 6.2.x IaaS Microsoft SQL database and use the backup to restore the SQL database in the target environment. For information, find articles on the [Microsoft Developer Network](#) about creating a full SQL Server database backup and restoring an SQL Server database to a new location.

## Procedure

- 1 Obtain the encryption key from your source vRealize Automation 6.2.x deployment.
  - a To obtain the encryption key, start a command prompt as an administrator on the virtual machine that hosts the active Manager service and run the following command.

```
"C:\Program Files (x86)\VMware\VCAC\Server\ConfigTool\EncryptionKeyTool\DynamicOps.Tools.EncryptionKeyTool.exe" key-read -c "C:\Program Files (x86)\VMware\VCAC\Server\ManagerService.exe.config" -v
```

If your installation directory is not in the default location, C:\Program Files (x86)\VMware\VCAC, edit the path to your actual installation directory.
  - b Save the key that appears after you run the command.  
The key is a long string of characters that looks similar to NRH+f/BlnCB6yvasLS3xespgdkcFWAEuyV0g41fryg=.
- 2 In your target vRealize Automation 7.2 environment, start a browser and go to the management console at <https://va-hostname.domain.name:5480> for your virtual appliance.  
*va-hostname.domain.name* is the fully qualified domain name of the virtual appliance.
- 3 Log in with the user name **root** and the password you specified when the appliance was deployed.
- 4 Select **vRA Settings > Migration**.

- 5 Enter the information for the source vRealize Automation appliance.

| Option               | Description   |
|----------------------|---|
| <b>Host name</b>     | The host name for the source vRealize Automation 6.2.x appliance.                           |
| <b>Root username</b> | <b>root</b>   |
| <b>Root password</b> | The root password that you entered when you deployed the vRealize Automation 6.2 appliance. |

- 6 Enter the information for the target vRealize Automation appliance.

| Option                        | Description  |
|-------------------------------|--|
| <b>Root username</b>          | <b>root</b>  |
| <b>Root password</b>          | The root password that you entered when you deployed the vRealize Automation 7.2 appliance.  |
| <b>Default tenant</b>         | The default tenant you created when you configured single sign-on in the installation wizard, usually vsphere.local.                             |
| <b>Administrator username</b> | The tenant administrator user name that you entered when you deployed the vRealize Automation 7.2 appliance. Change existing value if necessary. |
| <b>Administrator password</b> | The password that you entered for the default tenant administrator when you deployed the vRealize Automation 7.2 appliance.                      |

- 7 Enter the information for the target IaaS database server.

| Option                         | Description  |
|--------------------------------|--|
| <b>Database server</b>         | The location of the Microsoft SQL Server instance where the restored vRealize Automation 6.2.x IaaS Microsoft SQL database resides. If named instance and non-default port is used, specify in <i>SERVER,PORT\INSTANCE-NAME</i> format.  |
| <b>Cloned database name</b>    | The name of the vRealize Automation 6.2.x IaaS Microsoft SQL database that you restored on the target Microsoft SQL Server.  |
| <b>Authentication mode</b>     | <ul style="list-style-type: none"> <li>■ <b>Windows</b><br/>If you use Windows authentication mode, the IaaS service user requires owner rights on the database or sysadmin rights on the SQL Server. The same permissions apply when using SQL Server authentication mode.</li> <li>■ <b>SQL Server</b><br/>SQL Server Opens <b>Login name</b> and <b>Password</b> text boxes.</li> </ul> |
| <b>Login name</b>              | The Microsoft SQL login name to connect to the cloned database.  |
| <b>Password</b>                | The Microsoft SQL password to connect to the cloned database.  |
| <b>Original encryption key</b> | The encryption key obtained from your source vRealize Automation 6.2.x IaaS environment.   |
| <b>New passphrase</b>          | A new passphrase to re-encrypt sensitive content stored in migrated Microsoft SQL database. A passphrase is a series of words used to generate an encryption key to protect data while at rest in the database, such as endpoint credentials. You use this passphrase each time you install a new IaaS component.  |

- 8 Click **Validate**.

The page displays the validation progress.

- If all of the items validate successfully, go to step 9.

- If an item fails to validate, inspect the error message and the validation log file on the Model Manager Data IaaS node at C:\\Program Files(x86)\\VMware\\VCAC\\Server\\*InstallLogs\_latest\_timestamp*\\validate.log. Click **Edit Settings** and edit the problem item. Go to step 8.

9 Click **Migrate**.

The page displays the migration progress.

**What to do next**

[Chapter 4, "Post-Migration Tasks for vRealize Automation,"](#) on page 19



# Post-Migration Tasks for vRealize Automation

# 4

After you migrate VMware vRealize™ Automation, perform the post-migration tasks that pertain to your situation.

This chapter includes the following topics:

- [“Update the License Key After Migration,”](#) on page 19
- [“Migrate Multiple Tenant and IaaS Administrators After Migration,”](#) on page 20
- [“Reinstall the vRealize Orchestrator Plug-Ins,”](#) on page 21
- [“Reconfigure Load Balancers,”](#) on page 21
- [“Validate the vRealize Automation Migrated Environment,”](#) on page 22
- [“Restore Embedded vRealize Orchestrator Endpoint,”](#) on page 22

## Update the License Key After Migration

After migration, you must update your license key to use the target version of the vRealize Automation appliance.

### Prerequisites

- Successful migration from your vRealize Automation 6.2.x environment to a vRealize Automation 7.2 environment.
- License key that you entered when you installed the target vRealize Automation 7.2 environment.

### Procedure

- 1 Go to the management console for your target virtual appliance by using its fully qualified domain name, `https://va-hostname.domain.name:5480`.
- 2 Log in with the user name **root** and the password you entered when the appliance was deployed.
- 3 Select **vRA Settings > Licensing**.
- 4 In the **New License Key** text box, enter the license key that you entered when you installed the target vRealize Automation environment.

If the **New License Key** tab is not available, perform these steps and repeat the procedure.

- a Log out of the management console.
  - b Clear your browser cache.
- 5 Enter your license key in the **New License Key** text box.

Endpoints and quotas are flagged according to your end-user license agreement (EULA).

- 6 Click **Submit Key**.

## Migrate Multiple Tenant and IaaS Administrators After Migration

You can use the Identity Stores Migration Tool to migrate multiple vRealize Automation 6.2.x tenants and IaaS administrators to your newly synchronized vsphere.local tenant. Alternatively, you can add IaaS administrators manually to the respective tenants.

In a Linux environment, run the Identity Stores Migration Tool as administrator.

In a Windows environment, you must have administrative rights on the machine where you run the Identity Stores Migration Tool.

---

**NOTE** Do not migrate tenant administrators when you migrate tenants and stores. You migrate tenant administrators after you complete migration.

---

### Prerequisites

Log in to the management console of the master vRealize Automation appliance.

### Procedure

- 1 Go to the management console for your virtual appliance by using its fully qualified domain name, `https://va-hostname.domain.name:5480`.
- 2 Log in with the user name **root** and the password you specified when the appliance was deployed.
- 3 Select **vRA Settings > SSO**.
- 4 Perform the following steps for your operating system.

Linux

- a Right-click **Identity Stores Migration Tool** and select **Copy Link Address**.
- b Open a secure shell connection as root user to your vRealize Automation 6.2.x SSO virtual appliance.
- c At the command prompt, run the following command to download the `vra-ssm-migration.zip` file using the link you copied in step 4a.

```
wget --no-check-certificate URL_link_address
```

For example,

```
wget --no-check-certificate https://va_hostname.vcac.local:  
5480/service/caf/download/vra-ssm-migration.zip.
```

- d Run the following command to unzip the migration file.
- e In the directory where you extracted `vra-ssm-migration.zip`, change directories to `bin`.

```
cd bin
```

- f Edit the `migration.properties` file in the `bin` directory to change the value of property `vra.system.admin.username` from `administrator` to `administrator@vsphere.local`.
- g Run the following command to migrate your tenants and IaaS administrators to your newly synchronized vsphere.local tenant.

```
./reassign-tenant-administrators
```

Because you are logged in as root user, do not use `sudo` to run this script.

Even if you see your tenant users assigned in your tenant before running this command, you must run this command to register your users in Horizon to obtain full tenant administrator privileges.

#### Windows

- a Double-click **Identity Stores Migration Tool** to download the tool to your Downloads directory.
- b Log in to the Windows machine where SSO is running.
- c Copy the `vra-ssm-migration.zip` file from your Downloads directory to a local directory of your choice.
- d Right-click `vra-ssm-migration.zip` and select **Extract all**.
- e Open the extracted `vra-ssm-migration` folder and open the `bin` folder.
- f Edit the `migration.properties` file in the `bin` directory to change the value of property `vra.system.admin.username` from `administrator` to `administrator@vsphere.local`.
- g Right-click `reassign-tenant-administrators.bat` and select **Run as administrator**.

Even if you see your tenant users assigned in your tenant before running this command, you must run this command to register your users in Horizon to obtain full tenant administrator privileges.

- 5 Log in to the vRealize Automation appliance default tenant as tenant administrator. For each tenant, verify that under the **Administrators** tab you can see the list of migrated tenant administrators.

#### What to do next

[Chapter 3, “Migrate a vRealize Automation Environment,”](#) on page 15

## Reinstall the vRealize Orchestrator Plug-Ins

After migration, you must reinstall the internal VMware vRealize™ Orchestrator™ plug-ins to restore a mismatch in plug-in versions.

#### Prerequisites

- [Chapter 3, “Migrate a vRealize Automation Environment,”](#) on page 15
- Log in to the vRealize Orchestrator configuration interface. See [Log in to the vCenter Orchestrator Configuration Interface](#).

#### Procedure

- 1 On the vRealize Orchestrator Control Center home page, click **Startup Options**.
- 2 Click **Stop**.
- 3 On the Control Center home page, click **Troubleshooting**.
- 4 Click **Force Plug-ins Reinstall**.
- 5 On the Control Center home page, click **Startup Options**.
- 6 Click **Start**.

## Reconfigure Load Balancers

When you migrate to a clustered environment, you must reconfigure each load balancer after you complete migration.

#### Prerequisites

[Chapter 3, “Migrate a vRealize Automation Environment,”](#) on page 15

**Procedure**

- ◆ Reconfigure the load balancers for the vRealize Automation appliance, the IaaS Web Server that hosts the Model Manager, and the Manager Service to restore the original health check settings and enable replica nodes to accept incoming traffic.

## Validate the vRealize Automation Migrated Environment

You can verify that all data is migrated successfully to the target VMware vRealize™ Automation 7.2 environment.

**Prerequisites**

Successful migration from your vRealize Automation 6.2.x environment to a vRealize Automation to 7.2 environment.

**Procedure**

- 1 In your vRealize Automation 7.2 environment, log in to the vRealize Automation console as **administrator** using your vRealize Automation 6.2.x credentials.
- 2 Select **Infrastructure > Managed Machines** and verify that all the managed virtual machines are present.
- 3 Click **Compute Resources**, and for each endpoint, select the endpoint and click **Data Collection, Request now**, and **Refresh** to verify that the endpoints are working.
- 4 Click **Design**, and on the Blueprints page, select and verify the elements of each blueprint.
- 5 Click **XaaS** and verify the contents of **Custom Resources, Resource Mappings, XaaS Blueprints**, and **Resource Actions**.
- 6 Select **Administration > Catalog Management** and verify the contents of **Services, Catalog Items, Actions, Entitlements**.
- 7 Select **Items > Deployments** and verify the details for the provisioned virtual machines.
- 8 On the Deployments page, select a provisioned, powered off, virtual machine and select **Actions > Power On**, click **Submit**, and click **OK**. Verify that the machine powers on correctly.
- 9 Click **Catalog**, and request a new catalog item.
- 10 On the **General** tab, enter the request information.
- 11 Click the Machine icon, accept all the default settings, click **Submit**, and click **OK**. Verify that the request completes successfully.

## Restore Embedded vRealize Orchestrator Endpoint

If you add an embedded vRealize Orchestrator endpoint to a vRealize Automation 6.x deployment and upgrade to the latest version of vRealize Automation, you must make changes to the vRealize Orchestrator endpoint URL to restore the connection.

In vRealize Automation 6.x, the URL for the embedded vRealize Orchestrator is `https://hostname:8281/vco`. In vRealize Automation 7.0 and later, the URL for an embedded vRealize Orchestrator changes to `https://hostname/vco`. Because the 6.x URL does not change automatically when you upgrade to the latest version, the system cannot find vRealize Orchestrator. Perform the following steps to fix this problem.

**Prerequisites**

- Log in to the vRealize Automation console as an **IaaS administrator**.

**Procedure**

- 1 Select **Infrastructure > Endpoints > Endpoints**.
- 2 On the Endpoints page, point to the vRealize Orchestrator endpoint, and select **Edit** from the context menu.
- 3 In the Address text box, edit the vRealize Orchestrator endpoint URL to remove :8281.
- 4 Click **OK**.
- 5 Manually start data collection on the vRealize Orchestrator, and verify that the collection is successful.



# Troubleshooting Migration

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Migration troubleshooting topics provide solutions to problems you might experience when you migrate vRealize Automation.

## PostgreSQL Version Causes Error

A source vRealize Automation 6.2.x environment containing an updated PostgreSQL database blocks administrator access.

### Problem

If an upgraded PostgreSQL database is used by vRealize Automation 6.2.x, an administrator must add an entry to the `pg_hba.conf` file that provides access to this database from vRealize Automation.

### Solution

- 1 Open the `pg_hba.conf` file.
- 2 Add the following entry to grant access to this database.

```
host all vcac-database-user vra-va-ip trust-method
```



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