

# Installing vRealize Automation with vRealize Easy Installer

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vRealize Automation 8.2

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

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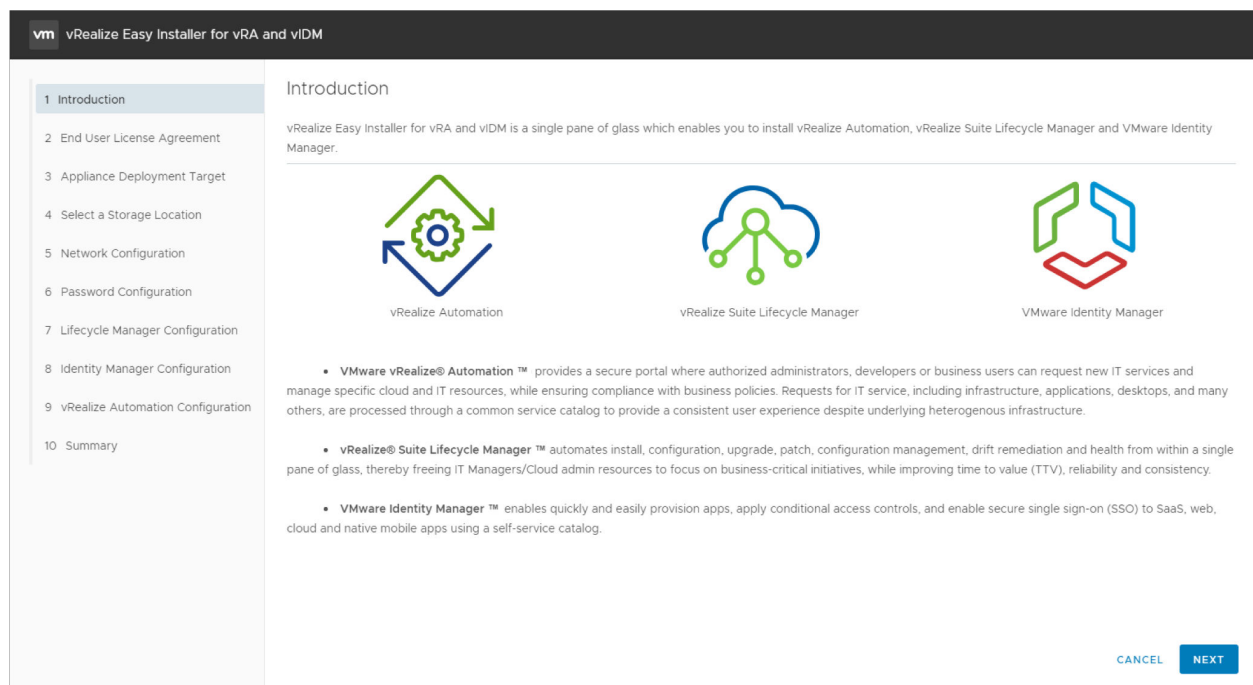
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# What does vRealize Easy Installer do

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The VMware vRealize Suite Lifecycle Manager Easy Installer for vRealize Automation and VMware Identity Manager helps you install vRealize Automation and Workspace ONE Access in less time than it would take to install individual products.

The procedures in this guide provide the step-by-step process for installing and deploying vRealize Automation, vRealize Suite Lifecycle Manager, and Workspace ONE Access by using the vRealize Easy Installer.



## vRealize Automation

vRealize Automation is a modern infrastructure automation platform that enables private and multi-cloud environments on VMware Cloud infrastructure. It delivers self-service automation, DevOps for infrastructure, configuration management and network automation capabilities that help you increase business and IT agility, productivity, and efficiency. Integrate, streamline, and modernize traditional, cloud-native, and multi-cloud infrastructures with vRealize Automation and simplify IT while preparing for the future of your business.

vRealize Automation is installed, configured, managed, and upgraded only through vRealize Suite Lifecycle Manager.

## vRealize Suite Lifecycle Manager

vRealize Suite Lifecycle Manager delivers a comprehensive application lifecycle and content management solution for the vRealize Suite, accelerating time to value, minimizing ongoing management, and improving end-user productivity.

The vRealize Easy Installer also allows you to migrate vRealize Suite Lifecycle Manager instances.

## VMware Identity Manager

VMware Identity Manager (also known as Workspace One) integrates access control, application management and multi-platform endpoint management into a single platform and is available as a cloud service or on-premises deployment.

**Note** You can skip to the individual installations of Workspace ONE and vRealize Automation by selecting the Skip Installation button at the top of their Configuration tabs.

This chapter includes the following topics:

- [System Resources](#)
- [Network Requirements for vRealize Automation](#)
- [Ports and Protocols for vRealize Automation](#)

## System Resources

The following system resources are required to install vRealize Automation and Workspace ONE Access.

**Note** vRealize Automation 8 does not support nested virtual environments, such as ESX > ESX > vRA.

Requirements	vRealize Suite Lifecycle Manager	VMware Identity Manager	vRealize Automation
Total Disk Size	78 GB	60 GB	236 GB (Only for single node Installation)
Virtual CPU	2	8	12
Memory/RAM Size	6 GB	16 GB	40 GB
System Partition	10 GB	8 GB	50 GB
Data Partition	50 GB		144 GB
Metrics Partition			20 GB
Logs Partition			22 GB
Swap Size	8 GB	6 GB	
Tomcat Partition		10 GB	
var Partition		10 GB	
db Partition	10 GB	10 GB	

Requirements	vRealize Suite Lifecycle Manager	VMware Identity Manager	vRealize Automation
Maximum Network Latency			5 ms between each cluster node
Maximum Storage Latency			20 ms for each disk IO operation from any vRA node

vRealize Easy Installer supports

- Workspace ONE Access 3.3.1 (for import only) and 3.3.2
- vRealize Automation 8.0.0 and later.

## Comply with Hardware sizing for Workspace ONE Access after Installation from vRealize Easy Installer - Hardware Requirements

- Specifications when integrated with vRealize Automation. For information, see vRealize Automation [Hardware Requirements](#).
- Specifications for Workspace ONE Access based on the number of users in the directories. For more information, see [System and Network Configurations Requirements](#).

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**Note** To learn more about the hardware re-sizing of Workspace ONE Access through Lifecycle Manager, see [Hardware Sizing for Workspace ONE Access](#).

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## Load Balancer

The Load Balancing guide includes information on these configurations:

- NSX LB
- F5 LB
- Citrix NetScaler LB

For more information, see [vRealize Automation Load Balancing](#).

## Network Requirements for vRealize Automation

Each vRealize Automation node requires a network setup.

The network requirements for vRealize Automation are:

- Single, static IPv4 and Network Address
- Reachable DNS server set manually
- Valid, Fully-qualified domain name, set manually that can be resolved both forward and in reverse through the DNS server

To reverse lookup requirements, use Pointer Records.

**Note** IP address change or hostname change after installation is not supported and results in a broken setup that is not recoverable.

## Ports and Protocols for vRealize Automation

This section describes information of ports and protocols used for vRealize Automation.

vRealize Automation can currently be accessed over port 443. The 443 port is secured with a self-signed certificate that is generated during the installation. When using an external load balancer, it must be set up to balance on port 443. The table provides an overview of the Ports and Port number used for vRealize Automation. For more information on Ports and Protocols for vRealize Automation where you can view port information of various VMware products in a single dashboard and also export an offline copy of the selected data, see [VMware Ports and Protocols](#).

Protocol	Port Number
TCP	80
TCP	443
TCP	2379
TCP	2380
TCP	6443
TCP	8008
TCP	10250
TCP	16000
TCP	20849
TCP	30333
TCP	30821
TCP	31090
UDP	500
UDP	4500
UDP	8285
ESP	
AH	

**Table 1-1. Requirement for Ports for Product and Integration Communications**

Product or Integration	TCP Port Number
vRealize Automation Appliance	5480, 443, 22
Identity Manager Appliances	8443, 443, 9999, 9898, 9000, 9694 (Use these for a cluster)

**Table 1-1. Requirement for Ports for Product and Integration Communications (continued)**

Product or Integration	TCP Port Number
vCenter Server Instances	443
ESXi Host Instances	443

For more information on ports, see [vRealize Suite Lifecycle Manager Ports](#).



# Downloading vRealize Easy Installer

## 2

To deploy standalone vRealize Automation, download the executable file from the My VMware download page.

This chapter includes the following topics:

- [How to run the vRealize Easy Installer](#)

## How to run the vRealize Easy Installer

The vRealize Easy Installer is downloadable from the My VMware download page.

### Procedure

- 1 Download the vRealize Easy Installer executable file from the My VMware download page.
- 2 After you download the file, mount the `vra-lcm-installer.iso` file.
- 3 Browse to the folder `vrlcm-ui-installer` inside the CD-ROM.
- 4 The folder contains three subfolders for three operating systems. Based on your operating system, browse to the corresponding operating system folder inside the `vrlcm-ui-installer` folder.
- 5 Click the installer file in the folder.

Operating System	File Path
Windows	<code>lcm-installer\vrlcm-ui-installer\win32</code>
Linux	<ul style="list-style-type: none"><li>a Log in to Linux VM.</li><li>b Run <code>apt-get install p7zip-full</code>.</li><li>c Run <code>7z x vra-lcm-installer.iso</code>.</li><li>d Run <code>chmod +x vrlcm-ui-installer/lin64/installer</code></li><li>e Run <code>apt install libnss3</code> (required only if the libnss3 component is not installed.)</li><li>f Run <code>vrlcm-ui-installer/lin64/installer</code>.</li></ul>
Mac	<code>vrlcm-ui-installer/mac/Installer</code>

The vRealize Easy Installer UI is specific to the operating system. Ensure that you are using the valid UI folder path to run the installer.

## Results

You can now install your applications using the Easy Installer.

If the Easy Installer fails to launch, and you see this error message "A problem occurred during installation. Check the installer logs and retry", it is because:

- A host rebooted during installation. Select the Host to return to a healthy state.
- The datastore was 100% full during installation. Clear the datastore memory and retry launching the Easy Installer.
- The Easy Installer could not connect to the ESXI host. Add target vCenter Server and all cluster associated ESXI servers DNS FQDN entries to the system host's file: `C:\Windows\System32\drivers\etc\hosts`. For Linux and Mac, `/etc/hosts`.

## How do I use the Easy Installer to install my applications?

### Installing vRealize Suite Lifecycle Manager with vRealize Easy Installer

You can install vRealize Suite Lifecycle Manager using vRealize Easy Installer.

Watch the vRealize Suite Lifecycle Manager Installation of with Easy Installer video:



(Installation of vRealize Suite Lifecycle with Easy Installer)

### Prerequisites

You must meet these prerequisites before you can install vRealize Suite Lifecycle Manager:

- Ensure you have a vCenter Server set up and access to the credentials.
- Ensure you have the network configuration details for vRealize Automation
- Ensure you know the Lifecycle VA deployment details

### Procedure

- 1 Click **Install** on the **vRealize Easy Installer** window.
- 2 Click **Next** after reading the introduction.
- 3 Accept the License Agreement and click **Next**. Read the **Customer Experience Improvement Program** and select the checkbox to join the program.
- 4 To specify vCenter Server details, enter these details on the Appliance Deployment Target tab.
  - a Enter the **vCenter Server Hostname**.
  - b Enter the **HTTPs Port** number.
  - c Enter the **vCenter Server Username**, and **Password**.

- 5 Click **Next** and you are prompted with a Certificate Warning, click **Accept** to proceed.
- 6 You must specify a location to deploy virtual appliances.
  - a Expand the vCenter Server tree.
  - b Expand to any data center and map your deployment to a specific VM folder.
- 7 Specify a resource cluster on the Select a Compute Resource tab.
  - a Expand the data center tree to an appropriate resource location and click **Next**.
- 8 On the Select a Storage Location tab, select a datastore to store your deployment and click **Next**.
- 9 On the Network Configuration and Password Configuration tabs, set up your **Network** and **Password configuration** by entering the required fields, and clicking **Next**.
  - a For a vRealize Suite Lifecycle Manager VM, enter the **NTP Server** for the appliance and click **Next**.

The network configurations provided for all products are a one time entry for your configuration settings. The password provided is also common for all products and you need not enter the password again while you are installing the products.

Password should have minimum one upper case, one lower case, one number and one special character. Special characters can be !@#\$%^&\*(). Colon(:) is not supported in the password for vRealize Automation 8.0 and 8.0.1.

- 10 Set up vRealize Suite Lifecycle Manager configuration settings,
  - a Enter a **Virtual Machine Name**, **IP Address**, and **Hostname**.
  - b Provide configuration information. Enter the **Data Center Name**, **vCenter Name** and **Increase the Disk Space** fields.
  - c Enable or disable the **FIPS Mode Compliance**, as required.
  - d Click **Next**.

#### What to do next

You can now start installing Workspace ONE Access.

#### How do I set up a VMware Lifecycle Manager instance on VMware Cloud

Using the easy installer, you can set up an LCM instance on a VMware Cloud, such as AWS.

By default, VMware Cloud includes one vCenter with clusters and objects. You can use the easy installer to set up an LCM instance on your VMC. You can use VMware cloud to set up a software defined data center. By default, only the Compute-ResourcePool, and the Management VMs and Workloads folders are available. To deploy VMs, configure all deployments under the Workloads folder and on the WorkloadDatastore.

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**Note** The Easy Installer does not support migration for LCM to 8.2 on a VMC vCenter. You must install and configure a new LCM instance.

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## Procedure

- 1 Navigate to the Appliance Deployment Target tab of the easy installer.
- 2 Enter the details of your VMC vCenter, using the cloud admin account as your username click **Next**.

**Note** The required user role and privileges are highlighted on screen.

**Note** By default, the VMC vCenter cloud admin account is the only user account with access the vCenter inventory.

- 3 On the Select a Location tab, select Workloads and click **Next**.
- 4 Select a cluster under Select a Compute Resource and click **Next**.
- 5 Select WorkloadDatastore as the storage location and click **Next**.
- 6 On the Network Configuration and Password Configuration tabs, set up your **Network** and **Password configuration** by entering the required fields, and clicking **Next**.
  - a For a vRealize Suite Lifecycle Manager VM, enter the **NTP Server** for the appliance and click **Next**.

The network configurations provided for all products are a one time entry for your configuration settings. The password provided is also common for all products and you need not enter the password again while you are installing the products.

Password should have minimum one upper case, one lower case, one number, and one special character. Special characters can be !@#\$%^&\*(). Colon(:) is not supported in the password for vRealize Automation 8.0 and 8.0.1.

- 7 Set up vRealize Suite Lifecycle Manager configuration settings,
  - a Enter a **Virtual Machine Name**, **IP Address**, and **Hostname**.
  - b Provide configuration information. Enter the **Data Center Name**, **vCenter Name** and **Increase the Disk Space** fields.
  - c Enable or disable the **FIPS Mode Compliance**, as required.
  - d Click **Next**.

## Install and Configure Workspace ONE Access

You can install a new instance of Workspace ONE Access or import an existing instance when you are configuring the vRealize Easy Installer.

If you want to customize your Workspace ONE Access configuration, which can include deployment of Workspace ONE Access in a standard or a cluster mode, customized mode of Network, storage, you can skip the installation of Workspace ONE Access. If you have skipped, you are still prompted to configure the Workspace ONE Access on the vRealize Suite Lifecycle Manager UI. With vRealize Easy Installer you either import an existing Workspace ONE Access into vRealize Suite Lifecycle Manager or a new instance of Workspace ONE Access can be deployed. For more information on Hardware re-sizing for Workspace ONE Access, see [Re-sizing Hardware](#).

### Prerequisites

Verify that you have a static IP address before you begin your configuration.

### Procedure

- 1 To install a new instance, select **Install new vIDM**.
- 2 Enter the required text boxes under **Virtual Machine Name**, **IP Address**, **Hostname**, and **Default Configuration Admin**.

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**Note** The vRealize Easy Installer creates the Default Configuration Admin user as a local user in Workspace ONE Access and the same user is used to integrate products with Workspace ONE Access.

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- 3 To import an existing instance, select **Import Existing vIDM**.
  - a Enter the **Hostname**, **Admin Password**, **System Admin Password**, **SSH User Password**, **Root Password**, **Default Configuration Admin**, and **Default Configuration Password**.
  - b Select the **Sync group members to the Directory when user want to sync group member** while adding a group for the global configuration of Workspace ONE Access.

With vRealize Easy Installer	Workspace ONE Access supported version	Description
New installation of vRealize Suite Lifecycle Manager	3.3.2 only	
Import vRealize Suite Lifecycle Manager	3.3.1 and 3.3.2	
Deploy vRealize Automation	3.3.2	<b>Note</b> If you import Workspace ONE Access 3.3.1 and install vRealize Automation 8.2, the installation fails.

**Note** Workspace ONE Access will be supported if the scenarios are one of the following:

- Single or cluster instance with embedded Postgres database.
- Workspace ONE Access 3.3.1 and 3.3.2 with the given deployment type.

**Note** Workspace ONE Access will not be supported if the scenarios are one of the following:

- Single or cluster instance having external Database (Postgres/MSSQL and so on).
- Single or cluster instance with additional connectors (Windows and external connectors) other than the embedded ones.
- Earlier versions of Workspace ONE Access. (3.3.0 and earlier version)

**Note** If the older version of vRealize Suite Lifecycle Manager does not have Workspace ONE Access, it can either be installed or imported. Workspace ONE Access Lifecycle and extended day-2 functionalities are not supported from the vRealize Suite Lifecycle Manager if the imported Workspace ONE Access not in supported form factor:

Upgrade support from an older Workspace ONE Access version (3.3.0 and earlier) to the latest is only available if it is a single instance or a node vRealize Identity Manager with embedded postgres database.

Else you can upgrade outside vRealize Suite Lifecycle Manager. Once upgraded, it can any time be reimported by triggering Inventory Sync in vRealize Suite Lifecycle Manager.

#### 4 Click **Next**.

If you cannot deploy vRealize Suite Lifecycle Manager Workspace ONE Access or vRealize Automation in VMC vCenter Server using vRealize Easy Installer, then use the vCenter Server that has an administrator privilege to deploy products.

## Install and Configure vRealize Automation

The vRealize Easy Installer provides you with an option to install vRealize Automation with minimum steps. Installation of vRealize Automation is an optional procedure and you can skip this step if you do not want to install a new instance of vRealize Automation.

To upgrade vRealize Automation using Lifecycle Manager, see [Upgrade vRealize Automation 8.x with vRealize Suite Lifecycle Manager](#).

The easy installer provides you with minimal or a clustered deployment options before you start your vRealize Automation configuration.

---

**Note** Starting with 8.1, you have the option to skip the installation of Workspace ONE Access. If you have skipped, then you cannot configure vRealize Automation. To configure vRealize Automation, you can either go back and configure Workspace ONE Access or complete the installation and configure vRealize Automation in vRealize Suite Lifecycle Manager UI.

---

vRealize Automation installation is optional and it can be deployed in a standard or a cluster mode. Standard supports a single node vRealize Automation and cluster mode supports three node vRealize Automation installation.

#### Prerequisites

- Verify that you have the static IP address of the VM, host name, and VM name. vRealize Automation requires Workspace ONE Access 3.3.2 for an import or a new installation. Manual installation of vRealize Automation through OVA is not supported.
- Verify that you have an external load balancer configured for cluster deployments.

#### Procedure

- 1 Enter the vRealize Automation **Environment Name**.
- 2 Under the vRealize Automation license, enter the **License Key**.
- 3 After configuring your Workspace ONE Access settings, you have the option to install vRealize Automation. For a standard deployment with a master node, enter the **Virtual Machine Name**, **IP Address**, and **FQDN Hostname** of vRealize Automation. Skip to step 6.
- 4 For a cluster deployment with three nodes, you are required to enter the **Load Balancer IP address** and **FQDN**.

---

**Note** If the SSL is terminated at load-balancer, select the **SSL terminated at load-balancer** check box. Deselect the check box, if the SSL pass-through is enabled in the load-balancer. If a wrong value is provided for the property, then vRealize Automation deployment to fails.

---

- 5 For a cluster deployment, create a master node by using step 2 as a guideline.
- 6 For a cluster deployment, create secondary nodes, enter the required text boxes, and proceed.
- 7 (Optional) In the Advanced Configuration for vRealize Automation section, you can manually enter K8S Cluster and Service IP ranges by selecting Configure internal pods and service subnets. If left unselected, vRealize Automation uses the default values.
- 8 Click **Next**.

- 9 Read the Summary page with the entered data and click **Submit**.

For example, the installation time depends on copying binaries from the source machine to vRealize Suite Lifecycle Manager VA for Workspace ONE Access and vRealize Automation deployment, which varies based on the network speed.

## Results

After submitting your details, the installer takes about 30 minutes to install the vRealize Suite Lifecycle Manager, copy binaries, and then start the installation process which depends on the network speed. After the vRealize Automation installation, you can also start configuring vRealize Log Insight. For more information, see [How do I configure log forwarding to vRealize Log Insight](#) in *Administering vRealize Automation*.

## How do I use the Easy Installer to migrate my applications?

### Migrate vRealize Suite Lifecycle Manager

Using the Easy Installer you can migrate your vRealize Suite Lifecycle Manager.

#### Procedure

- 1 Click **Install** on the **vRealize Easy Installer** window.
- 2 Click **Next** after reading the introduction.
- 3 Accept the License Agreement and click **Next**. Read the **Customer Experience Improvement Program** and select the check box to join the program.
- 4 To specify vCenter Server details, enter these details on the Appliance Deployment Target tab.
  - a Enter the **vCenter Server Hostname**.
  - b Enter the **HTTPs Port** number.
  - c Enter the **vCenter Server Username**, and **Password**.
- 5 Click **Next** and you are prompted with a Certificate Warning, click **Accept** to proceed.
- 6 You must select a location to deploy virtual appliances.
  - a Expand the vCenter Server tree.
  - b Expand to any data center and map your deployment to a specific VM folder.
- 7 Specify a resource cluster on the Select a Compute Resource tab.
  - a Expand the data center tree to an appropriate resource location and click **Next**.
- 8 On the Select a Storage Location tab, select a datastore to store your deployment, and click **Next**.



- 9 On the Network Configuration and Password Configuration tabs, set up your **Network** and **Password configuration** by entering the required fields, and clicking **Next**.
  - a For a vRealize Suite Lifecycle Manager VM, enter the **NTP Server** for the appliance and click **Next**.
- 10 Set up vRealize Suite Lifecycle Manager configuration settings,
  - a Enter a **Virtual Machine Name**, **IP Address**, and **Hostname**.
  - b Provide configuration information. Enter the **Data Center Name**, **vCenter Name** and **Increase the Disk Space** fields.
  - c Click **Next**.
- 11 On the Migration Details tab, provide your source environment details and click **Next**
- 12 Select either **Install New VMware Identity Manager** or **Import Existing VMware Identity Manager**.
  - a If installing a new VMware Identity Manager, enter the VMware Identity Manager configuration and click **Next**.
  - b If importing an existing VMware Identity Manager, review the notes about using an existing VMware Identity Manager and click **Next**.

---

**Note** After importing your existing VMware Identity Manager, you must upgrade it to version 3.3.2 to make it compatible with vRealize Automation 8.2 components.

---
- 13 Review the Summary and click **Submit**.

## Results

Your vRealize Suite Lifecycle Manager is migrated.

# Access vRealize Suite Lifecycle Manager Dashboard

## 3

After you configure the products, you can view the installation progress of Workspace ONE Access and vRealize Automation. You are then directed to the vRealize Suite Lifecycle Manager dashboard from where you can access the deployed products.

### Procedure

- 1 Click the IP address on the installation progress bar.  
You can now view Lifecycle Manager in a separate browser.
- 2 Login to vRealize Suite Lifecycle Manager UI with the username as `admin@local` and the password provided in the vRealize Easy Installer.
- 3 Click Lifecycle Operations service to access the vRealize Suite Lifecycle Manager UI.
- 4 Navigate to **Environments** > **Global Environment**, to access the Workspace ONE Access tile.
- 5 Navigate to **Environments** > **vRealize Automation**, to access the vRealize Automation tile.

# Access vRealize Automation

# 4

The vRealize Automation instance can be accessed through the vRealize Suite Lifecycle Manager dashboard.

To log in, navigate to **Manage Environments > vRealize**. Copy and paste the **https://<FQDN>** address in a new browser. For more information, see *Administering vRealize Automation*.

# vRealize Easy Installer Post-Installation Tasks

## 5

After you install vRealize Easy Installer, there are post-installation tasks that might need your attention in the vRealize Suite Lifecycle Manager UI.

- You can configure license, for more information on License Configuration for vRealize Automation through vRealize Suite Lifecycle Manager, see [Configure License within Locker](#).
- You can configure certificate, see [Generate Certificate within Locker](#).
- You can configure AD Groups in vRealize Suite Lifecycle Manager, [Add Active Directory with Integrated Windows Authentication Active Directory over LDAP](#).
- You can configure vRealize Suite Lifecycle Manager appliance root password outside vRealize Easy Installer with vRealize Suite Lifecycle Manager UI. See [Configure your Password within Locker](#).
- You can replace a license, see [Replacing of License](#).
- Inventory Sync can also be performed after installation of vRealize Automation. This function identifies the current state of vRealize Automation deployment.

Problem

Cause

Solution



Solution

## Monitor Your Request Status

The request page provides the overall deployment status of your environment.

### Procedure

- 1 On the left side of Lifecycle Manager home page, click **Request**.

You can monitor the request status of the product deployment and troubleshoot for any failures of the requests by clicking the failed request button.

- 2 Click the Failed request status.

The request graph appears. If a red highlight appears on the graph, click the red button to see the details of the failure.

- 3 To retry the failed request, click **Retry**.

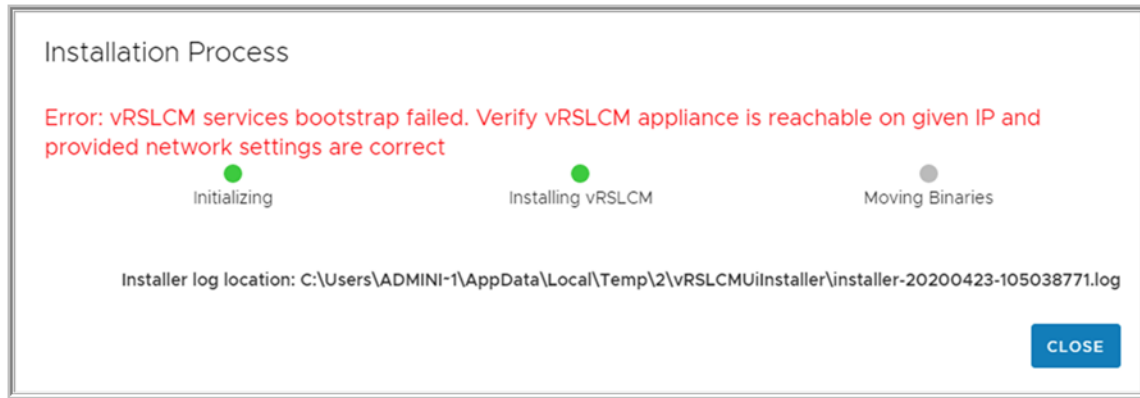
When vRealize Automation deployment fails then you can access the Request tab in the vRealize Suite Lifecycle Manager UI to detect the reason for the failure and click retry option in the failed request. You can provide retry parameters in case you have provided the wrong inputs.

If the vRealize Automation deployment shows failed in the vRealize Easy Installer, you can access the Request tab in the vRealize Suite Lifecycle Manager UI to see the reason for the failure. You can either retry the failed request or click **REDEPLOY** in the failed Environment card to redeploy vRealize Automation using vRealize Suite Lifecycle Manager.

## Types of Errors

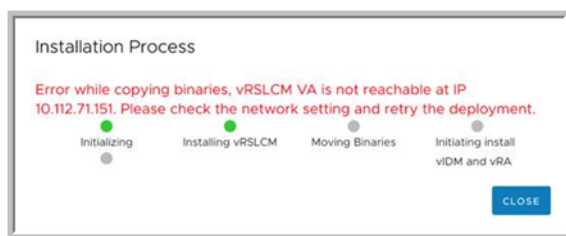
This topic provides the errors that you might view on the Easy Installer Request Status.

- If the Lifecycle Manager services are not up after deployment due to some network configuration issues.



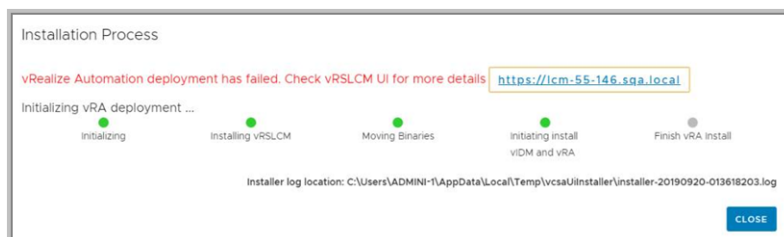
**Workaround:** Check your network settings and re-trigger the vRealize Easy Installer deployment.

- When the Lifecycle Manager VA is not reachable while copying product binaries to Lifecycle Manager VA.



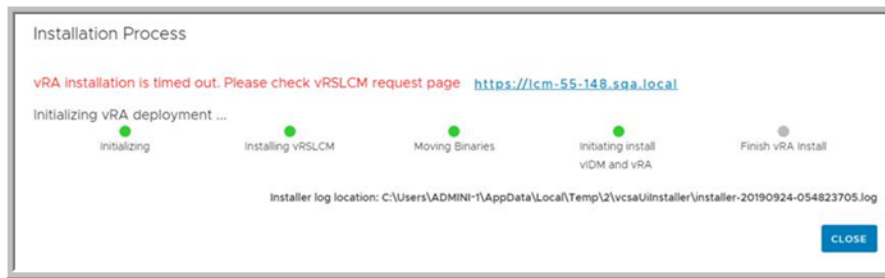
**Workaround:** Check your network settings and re-trigger the vRealize Easy Installer deployment.

- If vRealize Automation Installation is failed.



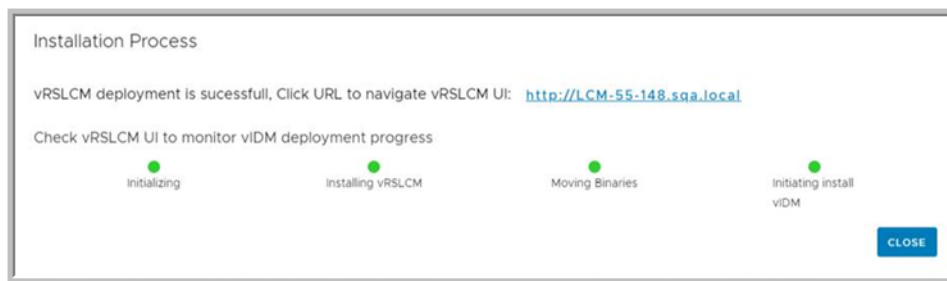
**Workaround:** For resolution, see [Monitor Your Request Status](#)

- If vRealize Automation Installation is timed out and not complete.



**Workaround:** For resolution, see [Monitor Your Request Status](#)

- If vRealize Automation is not selected as part of the deployment, then only Workspace ONE Access is be deployed.



- If the download ISO contains a corrupted product OVA files and the check sum values of the OVA is not correct.



**Workaround:** Check if the downloaded ISO file is not corrupt.

## vRealize Easy Installer Fails at Deployment

When the vRealize Easy Installer fails at the time of deployment due to Infrastructure issues in vCenter Server, the Easy installer fails with an error message.

### Problem

During deployment, if there are any infrastructure issues with vCenter Server, then vRealize Easy Installer fails with the generic error message:

"A problem occurred during installation.Check the installer logs and retry"..

## Cause

- If a host is rebooted during installation:

```
<Type>ovftool.http.send</Type>
    <LocalizedMessage> Failed to send http data </LocalizedMessage>

    <Error>
    <Type>ovftool.system.error</Type>
    <LocalizedMessage> Reached maximum wait time of 5 minutes when aborting.</
LocalizedMessage>
    </Error>
```

- If the datastore gets filled up to 100% at the time of installation:

```
<Error>
  <Type>ovftool.http.post</Type>
  <LocalizedMessage>Bad response code (500) from POST request</LocalizedMessage>
  <Arg>500</Arg>
</Error>
```

- If easy installer is not able to connect to ESXi Host:

```
info: output:ERROR
+ <Errors>
+ <Error>
+ <Type>ovftool.http.send</Type>
+ <LocalizedMessage>
+ Failed to send http data
+ </LocalizedMessage>
+ </Error>
+ </Errors>
```

## Solution

- 1 Select the Host to return to a healthy state if it reboots at the time of installation.
- 2 If the datastore gets filled up, clear the datastore memory and retry.
- 3 Add DNS FQDN entries of the target vCenter Server and all ESXi servers in the cluster to the system hosts file: C:\Windows\System32\drivers\etc\hosts. For Linux and Mac, /etc/hosts.

## vRealize Suite Lifecycle Manager URL will Not Open in Linux based vRealize Easy Installer

vRealize Suite Lifecycle Manager URL does not open in the browser when the URL is accessed on the vRealize Easy Installer progress wizard.



## Problem

When vRealize Easy Installer is triggered in the Linux OS, vRealize Suite Lifecycle Manager URL may not open in the browser when you click the vRealize Suite Lifecycle Manager URL in the installer progress wizard.

## Cause

The default browser might not have set or the operating system is not allowing you to click links.

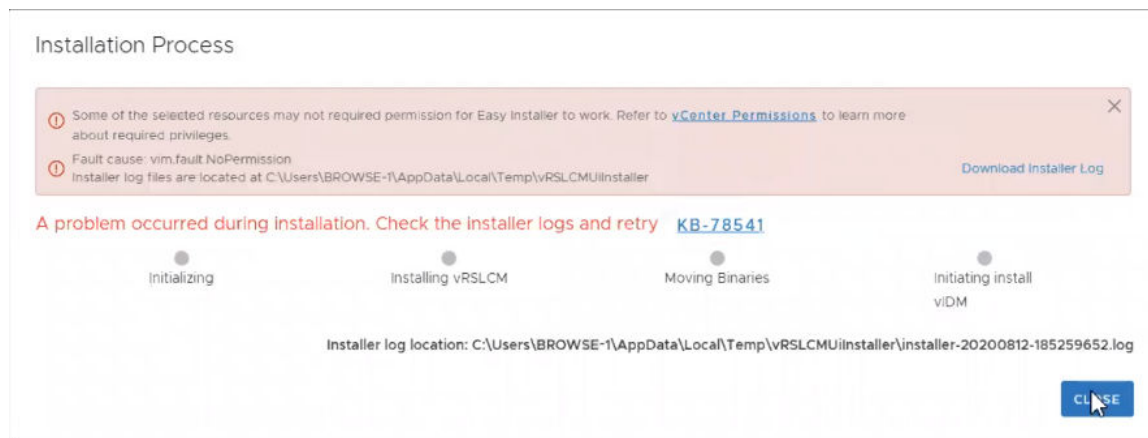
## Solution

- ◆ Copy the vRealize Suite Lifecycle Manager URL in the installer progress wizard and paste the URL in the browser to access the vRealize Suite Lifecycle Manager UI.

# Setting up a LCM instance on VMC fails

If your LCM instance fails to configure with VMware Cloud, perform these troubleshooting steps.

## Installation Process Error



This error can occur for these reasons:

- User role and permissions are not correct. Refer to [vCenter Permissions](#) for information on what roles and permissions are required.
- The selected resources are not correct. You can only select and use ComputeResourcePool, the Workload folder, and Workload Datastore in your configuration.