



vRealize Operations Manager 8.3 Release Notes

VMware vRealize Operations Manager 8.3 | 2021 | Build 17501340

VMware vRealize Operations Manager Upgrade PAK from 7.x to 8.3 | 2021 | Build 17501349

Note: *This upgrade .pak file includes the OS upgrade files from SUSE to Photon and the vApp upgrade files.*

VMware vRealize Operations Manager Upgrade PAK from 8.x to 8.3 | 2021 | Build 17501338

Note: *This upgrade .pak file includes the OS upgrade files from Photon to Photon and the vApp upgrade files.*

VMware vRealize Operations Manager 8.3 Pre-Upgrade Assessment Tool | 2021 | Build 17520080

VMware vRealize Application Remote Collector 8.3 | 2021 | Build 17452387

Check frequently for additions and updates to these release notes.

What's New

Product Enhancements

With this release, vRealize Operations Manager can run in Federal Information Processing Standard (FIPS) 140-2 enabled mode for better security.

Here are the key features and capabilities added in vRealize Operations Manager 8.3:

- Ability to enable FIPS mode during deployment or after upgrade from the Admin user interface. See [Create a Node by Deploying an OVF](#), [Enable FIPS - Admin UI](#), and [vRealize Operations Manager Cluster and Node Maintenance](#).

Note: Enabling FIPS is a one-way action, and cannot be disabled after it is enabled. As a recommendation, always have a cluster snapshot/backup to be able to revert back if necessary.

- vRealize Operations Manager in FIPS mode can operate with FIPS compliant end points. This means that vRealize Operations Manager in FIPS mode is tested with FIPS compliant end points only.
- All the native management packs and compliance packs also support FIPS mode.

- As a part of continuing to support the Security Technical Implementation Guide (STIG), administrators now have an option to add a mandatory DoD notice and consent banner at login for all the users of the product. See [Access Control: Login Message Tab](#).
- With this release, vRealize Operations Manager and vRealize Operations Cloud will measure, report, and provide alerts on key configuration limits for VMware Cloud on AWS based on Configuration Maximums for VMware Cloud on AWS. See [VMware Cloud on AWS Alert Definitions](#) and [VMC Configuration Maximums Dashboard](#).
- Introduction of Cloud Management Assessment (CMA) which is the next generation of vSphere Optimization Assessment (VOA). This feature quickly shows the value of vRealize Operations Manager across vSphere, SDDC, hybrid, and multi-cloud.

Exceptions of FIPS Compliance for this Release

The following components will not work in FIPS-enabled mode:

- vRealize Application Remote Collector
- HttpPostAdapter
- RepositoryAdapter
- Network Share Plugin
- End Point Operations Management Solution
- VMware vRealize Operations for Horizon is not supported in FIPS-enabled mode.

Product Support Notices

• End Point Operations Management Solution

The End Point Operations Management Solution has been deprecated with this release and will be unavailable for use after vRealize Operations 8.3.

• vRealize Automation 7.x

vRealize Automation 7.x integration with vRealize Operations Manager 8.3 and onwards is dropped.

• vCenter Server 6.0

Support for vCenter Server 6.0 has been dropped from vRealize Operations Manager 8.3 onwards.

Basic Authentication

Basic authentication using the REST API is deprecated and disabled in vRealize Operations Manager 8.3 fresh deployments by default. Instances that have been upgraded to vRealize Operations Manager 8.3, will inherit the same properties before the upgrade. It is recommended that you use token-based authentication instead. If you still need to enable or disable basic authentication, see [KB 77271](#).

Metrics and Properties Modifications

The following KB article describes all the metrics and properties that have been modified in vRealize Operations Manager 8.3:

[Metrics added in vRealize Operations Manager 8.3](#)

Instanced Metrics

Instanced metrics are disabled by default after deploying or upgrading to vRealize Operations Manager 8.2 or later after importing a policy from older versions. To re-enable instanced metrics in vRealize Operations Manager 8.2 or later, see [KB 81119](#).

Updated Management Packs

- VMware Management Packs that are updated for vRealize Operations Manager 8.3 are:
 - VMware vRealize Operations Management Pack for CloudHealth 1.2
 - vRealize Operations Management Pack for NSX for vSphere 3.7
 - VMware vRealize Operations Management Pack for VMware Identity Manager 1.2
 - vRealize Operations Management Pack for SNMP 3.2

See [Management Packs for vRealize Operations Manager Documentation](#) for more information. Refer to the [VMware Product Interoperability Matrix](#) for all VMware Management Packs supported with vRealize Operations Manager 8.3. The 3rd party authored Management Packs that are supported with 8.3 are listed in the [VMware Compatibility Guide](#).

System Requirements

Review this section before you install or update vRealize Operations Manager.

Sizing and Scaling

The CPU, memory, and disk requirements that meet the needs of a particular environment depend on the number and type of objects in your environment and data collected. This includes the number and type of adapters installed, the use of HA (High Availability) and CA (Continuous Availability), the duration of data retention, and the quantity of specific data points of interest. VMware updates [Knowledge Base article 2093783](#) with the most current information about sizing and scaling. The Knowledge Base article includes overall maximums and spreadsheet calculations that provide a recommendation based on the number of objects and metrics you expect to monitor.

Deployment Formats

You can deploy vRealize Operations Manager 8.3 with VMware virtual appliance.

If you are deploying a vRealize Operations Manager virtual appliance, use a VMware vSphere Client to connect to a VMware vCenter Server, and deploy the virtual appliance through the vCenter Server instance. The vRealize Operations Manager virtual appliance must be deployed on hosts that are:

- ESX/ESXi 6.5 Update 1 or later and managed by VMware vCenter Server 6.5 or later.
- If you have vRealize Operations Manager virtual appliance deployed on ESXi 6.0 or older hosts, you must first upgrade vCenter Server and ESXi to version 6.5 Update 1 or later, and then upgrade to vRealize Operations Manager 8.3.

Hardware Versions

The minimum hardware version required for vRealize Operations Manager 8.x releases is version 11. If your vRealize Operations Manager virtual appliance had a hardware version earlier than 11, you must first upgrade to hardware version 11 on vRealize Operations Manager virtual appliance and then upgrade to vRealize Operations Manager 8.3.

SDDC Compliance

To ensure compliance of your vSphere, VMware Cloud on AWS, and vSAN 7.0, 6.7, and 6.5 objects, and also NSX-T 2.3, 2.4, and 2.5, and NSX-V 6.3.x and 6.4.x objects, vRealize Operations Manager 8.3 includes compliance alerts for [VMware vSphere Security Configuration Guide versions 6.7 Update 1 and 6.5](#). These security configuration guide alerts are based on the corresponding object types. Some of the alerts and symptoms are available only for backward compatibility with older versions of vSphere, even though the current release supports the latest vSphere Security Configuration Guide 6.7 Update 1.

Note: Compliance rules will work on vSphere 7.0 objects as well. However, those rules are based on vSphere Security Configuration Guide 6.7 Update 1.

Solutions Support

In addition to the VMware solutions (vSphere, Endpoint Operations Management, and vRealize Log Insight), see the [VMware Marketplace](#) for many more solutions. These solutions work with Virtual Appliance single or multiple nodes.

VMware Product Compatibility

Note: The [VMware Product Interoperability Matrix](#) provides details about the compatibility of vRealize Operations Manager with VMware products.

Note: For FIPS mode compatibility details, see the footnotes in the interoperability matrix. The product will not work in FIPS mode if there are footnotes that state that it will not work in FIPS mode.

Browser Support

This vRealize Operations Manager release supports all current Web browsers, although only the following browsers were tested with this release:

- Google Chrome: Versions 86 and 87
- Mozilla Firefox: Version 84.0.2
- Microsoft Internet Explorer: Version 11 (limited support)
- Microsoft Edge: Versions 86 and 87
- Safari: Versions 13 and 14

Installing and Upgrading vRealize Operations Manager

Upgrading to vRealize Operations Manager 8.3, resets out-of-the-box content as part of the software upgrade process even if the Reset Default Content button is unchecked during the upgrade. This implies that the user modifications made to default content such

as alert definitions, symptom definitions, recommendations, policies, views, dashboards, widgets, and reports are overwritten. You need to clone or backup the content before you upgrade to vRealize Operations Manager 8.3.

Note: There are two different upgrade .pak files to upgrade to vRealize Operations Manager 8.3:

- To upgrade from vRealize Operations Manager 7.0 or 7.5 to vRealize Operations Manager 8.3, you must download and apply the **vRealize Operations Manager - Virtual Appliance upgrade for 7.x** .pak file.
- To upgrade from vRealize Operations Manager 8.0, 8.0.1, 8.1, 8.1.1, or 8.2 to 8.3 you must download and apply the **vRealize Operations Manager - Virtual Appliance upgrade for 8.x** .pak file.

Note: While upgrading to vRealize Operations Manager 8.3, the expected size of the root partition for Photon OS is 20 GB. For information about this requirement, see [KB 75298](#).

It is always recommended to run the Pre-Upgrade Assessment tool before an upgrade. A pre-upgrade assessment report that is generated will provide you with the recommended replacements. This tool provides you with an impact analysis following the reduction of metrics in various versions of the product. For more details on using the Pre-Upgrade Assessment Tool, see [KB 82346](#).

Refer to the [vRealize Operations Upgrade Center](#) that has information about upgrading vRealize Operations. Refer to the [VMware Lifecycle Product Matrix](#) for information about supported versions of vRealize Operations Manager.

The [vRealize Operations Manager Information Center](#) has detailed information about [installation](#) and [software updates](#).

Refer to the [vRealize Operations Manager vApp Deployment and Configuration Guide](#) that provides guidance for a vRealize Operations Manager virtual appliance, before you install or update vRealize Operations Manager.

Deploy vSphere with Operations Management (any edition) and vRealize Operations Standard together in one deployment.

Deploy vCloud Suite/vRealize Suite Standard, Advanced, or Enterprise and vRealize Operations Advanced or Enterprise edition together in one deployment.

Note: You can also install vRealize Operations Manager by using vRealize Suite Lifecycle Manager. For more information, see [Creating an Environment](#). To automate installation, configuration, upgrade, patch, configuration management, drift remediation and health from within a single pane of glass, you can use vRealize Suite Lifecycle Manager. If you are a new user, click here to install [vRealize Suite Lifecycle Manager](#). This provides IT managers or cloud admin resources to focus on business-critical initiatives, while improving time to value (TTV), reliability, and consistency.

See the Installation and Upgrade Issues section for issues related to installing vRealize Operations Manager or updating the software.

Upgrading End Point Operations Management Agents

After upgrading from vRealize Operations Manager 8.1.1 or older versions to vRealize Operations Manager 8.3, it is necessary to upgrade End Point Operations Management agents.

As End Point Operations Management agent builds for 8.3 are the same as 8.2, you can download the End Point Operations Management agents from the [vRealize Operations 8.2 Download page](#). To upgrade End Point Operations Management agents from the vRealize Operations Manager administration user interface, see [Upgrade the End Point Operations Management Agent](#). To upgrade individual agents, see [KB 2137709](#).

If you are upgrading from vRealize Operations Manager 8.2 to 8.3, you do not need to upgrade the End Point Operations Management agents.

Active Directory Authentication Sources

Logging in to vRealize Operations Manager with a short name will be successful only if the user name's domain suffix matches the domain name specified in the **Base DN** option. Otherwise, the full user name with the domain suffix is required during login. For more information, see [KB 68131](#).

Resolved Issues

- **Additional cost displayed is zero even though there is a direct cost associated with the VM**

If the vCenter Server configured with vRealize Automation 8.x was already monitored by vRealize Operations Manager and costs were computed, the cost is displayed as zero.

- **Node addition legacy flow is not applicable to CA enabled clusters**

In the case of CA clusters, you cannot add a single node to the cluster.

- **Costs edited at the server level for cost drivers will be retained even if the vCenter Server is removed from vRealize Operations Manager**

When you edit costs at the server level for a cost driver, and then delete the vCenter Server adapter from vRealize Operations Manager, the edited costs for the server are retained.

- **After you upgrade to vRealize Operations Manager 8.3, a few dashboards are not shared**

After you upgrade to vRealize Operations Manager 8.3, the following dashboards are not shared: Datastore Capacity, Datastore Performance, ESXi Configuration, and Network Configuration.

- **vRealize Application Remote Collector Windows Plugin fails to activate/deactivate in vRealize Operations Manager**

Attempting to activate or deactivate a plugin for a vRealize Application Remote Collector Windows endpoint fails after a content upgrade, if the Windows endpoint vRealize Application Remote Collector agent has already been bootstrapped in an earlier version.

- **Agent install fails for users that do not have vCenter Server parent object permissions**

Agent install fails with an error message that states that the user does not have read permissions. Ensure that vCenter Server users have the following permissions: Guest operation modifications, Guest operation program execution, and Guest operation queries. If the user is not using a global role, ensure that a role with these permissions is added not just at the host level, but also at the vCenter Server level.

Known Issues

The known issues are grouped as follows.

- [Installation and Upgrade Issues](#)
- [General Issues](#)
- [User Interface Issues](#)

Installation and Upgrade Issues

- **The Take Node(s) Offline wizard appears when you try to bring an offline RC node online**

When you try to bring an RC node back online after having just taken it offline, the **Take Node(s) Offline** wizard appears when you click the **Take Node Offline/Online** button, instead of the **Take Node(s) Online** wizard as expected.

Workaround: If the node state still displays as **Running** or the status is still **Online** after having taken it offline, wait a few moments and then manually refresh the data in the view from the top menu to get the latest state of the node. After the correct state is displayed which is **Not Running**, the **Take Node Offline/Online** button will work as expected.

- **Installation of a management pack fails on a newly added node**

After you upgrade to vRealize Operations Manager 8.3, installation of a management pack fails on a newly added node.

Workaround: Upgrade management packs to their latest version and then add a new node.

- **Upgrade to vRealize Operations Manager 8.3 fails for instances with Wavefront configuration**

If you use vRealize Operations Manager 7.5 and earlier versions with Wavefront configured, you cannot upgrade to vRealize Operations Manager 8.3 as upgrade fails.

Workaround: None

- **Upgrade might fail if any of the nodes are running on VMs with US/Pacific-New timezone**

PostgreSQL database systems no longer support the US/Pacific-New timezone, which was

just an alias for America/Los_Angeles timezone. If any of the vRealize Operations Manager nodes are running on VMs with US/Pacific-New timezone, upgrade might fail.

Workaround: Change VM timezones from US/Pacific-New to America/Los_Angeles, and then upgrade.

General Issues

- **Data is not collected for all the Azure objects**

Data is not collected for regions that do not have any objects. However sometimes, objects such as Virtual Machine(s), Storage Accounts, virtual NICs, and so on, will not receive data for a while, but will come back to a collecting state automatically.

Workaround: None

- **Sorting by name in a view, results in unexpected behavior**

When you edit a view and sort by name, the number of virtual machines displayed is more than what is configured.

Workaround: None

- **Concurrent activation or deactivation of plugins during application monitoring using suite-api does not work**

During application monitoring using suite-api, when you activate or deactivate plugins concurrently, plugin activation or deactivation does not work. An exception is logged in the ucpapi.log file.

Workaround: Provide a gap of one second between each thread during activation or deactivation of the plugins using suite-api.

- **When you get an application instance's configuration status using a Rest-API call, a wrong status is returned when the same configuration was installed or uninstalled previously**

If you installed or uninstalled an application instance and then uninstalled or installed it respectively, the API returns "SUBMITTING" when you try to get the application instance install or uninstall configuration status using "GET /api/applications/agents/services/{taskId}/status".

Workaround: While getting the application instance configuration status using the "GET /api/applications/agents/services/{taskId}/status" API, ensure that you use the latest performed task ID. The result of calls with older IDs is undefined.

- **Previewing a view works incorrectly**

When you try to preview a view that was not opened recently, the preview is not displayed.

Workaround: Click on **Sample Data** and then anywhere on the screen to view the preview. Refresh your browser tab afterwards, so that the workaround is applicable to other views from the left pane, which do not have a specified preview source.

- **When you upgrade from vRealize Operations Manager 8.1 to 8.3, the Cassandra application service is displayed as Java Application in the Services**

Discovered/Configured column of the Manage Agents tab

During application monitoring, after you upgrade from vRealize Operations Manager 8.1 to 8.3, the Cassandra application service is displayed as Java Application in the Services Discovered/Configured column of the Manage Agents tab. This happens if the Cassandra application service is configured for monitoring in vRealize Operations Manager 8.1, using the vRealize Application Remote Collector generic Java plugin.

Workaround: Deactivate the Java plugin before you upgrade the vRealize Application Remote Collector agent on the VM. After upgrading the vRealize Application Remote Collector agent, the Cassandra plugin will be discovered and can then be activated.

- **System VMs are not automatically excluded from license usage**

vSphere Cluster services and Workload Management features, as well as the vSAN File Share feature, introduces system VMs which vRealize Operations Manager does not exclude from license usage. As a result, if the usage of VM licenses is exceeded, system VMs might consume licenses while customer VMs may appear unlicensed.

- vSphere Cluster Services was introduced in vSphere 7.0 Update 1.
- vSphere Workload Management was introduced in vSphere 7.0.
- vSAN File Share was introduced in vSphere 7.0/ESXi 7.0.

Workaround: System VMs can be excluded from the license group manually, by editing the license group membership. For more information, see [KB 81690](#).

- **System language settings affects service discovery**

Service discovery might not work if the system language is different from English. For languages different from English, network connection state values might be different from constants defined in standard RFCs.

Workaround: None

- **Reconfigure the Project Price widget if the vRealize Automation 8.x integration is deactivated and then reactivated**

There is data missing in the **Project Price** widget of the **Cloud Automation Project Price Overview** dashboard when you deactivate and then reactivate an existing vRealize Automation 8.x integration.

Workaround: Reconfigure the **Project Price** widget by completing the following steps:

1. After you deactivate and then reactivate the vRealize Automation 8.x integration, navigate to **Dashboards > vRealize Automation 8.x > Cloud Automation Project Price Overview** dashboard.
2. Edit the **Project Price** widget.
3. Navigate to the **Input data** section.
4. Select the '+' (**Add Object**) button and select the CAS World object from **vRealize Automation Adapter 8.x > CAS World**.
5. Click **OK**.
6. Navigate to the **Output data** in the same widget configuration mode. Search for and select the CAS Project Price View object from the list.
7. Save the widget.

- **HTTP Post Adapter is deprecated in vRealize Operations Manager 7.0 and above**

Re-enabling the HTTP Post Adapter can open vRealize Operations Manager to security flaws.

Workaround: Complete the steps in [KB 60328](#).

- **While monitoring applications, you cannot activate a plugin with the same fields till the plugin configuration is deleted**

An error message is displayed in the user interface of vRealize Operations Manager that states the following: 'Failed to update resource: Resource with same key already exists'.

Workaround: Manually delete the existing plugin configuration and then continue with the activation of the plugin. If the problem persists, delete the corresponding resource from the inventory.

- **Upgrade from vRealize Operations Manager 7.5 to 8.3 results in a change in the license cost driver**

When you upgrade from vRealize Operations Manager 7.5 to 8.3, there is a change in the license cost driver between the **Summary** page and the **License Cost Driver** page.

Workaround: You can set the cost with the old value, which is \$365, in the **License Cost Driver** page.

- **The compliance score for a user with limited object visibility is the same as for a user with complete object visibility**

The compliance score is calculated for objects that are not visible (not assigned) to the current user.

Workaround: Complete the following steps:

1. Create a custom group with objects visible (assigned) to the user.
2. For that group, apply a policy in which the needed set of compliance alert definitions is enabled.

If that set is enabled only in one active policy (the one that is applied to the custom group), the compliance benchmark based on those alert definitions will display the correct score.

- **Collection for the Management Pack for Microsoft Azure fails when the network connection times out**

When the Management Pack for Microsoft Azure sends a request to the Azure portal and the portal takes a longer time to read the request than the Azure SDK timeout value, collection for the adapter instance fails. Collection resumes when the network timeout issue is resolved, or the Azure portal can read the request.

Workaround: None

- **Objects such as images and icons related to the Management Pack for SDDC Health, Management Pack for OpenStack, and Management Pack for SRM are not displayed**

After you upgrade vRealize Operations Manager, if you scale a vRealize Operations Manager cluster with the Management Pack for OpenStack 5.0, or Management Pack for

SRM 8.1, or Management Pack for SDDC Health 5.0 installed and add another vRealize Operations node, some objects such as images and icons related to the management packs are missing.

Workaround: Users with an instance of the Management Pack for OpenStack, or Management Pack for SRM, or Management Pack for SDDC Health must uninstall the management packs, before upgrading vRealize Operations Manager.

- **Cost computation is not supported for a VMware Cloud vCenter Server end point in vRealize Operations Manager 8.3**

In vRealize Operations Manager 8.3, cost is not computed for the VMware Cloud vCenter Server end point, in which the cloud type is VMware Cloud on AWS, because the cost model is different from on-premises vCenter Servers.

Workaround: The cost of infrastructure coming from VMware Cloud on AWS can be managed if you enable the advanced setting of costing in the VMware Cloud on AWS cloud account.

- **Alerts from the vSAN adapter that correspond to vSAN health check tests are not canceled if the test is removed from the vSAN Health Service.**

vRealize Operations Manager cannot detect and cancel deleted alerts.

Workaround: Manually cancel the alert from the user interface of vRealize Operations Manager.

- **When using Internet Explorer 11 to access the Log Insight tab pages and dashboards, the data is blocked**

When using Internet Explorer 11 to access the Log Insight tab pages and dashboards, data is blocked, and the page remains blank.

Workaround: Use the Firefox or Chrome browser.

- **Generated reports may be blank**

If you log in to vRealize Operations Manager with vCenter Server credentials and generate a report, the generated report is always blank.

Workaround: None

- **Despite deleting ucp-adapter instance certificates, users can run actions**

If users delete ucp-adapter instance certificates, they can still run actions such as, start and stop an agent, configure remote checks, and so on.

Workaround: None

User Interface Issues

- **The dashboard link cannot be opened when you use Internet Explorer on Windows 7**
When you try to open a dashboard that is a shared URL, the page does not open.

Workaround: You must not use Internet Explorer with Windows 7. Open the link using other browsers.

- **The Last Year option in the date picker is not intuitive**

The Last Year option in the date picker indicates that the time range starts from the end of the previous month and goes back a year. It does not indicate a time range that spans one year from the current date or the whole previous year.

Workaround: None

- **A PDF report file might not include all data from a widget that has a scrollbar**

When you generate a report that contains a custom dashboard with a widget that has a scrollbar, the downloaded PDF file might not include all the data in the widget.

Workaround: Increase the height of the widget in the dashboard to fit all the data.