

Upgrading to vRealize Automation 6.2 or Later

vRealize Automation 6.2.5

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Upgrading to vRealize Automation 6.2 or Later

Actualización a vRealize Automation 6.2 o posterior tells you how to download and install updates to upgrade to the latest 6.2 release.

As used in this guide, vCloud Automation Center 6.1 includes vCloud Automation Center 6.1 and subsequent hot fixes.

NOTE No todas las características y funcionalidades de vRealize Automation están disponibles en todas las ediciones. Para ver una comparación de los conjuntos de características de cada edición, vaya a <https://www.vmware.com/products/vrealize-automation/>.

Intended Audience

This information is intended for experienced Windows or Linux system administrators who are familiar with virtual machine technology and datacenter operations.

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <http://www.vmware.com/support/pubs>.

Updated Information

This *Upgrade to vRealize Automation 6.2 and Later* guide for vRealize Automation is updated with each release of the product or when necessary.

This table provides the update history of the guide.

Revision	Description
EN-001633-05	<ul style="list-style-type: none"> ■ vRealize Automation 6.2.5 version of this guide. ■ Added “After Upgrade, Services on the Services Tab of the vRealize Automation Appliance Management Console Do Not Display Properly,” on page 39
EN-001633-04	<ul style="list-style-type: none"> ■ vRealize Automation 6.2.4 version of this guide.
EN-001633-03	<ul style="list-style-type: none"> ■ vRealize Automation 6.2.3 version of this guide. ■ Upgrading to 6.2.3 automatically enables participation in the Customer Experience Improvement Program. See “Install the Update on the vRealize Automation Appliance,” on page 26. ■ Includes minor changes from previous revision.
EN-001633-02	<ul style="list-style-type: none"> ■ Updated the supported Java versions for the database. See “Upgrade the Database,” on page 29. ■ Updated the supported .NET version to 4.5.1 or later. ■ Added information on upgrading to vCenter Platform Services Controller. See Chapter 6, “Upgrading to vCenter Platform Services Controller,” on page 21.
EN-001633-01	<ul style="list-style-type: none"> ■ Document title is changed to reflect upgrade paths from vCloud Automation Center 6.1 and point releases of 6.2. ■ Added link to information about supported upgrade paths in the vRealize Automation release notes, available on the VMware vRealize Automation Documentation landing page. ■ Added instructions to check password timeout values before beginning an upgrade. See “Verify the Age of Root Passwords for Virtual Appliances,” on page 15. ■ Added instructions to reconfigure the load balancer port number to support remote consoles in high-availability deployments. See “Configurar puertos para implementaciones de alta disponibilidad,” on page 36. ■ Added instructions to modify blueprints to enable the Connect to Remote Console Action for some upgrade scenarios. See “Enabling the Connect to Remote Console Action for Consumers,” on page 36.
EN-001633-00	Initial release.

Actualizar a vRealize Automation 6.2 o posterior

2

La actualización es un proceso en varias etapas cuyos procedimientos deben realizarse en un orden determinado. Siga los procesos sugeridos para garantizar una actualización fluida con el mínimo de tiempo de inactividad del sistema. Debe actualizar todos los componentes de producto a la misma versión.

NOTA: A partir de la versión 6.2, vCloud Automation Center ha pasado a denominarse vRealize Automation. Solo han cambiado la interfaz de usuario y los nombres de los servicios. Los nombres de directorios y los nombres de programas que contienen vcac no han cambiado.

Busque en la tabla la versión que tiene instalada y siga los pasos que se indican en los documentos de la derecha para actualizar de forma incremental el entorno de vRealize Automation a la versión más reciente. Encontrará vínculos a la documentación de todas las versiones de vCloud Automation Center y vRealize Automation en <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Tabla 2-1. Rutas de actualización compatibles

Versión que tiene instalada	Documentación para actualizaciones incrementales
vCloud Automation Center 6.0	Realice actualizaciones en el siguiente orden: <ul style="list-style-type: none">■ <i>Actualización de vCloud Automation Center 6.0 a 6.0.1</i>■ <i>Actualización a vCloud Automation Center 6.1</i>■ <i>Actualización a vRealize Automation 6.2 o posterior</i>
vCloud Automation Center 6.0.1	Realice actualizaciones en el siguiente orden: <ul style="list-style-type: none">■ <i>Actualización a vCloud Automation Center 6.1</i>■ <i>Actualización a vRealize Automation 6.2 o posterior</i>
vCloud Automation Center 6.1.x	<i>Actualización a vRealize Automation 6.2 o posterior</i>
vRealize Automation 6.2.x	Actualice directamente a la versión 6.2.x más reciente tal y como se describe en <i>Actualización a vRealize Automation 6.2 o posterior</i>

Checklist for Upgrading vRealize Automation Components

3

When you perform an upgrade, you update all vRealize Automation components in this order: virtual appliances, IaaS databases, and IaaS services.

The Upgrade to vRealize Automation Checklist table provides a high-level overview of upgrade tasks.

Print out a copy of this checklist and use it to track your work as you complete the upgrade. Complete the tasks in the order in which they are given.

You must upgrade components in the prescribed order and upgrade all components. Using a different order can result in unexpected behavior after the upgrade or failure of the upgrade to complete.

For information on all supported upgrade paths, see the release notes for vRealize Automation, available on the [VMware vRealize Automation Documentation landing page](#).

Table 3-1. Upgrade to vRealize Automation Checklist

Task	Instructions	Notes
<input type="checkbox"/> Complete and verify all prerequisites for the upgrade.	See Chapter 4, “Prerequisites for Upgrading vRealize Automation,” on page 13.	
<input type="checkbox"/> If you are upgrading a distributed deployment that uses a load balancer, shut down the vco-service on each vRealize Appliance.	See “Desconectar servicios en la implementación actual,” on page 16.	
<input type="checkbox"/> Shut down services on your IaaS Windows Servers.	See “Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,” on page 17.	
<input type="checkbox"/> Check for updates to the Identity Appliance.	See “Downloading Virtual Appliance Updates,” on page 17.	
<input type="checkbox"/> Install the 6.2 update on the Identity Appliance.	See “Install the Update on the Identity Appliance,” on page 25.	If you plan to use vSphere PSC as your SSO appliance, see Chapter 6, “Upgrading to vCenter Platform Services Controller,” on page 21.
<input type="checkbox"/> Check for updates to the vRealize Appliance.	See “Downloading Virtual Appliance Updates,” on page 17.	
<input type="checkbox"/> Install the 6.2 update on each vRealize Appliance in your installation.	See “Install the Update on the vRealize Automation Appliance,” on page 26.	
<input type="checkbox"/> Update the IaaS database.	See “Upgrade the Database,” on page 29.	

Table 3-1. Upgrade to vRealize Automation Checklist (Continued)

Task	Instructions	Notes
<input type="checkbox"/> Download and install updates for IaaS.	See Chapter 8, “Actualizar el servidor de IaaS,” on page 29.	
<input type="checkbox"/> (Optional) Apply vRealize Automation branding to 6.2	See “Aplicar personalización de marca de vRealize Automation,” on page 35.	

Prerequisites for Upgrading vRealize Automation

4

Before you run the upgrade, review the prerequisites.

System Configuration Requirements

Verify the following system requirements before you begin an upgrade.

- Verify that you are following a supported upgrade path. See the vRealize Automation release notes for a list of supported upgrade paths.
- Verify that all appliances and servers that are part of your deployment meet the system requirements for the version you are upgrading to. See the *vRealize Automation Support Matrix* on the VMware Web site at <https://www.vmware.com/support/pubs/vcac-pubs.html>.
- If you are using a vSphere SSO, verify that it is a supported version and at the correct patch level. See the *Matriz de soporte de vRealize Automation* for information about supported versions.
- Consult the *VMware Product Interoperability Matrix* on the VMware Web site for information about compatibility with other VMware products.

General Prerequisites

Verify that the following prerequisites are finished before you begin an upgrade.

- Your source installation is fully installed and configured.
- Microsoft Distributed Transaction Coordinator (MSDTC) is enabled on all vRealize Automation and associated SQL servers. For instructions, see the VMware Knowledge Base article *Various tasks fail after upgrading or migrating to VMware vCloud Automation Center (vCAC) 6.1.x (2089503)* at <http://kb.vmware.com/kb/2089503>.
- You have backups for vRealize Appliance configuration files in the following directories for each appliance.
 - `/etc/vcac/`
 - `/etc/vco/`
 - `/etc/apache2/`
 - `/etc/rabbitmq/`
- You have backups for all databases.
- You have backups for any files you have customized, such as `DataCenterLocations.xml`.
- You have a snapshot of your virtual appliances and IaaS servers.
- You perform the upgrade at a time when the system is not in heavy use.

- You have followed the instructions in [“Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,”](#) on page 17.

Order of Upgrade for Integrations

Review the following table for information about the order of upgrade for other VMware components integrated with your vRealize Automation deployment.

If your site uses ...	Take this action
vRealize Automation Designer, formerly vCloud Automation Center Designer	If your site includes vRealize Automation Designer, uninstall it. After the upgrade is finished, install the 6.2.x version provided on the VMware Appliance Install download page. For more information about installing and using vRealize Automation Designer, see <i>Extensibilidad de las máquinas</i> .
An external vRealize Orchestrator appliance	If your deployment uses an external vRealize Orchestrator appliance and it is connected to the Identity Appliance, upgrade vRealize Orchestrator before you upgrade vRealize Automation.

Preparar la actualización de vRealize Automation

5

Antes de iniciar la actualización, debe descargar actualizaciones de los dispositivos virtuales y desconectar servicios en las instancias de vRealize Appliance y servidores de IaaS.

Este capítulo cubre los siguientes temas:

- [“Verify the Age of Root Passwords for Virtual Appliances,”](#) on page 15
- [“Desconectar servicios en la implementación actual,”](#) página 16
- [“Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,”](#) página 17
- [“Downloading Virtual Appliance Updates,”](#) on page 17

Verify the Age of Root Passwords for Virtual Appliances

Before you upgrade vRealize Automation, you must verify the age of the root passwords for the Identity Appliance, or other SSO appliance, and the vRealize Appliance.

If a root password is 365 days old or older, you must change the password before you run the upgrade. If a root password is 364 days old or newer, you can proceed with the upgrade.

Verify the age of the password.

Procedure

- 1 Log in to the vRealize Appliance for the version that you want to upgrade with SSH, or log in to the virtual machine console by using the user name **root** and the password you specified when the appliance was deployed.
- 2 Run the `chage -l` command.

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

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

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

Desconectar servicios en la implementación actual

En implementaciones de alta disponibilidad, en las que varios dispositivos se implementan y configuran detrás de un equilibrador de carga, asegúrese de que el servicio vco-server esté deshabilitado en cada vCloud Automation Center Appliance o vRealize Appliance de la implementación actual antes de iniciar la actualización.

IMPORTANTE: No lleve a cabo estos pasos si está actualizando una implementación mínima.

Procedimiento

- 1 Inicie sesión en vCloud Automation Center Appliance o vRealize Appliance de su implementación actual con SSH o inicie sesión en la consola de máquina virtual.
- 2 Compruebe que SSH está habilitado.
 - a Inicie sesión en la consola de administración mediante su nombre de dominio completo `https://va-hostname.domain.name:5480/`, el nombre de usuario raíz y la contraseña que especificó cuando implementó el dispositivo.
 - b Haga clic en la pestaña **Administración**.
 - c Compruebe que las opciones **Servicio SSH habilitado** e **Inicio de sesión SSH de administrador habilitado** estén seleccionadas.

Al activar la casilla de verificación **Servicio SSH habilitado**, se habilita el acceso de SSH para todos excepto el usuario raíz. Al activar **Inicio de sesión SSH de administrador habilitado**, se permite el inicio de sesión SSH para el usuario raíz.

- 3 (Opcional) Si SSH no está habilitado, active las casillas de verificación **Servicio SSH habilitado** e **Inicio de sesión SSH de administrador habilitado** en la pestaña **Admin** y haga clic en **Guardar configuración**.
- 4 Deshabilite el servicio vco-server.

```
service vco-server stop
chkconfig vco-server off
```

Lleve a cabo este paso en todos los dispositivos de su implementación actual y en el dispositivo virtual PostgreSQL, si se configuró desde vCloud Automation Center Appliance o una versión anterior de vRealize Appliance.

- 5 Compruebe que se ha detenido el servicio. El estado devuelto debería ser NOT RUNNING.

```
service vco-server status
```

- 6 Detenga los servicios vcac-server, apache2 y rabbitmq-server en cada instancia de vCloud Automation Center Appliance o vRealize Appliance.

No realice este paso en el primer nodo que tiene previsto actualizar.

```
service vcac-server stop
service apache2 stop
service rabbitmq-server stop
```


- 7 Compruebe que se han detenido los servicios. El estado devuelto de todos los servicios debería ser NOT RUNNING.

```
service vcac-server status
service apache2 status
service rabbitmq-server status
```

No reinicie el dispositivo ni inicie estos servicios hasta que haya actualizado todas las instancias de vCloud Automation Center Appliance o vRealize Appliance. No detenga los servicios vcac, apache y rabbitmq en el primer nodo que tiene previsto actualizar.

Qué hacer a continuación

[“Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,”](#) página 17.

Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows

Antes de iniciar la actualización, desconecte los servicios de vCloud Automation Center en su servicio de IaaS de Windows.

En instalaciones distribuidas, desconecte los servicios de vCloud Automation Center en el orden recomendado, en todos los servidores que ejecutan servicios de IaaS.

Procedimiento

- 1 Inicie sesión en su servidor de IaaS de Windows.
- 2 Seleccione **Inicio > Herramientas administrativas > Servicios**.
- 3 Desconecte los servicios en el siguiente orden.
 - a Todos los agentes de VMware vCloud Automation Center
 - b Todos los DEM de trabajo de VMware
 - c DEM orquestador de VMware
 - d Manager Service de VMware vCloud Automation Center

Qué hacer a continuación

Elija un método para descargar las actualizaciones de dispositivos virtuales. Consulte [“Downloading Virtual Appliance Updates,”](#) página 17 para obtener más información.

Downloading Virtual Appliance Updates

You can check for updates on the **Update** tab of the VMware vRealize Appliance management console and download the updates by using one of the following methods.

- [Descargar actualizaciones de dispositivo virtual desde un repositorio de VMware](#) página 18
La actualización de su Identity Appliance o dispositivo de vCloud Automation Center se puede descargar desde un repositorio público del sitio web vmware.com.
- [Descargar actualizaciones de dispositivo virtual para su uso con una unidad de CD-ROM](#) página 18
Su dispositivo virtual se puede actualizar desde un archivo ISO que el dispositivo lee desde la unidad de CD-ROM virtual.

Descargar actualizaciones de dispositivo virtual desde un repositorio de VMware

La actualización de su Identity Appliance o dispositivo de vCloud Automation Center se puede descargar desde un repositorio público del sitio web vmware.com.

Procedimiento

- 1 Vaya a la consola de administración de su dispositivo virtual, utilizando su nombre de dominio completo, <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 Haga clic en la pestaña **Actualizar**.
- 4 Haga clic en **Configuración**.
- 5 (Opcional) Indique la frecuencia con la que se van a buscar actualizaciones en el panel Actualizaciones automáticas.
- 6 Seleccione **Usar repositorio predeterminado** en el panel Repositorio de actualizaciones.
El repositorio predeterminado se establece en la URL de vmware.com adecuada.
- 7 Haga clic en **Guardar configuración**.

Qué hacer a continuación

- [“Install the Update on the Identity Appliance,”](#) página 25.
- Si ha completado la actualización en Identity Appliance o si utiliza otro dispositivo de VMware para admitir la funcionalidad de Single Sign-On, vaya a [“Install the Update on the vRealize Automation Appliance,”](#) página 26.

Descargar actualizaciones de dispositivo virtual para su uso con una unidad de CD-ROM

Su dispositivo virtual se puede actualizar desde un archivo ISO que el dispositivo lee desde la unidad de CD-ROM virtual.

Prerequisitos

- [“Desconectar servicios en la implementación actual,”](#) página 16.
- Todas las unidades de CD-ROM que utilice en la actualización deben estar habilitadas para que cualquier vCloud Automation Center Appliance pueda actualizarse. Consulte el centro de documentación de vSphere para obtener información sobre cómo añadir una unidad de CD-ROM a una máquina virtual en el cliente de vSphere.

Procedimiento

- 1 Descargue el archivo ISO de actualización del sitio web vmware.com.
- 2 Conecte la unidad de CD-ROM del dispositivo virtual que está actualizando al archivo ISO que ha descargado.
- 3 Vaya a la consola de administración de su dispositivo virtual, utilizando su nombre de dominio completo, <https://va-hostname.domain.name:5480>.
- 4 Log in with the user name root and the password you specified when the appliance was deployed.
- 5 Haga clic en la pestaña **Actualizar**.
- 6 Haga clic en **Configuración**.

- 7 En Repositorio de actualizaciones, seleccione **Usar actualizaciones de CDROM**.
- 8 Haga clic en **Guardar configuración**.

Qué hacer a continuación

- [“Install the Update on the Identity Appliance,”](#) página 25.
- Si ha completado la actualización en Identity Appliance o si utiliza otro dispositivo de VMware para admitir la funcionalidad de Single Sign-On, vaya a [“Install the Update on the vRealize Automation Appliance,”](#) página 26.

Upgrading to vCenter Platform Services Controller

6

vRealize Appliance 6.2 or later supports the use of vCenter Platform Services Controller (PSC), the SSO component of vSphere 6.0.

You can upgrade from a vRealize Automation Identity Appliance to PSC or from a vSphere SSO used for vRealize Automation to PSC. Upgrades to PSC can be done as part of an upgrade of your deployment or independent of a general upgrade.

This chapter includes the following topics:

- [“Upgrade an Identity Appliance to PSC for Use with vRealize Automation,”](#) on page 21
- [“Upgrade a vSphere SSO to PSC for Use with vRealize Automation,”](#) on page 23

Upgrade an Identity Appliance to PSC for Use with vRealize Automation

You can upgrade a vRealize Automation Identity Appliance with vCenter Platform Services Controller (PSC), a component of vSphere 6.x. To do this, you must register the new SSO with vRealize Appliance, add identity stores, and create a new solution user.

You can upgrade to PSC as part of your product upgrade or as an independent product component.

Prerequisites

- Backup and create a snapshot of your Identity Appliance.
- Save information for identity stores for all tenants. You must recreate this information in the new SSO appliance.
- Install vCenter PSC.
 - Download the vCenter Server (VCSA) for Linux and Windows Deploys from the VMware download site.
 - Follow the deployment procedures in the *VMware vCenter Server 6.0 Deployment Guide* searchable at <http://www.vmware.com>.
- If you are upgrading to PSC as part of a complete product upgrade, upgrade your vRealize Automation deployment before beginning the following procedure.

Procedure

- 1 Navigate to the vRealize Appliance management console by using its fully qualified domain name, <https://vra-va-hostname.domain.name:5480/>.
- 2 Log in with user name root and the password you specified when you deployed vRealize Appliance.
- 3 Click the **vRA Settings** tab and click **SSO** from the menu bar.

- 4 Change the value in the **SSO Port** text box to **443**.
- 5 Enter the default administrator name **administrator@vsphere.local** in the **SSO Admin User** text box.
- 6 Enter the SSO administrator password in the **SSO Admin Password** text box. The password must match the password you specified in the SSO settings for the Identity Appliance.
- 7 Click **Save Settings**.
- 8 If you are prompted with a warning about an untrusted host, click **OK** to proceed and to restart vRealize Appliance services.
- 9 Wait for all services to restart before using vRealize Automation.
 - a Click the **Services** tab.
 - b Monitor the Registered Services listing. You can click **Refresh** to see the latest information.
- 10 Add identity stores to the new appliance.
 - a Log out of the vRealize Appliance management console.
 - b Go to your default tenant at `https://vCAC FQDN/vcac` and log in as `administrator@vsphere.local`.
 - c Open the tenant.
 - d Click **Update**.
 - e Open each configured tenant and add the identity stores you configured prior to the upgrade and saved earlier,
 - f Click **Add**.
 - g Click **Update**.
 - h Reopen the tenant and confirm that settings for the tenant and the IaaS administrators display correctly.
 - i Add identity stores for all tenants.
- 11 Go to the IaaS machine where Model Manager Data was installed and imported from and create a new data file.
 - a Open a Windows command prompt as an administrator.
 - b Go to `C:\Program Files (x86)\VMware\VCAC\Server\Model Manager Data\Cafe\`.
 - c Rename the file `vcac-config.data` to `vcac-config.old`.
 - d Run the following command to create the updated data file: `Vcac-Config.exe GetServerCertificates -url https://(vCAC FQDN) --FileName vcac-config.data`.

For example:

```
Vcac-Config.exe GetServerCertificates -url https://vcac.vcloud.local
--FileName vcac-config.data
```
- 12 Create a new solution user. A solution user represents the IaaS service and is used for authentication between Windows and virtual appliances. Use a command of the following form: `Vcac-Config.exe RegisterSolutionUser -url https://(vCAC FQDN) --Tenant vsphere.local -cu administrator@vsphere.local -cp password --FileName vcac-config.data -v`

For example:

```
Vcac-Config.exe RegisterSolutionUser -url https://vcac.vcloud.local
--Tenant vsphere.local -cu administrator@vsphere.local -cp Passw0rd123
--FileName vcac-config.data -v
```

- 13 Move the solution user into the IaaS database with a command of the following form: `Vcac-Config.exe MoveRegistrationDataToDB --FileName vcac-config.data -s "SQL Server FQDN" -d "Database_name" -v`

For example:

```
Vcac-Config.exe MoveRegistrationDataToDB --FileName vcac-config.data
-s "sql.vcloud.local" -d "vCAC" -v
```

- 14 Restart IIS or open an elevated command prompt window and type `iisreset`.
- 15 From the IaaS Windows machine, select **Start > Administrative Tools > Services**.
- 16 Restart machines for all IaaS Services in the recommended order.

All IaaS services must be restarted for the solution user change to take effect.

- a VMware vCloud Automation Center Service (manager service)
- b VMware DEM-Orchestrator
- c VMware DEM-Worker
- d VMware vRealize Automation Agents

You have created a new PSC SSO appliance with required vRealize Automation information.

Upgrade a vSphere SSO to PSC for Use with vRealize Automation

You can upgrade a vSphere SSO to vCenter Platform Services Controller (PSC), a component of vSphere 6.x. Because PSC uses a different port from other supported SSOs, you must edit your vRealize Appliance configuration to specify the new port.

You can upgrade to PSC as part of your product upgrade or as an independent product component.

NOTE PSC version 6.0 that was introduced in vSphere 6.0 allows you to specify a tenant name other than `vsphere.local`. vRealize Automation requires `vsphere.local` as the name of the default tenant because you cannot enter the name of the tenant on the SSO tab of the management console when you configure vRealize Automation. If you have used another name, rename the tenant to `vsphere.local`.

Prerequisites

- Upgrade your vCenter SSO appliance to vCenter PSC.
Instructions for upgrading a 5.5 vCenter SSO to vCenter PSC are available from the vSphere documentation center and the white paper *vCenter Server Deployment* searchable at <http://www.vmware.com>.
- If you are upgrading to PSC as part of a complete product upgrade, upgrade your vRealize Automation deployment before beginning the following procedure.

Procedure

- 1 Navigate to the vRealize Appliance management console by using its fully qualified domain name, `https://vra-va-hostname.domain.name:5480/`.
- 2 Log in with user name `root` and the password you specified when you deployed vRealize Appliance.
- 3 Click the **vRA Settings** tab and click **SSO** from the menu bar.
- 4 Change the value in the **SSO Port** text box to **443**.
- 5 Enter the default administrator name `administrator@vsphere.local` in the **SSO Admin User** text box.

- 6 Enter the SSO administrator password in the **SSO Admin Password** text box. The password must match the password you specified in the SSO settings for the Identity Appliance.
- 7 Click **Save Settings**.
- 8 If you are prompted with a warning about an untrusted host, click **OK** to proceed and to restart vRealize Appliance services.
- 9 Wait for all services to restart before using vRealize Automation.
 - a Click the **Services** tab.
 - b Monitor the Registered Services listing. You can click **Refresh** to see the latest information.

The Platform Services Controller server is in use.

Installing the Virtual Appliance Updates

7

After you complete prerequisites for upgrading and download the update, you install updates for the Identity Appliance and for all instances of the vRealize Appliance. You can also choose to upgrade from an Identity Appliance or vSphere SSO appliance to vCenter Platform Services Controller (PSC).

Your vRealize Automation upgrade does not affect vSphere appliances, however, you must reconfigure vRealize Automation settings when you upgrade to PSC from an earlier version of the vSphere SSO or when you replace an Identity Appliance with PSC. For more information, see [Capítulo 6, “Upgrading to vCenter Platform Services Controller,”](#) página 21.

Este capítulo cubre los siguientes temas:

- [“Install the Update on the Identity Appliance,”](#) on page 25
- [“Install the Update on the vRealize Automation Appliance,”](#) on page 26

Install the Update on the Identity Appliance

You install the update on the Identity Appliance before you update the vRealize Appliance.

Prerequisites

- Select a download method and download the update. See [“Downloading Virtual Appliance Updates,”](#) on page 17.
- [“Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,”](#) on page 17.

Procedure

- 1 Log in to the Identity Appliance management console and open the **Update** tab.
 - a Vaya a la consola de administración de su dispositivo virtual, utilizando su nombre de dominio completo, `https://va-hostname.domain.name:5480`.
 - b Log in with the user name root and the password you specified when the appliance was deployed.
 - c Click the **Update** tab.
- 2 Haga clic en **Comprobar actualizaciones** para comprobar si hay alguna actualización accesible.
- 3 Click **Install Updates**.
- 4 Click **OK** to confirm that you want the update to proceed.

The time it takes for the update to finish is dependent on your site environment.

- 5 After the update is installed, reboot the virtual appliance.
 - a Click the **System** tab.
 - b Click **Reboot** and confirm your selection.
- 6 Clear the cache of the Web browser used to access the management console.

What to do next

[“Install the Update on the vRealize Automation Appliance,”](#) on page 26.

Install the Update on the vRealize Automation Appliance

You install the update on the vRealize Appliance after you upgrade and reboot the Identity Appliance. Apply the update to each instance of vRealize Appliance in your installation.

NOTE If your deployment uses a load balancer, disable all but one vRealize Appliance for load balancer traffic. The first appliance you plan to upgrade must be connected to the load balancer. All other instances of vRealize Appliance must be disabled for load balancer traffic when you upgrade them.

If you are using a vRealize Appliance as a dedicated appliance database server, update it before you update a vRealize Appliance used as an application server.

Wait for the reboot to complete on one appliance before starting the upgrade on another.

Prerequisites

- Select a download method and download the update. See [“Downloading Virtual Appliance Updates,”](#) on page 17.
- For high-availability deployments, [“Desconectar servicios en la implementación actual,”](#) on page 16.
- Verify that the identity server is running.
- Before you apply the appliance upgrade for deployments that use load balancers, disable traffic for all nodes except the first node you that you plan to upgrade in order to prevent cache errors.

Procedure

- 1 Log in to the vRealize Appliance management console and click the **Update** tab.
 - a Vaya a la consola de administración de su dispositivo virtual, utilizando su nombre de dominio completo, `https://va-hostname.domain.name:5480`.
 - b Log in with the user name root and the password you specified when the appliance was deployed.
 - c Click the **Update** tab.

2 Haga clic en **Estado**.

3 Haga clic en **Comprobar actualizaciones** para comprobar si hay alguna actualización accesible.

4 (Optional) Para las instancias de vRealize Appliance, haga clic en **Detalles** en el área de versión de dispositivo para ver información sobre la ubicación de las notas de la versión.

5 Read the note about participation in the Customer Experience Improvement Program.

When you upgrade, you are joined to the VMware Customer Experience Improvement Program. For information about the program, click the Telemetry tab in the product management console.

For more information about setting parameters for data collection and joining or leaving the Customer Experience Improvement Program, see *Administración del sistema*.

6 Click **Install Updates**.

- 7 Haga clic en **Aceptar**.

An informational message stating that the update is in progress appears. The time it takes for the update to finish depends on your site environment.

- 8 Reboot the virtual appliance.

- a Click the **System** tab.
- b Click **Reboot** and confirm your selection.

- 9 Clear the cache of the Web browser that you use to access the management console.

- 10 Verify that services are running.

- a Log in to the vRealize Appliance management console.
- b Click the **Services** tab on the console.
- c Click the **Refresh** tab to monitor the progress of service startup.

You should see a minimum of twenty-one services.

- 11 If your deployment uses a load balancer, repeat these steps for each vRealize Appliance.

Leave the second and subsequent vRealize Appliance disabled for load balance traffic when you apply the update.

- 12 Reconnect all virtual appliances to the load balancer.

What to do next

Upgrade the IaaS database and servers. See [Chapter 8, “Actualizar el servidor de IaaS,”](#) on page 29.

Actualizar el servidor de IaaS

Un administrador del sistema actualiza los componentes de servidor de IaaS y la base de datos de SQL.

La base de datos de SQL para IaaS se actualiza con el comando `DBUpgrade` y los componentes de servidor de IaaS con el instalador de IaaS.

NOTA: Debe actualizar la base de datos para poder actualizar el servidor de IaaS y sus componentes.

Este capítulo cubre los siguientes temas:

- [“Upgrade the Database,”](#) on page 29
- [“Descargar el instalador de IaaS,”](#) página 31
- [“Upgrade the IaaS Components,”](#) on page 32

Upgrade the Database

An administrator must upgrade the database with the `DBUpgrade.exe` command before upgrading the IaaS components.

The `DBUpgrade` command requires the names of the SQL Server database instance and the vRealize Automation database and the port number if you are using a port other than the default SQL port. It can use Windows authentication or it accepts credentials to access the database using SQL authentication. It creates a log file named `dbupgrade.log` in the current directory if you do not provide a path name for a different log file.

IMPORTANT Run this command only once during an upgrade.

If the correct Java version is not installed, or if the `JAVA_HOME` environment is set incorrectly, you see a message similar to the following one:

```
Upgrading VMware vCAC or vCloud Automation Center IaaS SQL database
fails with the error: Java version 1.7(64-bit) must be installed,
the environment variable JAVA_HOME must be set to the Java install folder, and
%JAVA_HOME%\bin\java.exe (2089329)
```

For information about resolving the error, see the VMware Knowledge Base article at <http://kb.vmware.com/kb/2089329>.

Prerequisites

- Verify that the machine on which you run the `DBUpgrade` command meets the following Java-related requirements.
 - 64-bit Java version 1.7 or later is installed. 32-bit versions are not supported.

- The environment variable JAVA_HOME is set to the Java install folder.
- The %JAVA_HOME%\bin\java.exe file is available.

Procedure

- 1 Navigate to the Windows installer download page by using <https://vcac-va-hostname.domain.name:5480/installer/>, the host name of the vRealize Appliance.
- 2 Click **database upgrade scripts** from the list of options under IaaS Installation.
- 3 Extract the contents of the DBUpgrade.zip archive file to a local folder on the vRealize Automation database host, or to another location with network access to the database host.
- 4 In an elevated Windows command prompt window, set your current directory to the folder where you extracted the contents of the DBUpgrade.zip archive file.
- 5 Enter a DBUpgrade command string in the following format.

```
DBUpgrade [-S dbserver[,port number][\SQLinstance]] [-d dbname] [{-E | -U username}] [-l logfilepath]
```

Option	Description
-S dbserver [,portnumber] [\SQLinstance]	Identifies the database server instance by server name, port number and SQL instance name. Allowable values for <i>dbserver</i> are localhost or a fully qualified domain name for the database server. If you are using an SQL port number other than the default, 1433, you must specify the port number as part of the FQDN. If no port number is specified, the 1433 port is used. If you are using a named SQLinstance, specify the instance name. If no name is specified, the default, unnamed SQL instance is used.
-d dbname	Identifies the vRealize Automation database <i>dbname</i> .
-E	Requires a Windows Authentication trusted connection to access the database and connects using the Windows credentials of the user who is running the command.
-U username	Specifies the user name for the database owner account.
-l logfilepath	Specifies the full pathname of the upgrade log file. By default, the command creates the <i>dbupgrade.log</i> log file in the current directory.

- 6 (Optional) At the prompt, enter the password for the database owner account.
You are prompted for this information only when you specify a username with the *-U username* argument to the DBUpgrade command.

The command upgrades the database to the latest release.

Example: DBUpgrade.exe

The following examples illustrate uses of command syntax.

- `DBUpgrade`
With no options, displays usage information.
- `DBUpgrade -S localhost -d VCAC -E`
Upgrades the VCAC database in the default, unnamed SQL instance running on the local host on the default port 1433 and connects using your Windows credentials over a Windows Authentication trusted connection.
- `DBUpgrade -S dbhost.mydomain.local,5555 -d VCAC -E`

Upgrades the VCAC database in the default, unnamed SQL instance running on dbhost on the non-default port 5555 and connects using your Windows credentials over a Windows Authentication trusted connection.

- `DBUpgrade -S dbhost.mydomain.local\MySQLInstance -d VCAC -U SqlUser -l %SystemDrive %\VCACDBUpgrade\Log_30Apr.log`

Logs in as the user named SqlUser and prompts you for the password for the SqlUser account. Then, upgrades the VCAC database in the named instance MySQLInstance running on dbhost on the default port, and creates the Log_30Apr.log upgrade log file in the VCACDBUpgrade folder on the system drive.

- `DBUpgrade -S dbhost.mydomain.local,5555\MySQLInstance -d VCAC -E -l %SystemDrive %\VCACDBUpgrade\Log_30Apr.log`

Upgrades the database VCAC in the named instance MySQLInstance running on dbhost and the non-default port 5555, logs in using your Windows credentials over a Windows Authentication trusted connection, and creates the Log_30Apr.log upgrade log file in the VCACDBUpgrade folder on the system drive.

Descargar el instalador de IaaS

El instalador de IaaS se descarga en la máquina en la que se van a actualizar o instalar componentes de IaaS. Si aparecen advertencias de certificado durante el procedimiento, puede ignorarlos.

Prerequisitos

- Confirme que Microsoft .NET Framework 4.5.1 o una versión posterior está instalado en la máquina de instalación de IaaS. El instalador de .NET se puede descargar de la página web del instalador de vRealize Automation.
- Si usa Internet Explorer para la descarga, asegúrese de que la configuración de seguridad mejorada no está habilitada. Consulte <res://iesetup.dll/SoftAdmin.htm>.
- Inicie sesión como administrador local en el servidor de Windows en el que se van a actualizar o instalar los componentes de IaaS.
- Los componentes de IaaS que se vayan a actualizar deben formar parte de vRealize Automation 6.0.1. Si pertenecen a vRealize Automation 6.0, deberá actualizarlos a vRealize Automation 6.0.1 para poder proseguir con esta actualización.

Procedimiento

- 1 Abra un explorador web.
- 2 Escriba la URL de la página de descarga del instalador de Windows.
Por ejemplo, <https://vcac-va-hostname.domain.name:5480/installer>, donde *vcac-va-hostname.domain.name* es el nombre del host de vRealize Appliance.
- 3 Haga clic en el vínculo **Instalador de IaaS**.
- 4 Cuando se le pida, guarde el archivo del instalador (`setup__vcac-va-hostname.domain.name@5480.exe`) en el escritorio.

No modifique el nombre de archivo, ya que sirve para conectar la instalación a vRealize Appliance.

Upgrade the IaaS Components

You must upgrade the database and configure all systems that have IaaS components installed. You can use these steps for minimal and distributed installations.

If you have multiple IaaS servers, perform the upgrade so that services are upgraded in the following order:

1 Websites

If you are using a load balancer, disable all Websites for load balancer traffic except the Website on which Model Manager data is installed. Upgrade the Website on which Model Manager data is installed first.

Finish the upgrade on one server before upgrading the next server that is running a Website service.

2 Manager services

Upgrade the active manager service before you upgrade the passive manager service and reboot the system where the passive manager service is installed.

3 DEM orchestrator and workers

Upgrade all DEM orchestrators and workers. Finish the upgrade on one server before you upgrade the next server.

4 Agents

Finish the upgrade on one server before you upgrade the next server that is running an agent.

If you are using different services on one server, the upgrade updates the services in the proper order. For example, if your site has Website and manager services on the same server, select both for update. The upgrade installer applies the updates in the proper order. You must complete the upgrade on one server before you begin an upgrade on another.

NOTE If your deployment uses a load balancer, the first appliance you plan to upgrade must be connected to the load balancer. All other instances of vRealize Appliance appliances must be disabled for load balancer traffic before you apply the upgrade to avoid caching errors.

Prerequisites

- [“Desconectar servicios de vCloud Automation Center en el servidor de IaaS de Windows,”](#) on page 17
- [“Descargar el instalador de IaaS,”](#) on page 31.
- [“Upgrade the Database,”](#) on page 29.

Procedure

- 1 If you are using a load balancer, prepare your environment.
 - a Verify that the Website on which Model Manager data is installed is enabled for load balancer traffic.

You can identify this node by the presence of the <vCAC Folder>\Server\ConfigTool folder.
 - b Disable all other Websites for load balancer traffic.
- 2 Haga clic con el botón derecho en el archivo de instalación `setup__vra-va-nombre_de_host.dominio.nombre@5480.exe` y seleccione **Ejecutar como administrador**.
- 3 Haga clic en **Siguiente**.
- 4 Acepte el acuerdo de licencia y haga clic en **Siguiente**.

- 5 Type the administrator credentials for your current deployment on the Log In page.
The user name is root and the password is the password that you specified when you deployed the appliance.
- 6 Seleccione **Aceptar certificado**.
- 7 Select **Upgrade** on the Installation Type page and click **Next**.
- 8 Configure the upgrade settings.

Option	Action
If you are upgrading the Model Manager Data	Select the Model Manager Data check box in the vCAC Server section. The check box is selected by default. Upgrade the Model Manager data only once. If you are running the setup file on multiple machines to upgrade a distributed installation, the Web servers stop functioning while there is a version mismatch between the Web servers and the Model Manager data. When you have upgraded the Model Manager data and all of the Web servers, all of the Web servers should function.
If you are not upgrading the Model Manager Data	Unselect the Model Manager Data check box in the vCAC Server section.
To preserve customized workflows as the latest version in your Model Manager Data	If you are upgrading the Model Manager Data, select the Preserve my latest workflow versions check box in the Extensibility Workflows section. The check box is selected by default. Customized workflows are always preserved. The checkbox determines version order only. If you used vRealize Automation Designer to customize workflows in the Model Manager, select this option to maintain the most recent version of each customized workflow before upgrade as the most recent version after upgrade. If you do not select this option, the version of each workflow provided with vCloud Automation Center Designer 6.1 becomes the most recent after upgrade, and the most recent version before upgrade becomes the second most recent. For information about vRealize Automation Designer, see <i>Extensibility</i> .
If you are upgrading a Distributed Execution Manager or a proxy agent	Enter the credentials for the administrator account in the Service Account section. All of the services that you upgrade run under this account.
To specify your Microsoft SQL Server database	If you are upgrading the Model Manager Data, enter the names of the database server and database instance in the Server text box in the Microsoft SQL Server Database Installation Information section. Use a fully qualified domain name (FQDN) for the database server name. If the database instance is on a non-default SQL port, include the port number in the server instance specification. The Microsoft SQL default port number is 1433.

- 9 Haga clic en **Siguiente**.
- 10 Confirm that all services to upgrade appear on the Ready to Upgrade page, and click **Upgrade**.
The Upgrading page and a progress indicator appear. When the upgrade process finishes, the **Next** button is enabled.
- 11 Haga clic en **Siguiente**.
- 12 Haga clic en **Finalizar**.
- 13 Verify that all services restarted.
- 14 If the DEM orchestrator, DEM workers, or agents are installed on the same server where Model Manager Data has been upgraded, reboot the appliance.
- 15 Repeat these steps for each IaaS server in your deployment in the recommended order.
- 16 If your deployment uses a load balancer, reenable load balancer traffic for any unconnected nodes.

- 17 After all components are upgraded, log in to the management console for the appliance and verify that all services, including IaaS, are now registered.

All of the selected components are upgraded to the new release.

Tareas posteriores a la actualización de vRealize Automation

9

Después de actualizar vRealize Automation, realice las tareas posteriores a la actualización que sean necesarias.

Este capítulo cubre los siguientes temas:

- [“Aplicar personalización de marca de vRealize Automation,”](#) página 35
- [“Configurar puertos para implementaciones de alta disponibilidad,”](#) página 36
- [“Enabling the Connect to Remote Console Action for Consumers,”](#) on page 36
- [“Update Customized Workflows,”](#) on page 36

Aplicar personalización de marca de vRealize Automation

La personalización de marca de vCloud Automation Center se conserva en la página de inicio de sesión de la consola después de actualizar vCloud Automation Center 6.1 a vRealize Automation 6.2.

Puede actualizar su consola de inicio de sesión para usar la personalización de marca de vRealize Automation. Tenga en cuenta que este procedimiento establece la personalización de marca de vRealize Automation predeterminada. No establece la personalización de marca específica del cliente.

Prerequisitos

Antes de iniciar este procedimiento, complete la actualización a vRealize Automation 6.2.

Procedimiento

- 1 Vaya a la consola de administración de vRealize Appliance utilizando su nombre de dominio completo, `https://vra-va-hostname.domain.name:5480`.
- 2 Inicie sesión con el nombre de usuario raíz y la contraseña que especificó cuando se implementó el dispositivo.
- 3 Haga clic en la pestaña **Configuración de vRA**.
- 4 Haga clic en **SSO**.
- 5 Especifique la configuración de su servidor de SSO. Esta configuración debe coincidir con los valores que especificó cuando configuró su dispositivo de SSO.
 - a Escriba el nombre de dominio completo del dispositivo de SSO usando el formato `sso-va-hostname.domain.name` en el cuadro de texto **Host de SSO**. No use un prefijo `https://`. Por ejemplo, `vra-ss0-mycompany.com`.
 - b El número de puerto predeterminado, 7444, se muestra en el cuadro de texto **Puerto de SSO**. Edite este valor si utiliza un puerto distinto del predeterminado.

- c No modifique el nombre de tenant predeterminado, **vsphere.local**.
 - d Escriba el nombre de administrador predeterminado, **administrator@vsphere.local**, en el cuadro de texto **Usuario administrador de SSO**.
 - e Escriba la contraseña del administrador de SSO en el cuadro de texto **Contraseña de administrador de SSO**.
- 6 Seleccione **Aplicar personalización de marca**.
 - 7 Haga clic en **Guardar configuración**.

Al cabo de unos minutos aparecerá un mensaje que indica que la operación se realizó correctamente y el estado de SSO se actualiza a Conectado.

La consola de inicio de sesión usa la personalización de marca de vRealize Automation.

Configurar puertos para implementaciones de alta disponibilidad

Tras finalizar una actualización en una implementación de alta disponibilidad, debe configurar el equilibrador de carga para que transfiera el tráfico del puerto 8444 al dispositivo vRealize Appliance para poder usar la funcionalidad de la consola remota.

Enabling the Connect to Remote Console Action for Consumers

The remote console action for consumers is supported for appliances provisioned by vSphere in vRealize Automation 6.2.1 and later. You must modify blueprints created in 6.2.0 to enable this feature.

Edit the blueprint after you have upgraded the release and select the **Connect to Remote Console** action on the **Action** tab.

If your blueprint was created in 6.1 and the **Connect to Remote Console** action was enabled, the action is automatically reenabled in 6.2.1 and later releases and you are not required to edit the blueprint.

For more information, see [Knowledge Base article 2109706](#).

Update Customized Workflows

After completing the product upgrade, update the .xaml file for customized workflows that were created in a release prior to vRealize Automation 6.1.

WCF data services were upgraded from version 4.0 to 5.6.1 in vRealize Automation 6.1. You must modify the .xaml for workflows you created before this upgrade to work with the new WCF version.

Procedure

- 1 Open the .xaml file for the workflow for editing.
- 2 Locate and replace the line `<AssemblyReference>System.Data.Services.Client</AssemblyReference>` with `<AssemblyReference>Microsoft.Data.Services.Client</AssemblyReference>`
- 3 Locate and replace the line `clr-namespace:System.Data.Services.Client;assembly=System.Data.Services.Client` with `clr-namespace:System.Data.Services.Client;assembly=Microsoft.Data.Services.Client`.
- 4 Save and close the file.

Your .xaml file is updated to work with the new WCF framework.

En los temas de solución de problemas de actualización se ofrecen soluciones a los problemas que podría encontrar durante la actualización de vRealize Automation.

Este capítulo cubre los siguientes temas:

- [“Error de tiempo de espera agotado de un equilibrador de carga al instalar o actualizar,”](#) página 37
- [“Error en la actualización del componente Website durante la actualización de IaaS,”](#) página 38
- [“Se muestran nombres de pestañas incorrectos de manera intermitente,”](#) página 38
- [“Changes Made to /etc/hosts Files Might Be Overwritten,”](#) on page 38
- [“vRealize Automation Requires vsphere.local as the Default Tenant Name,”](#) on page 39
- [“After Upgrade, Services on the Services Tab of the vRealize Automation Appliance Management Console Do Not Display Properly,”](#) on page 39

Error de tiempo de espera agotado de un equilibrador de carga al instalar o actualizar

Se ha producido un error en la instalación o actualización de vRealize Automation en una implementación distribuida con un equilibrador de carga y se ha recibido el error de servicio no disponible 503.

Problema

Se ha producido un error en la instalación o actualización porque la configuración de tiempo de espera del equilibrador de carga no permite que haya tiempo suficiente para finalizar la tarea.

Origen

Es posible que el error se deba a que la configuración de tiempo de espera del equilibrador de carga sea insuficiente. Para corregir el problema, puede aumentar la configuración del tiempo de espera del equilibrador de carga en 100 segundos como mínimo y volver a ejecutar la tarea.

Solución

- 1 Aumente el valor de tiempo de espera del equilibrador de carga en al menos 100 segundos. Por ejemplo, y en función del equilibrador de carga que esté usando, edite la configuración del tiempo de espera del equilibrador de carga en el archivo `ssl.conf`, `httpd.conf` o en otro archivo de configuración web.
- 2 Vuelva a ejecutar la instalación o la actualización.

Error en la actualización del componente Website durante la actualización de IaaS

Se produce un error en la actualización de IaaS y no es posible continuar.

Problema

El instalador no puede actualizar el archivo `web.config`.

Origen

Esto se produce cuando la fecha de creación del archivo `web.config` coincide con la fecha de modificación o es posterior a ella.

Solución

- 1 Antes de iniciar la actualización, abra el archivo `web.config` en un editor desde una cuenta con privilegios elevados.
- 2 Guarde el archivo para cambiar la marca de fecha de modificación.
- 3 Compruebe que la fecha de modificación del archivo `web.config` sea posterior a la fecha de creación.
- 4 Ejecute la actualización de IaaS.

Se muestran nombres de pestañas incorrectos de manera intermitente

Puede que las pestañas de IaaS y otras pestañas estén mal etiquetadas.

Problema

Tras actualizar un entorno de alta disponibilidad de vCloud Automation Center 6.0.x o 6.1 a vRealize Automation 6.2, puede suceder que se muestren pestañas con nombres incorrectos de vez en cuando.

Solución

Reinicie todos los dispositivos virtuales de vRealize Automation para restaurar los nombres de pestaña adecuados.

Changes Made to /etc/hosts Files Might Be Overwritten

Problem

If you made changes to the `/etc/hosts` file, they might be overwritten when any of the following actions occur:

- Reboot
- Network changes
- Changes made in the **Management console**-> **Network** tab
- Upgrade

Solution

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.

vRealize Automation Requires vsphere.local as the Default Tenant Name

vSphere 6.0 permits assignment of a tenant name other than vsphere.local. However, alternate names cannot be used for the vRealize Automation default tenant name.

Problem

If you specify a tenant name other than vsphere.local with vSphere 6.0 Platform Service Control (PSC), you cannot configure the default tenant for vRealize Automation.

Cause

vRealize Automation requires that the default tenant name be vsphere.local. Input is for other tenant names is disabled on the SSO tab of the management console.

Solution

Rename the tenant to vsphere.local.

After Upgrade, Services on the Services Tab of the vRealize Automation Appliance Management Console Do Not Display Properly

Services are missing or incompletely displayed.

Problem

After upgrade to VMware vRealize™ Automation 6.2.5, the services shown on the **Services** tab of the vRealize Automation Appliance Management console are in an infinite loading state.

Cause

Upgrade was performed without a valid license installed for the embedded vRealize Orchestrator.

Solution

- ◆ Log in to the Cafe host virtual machine and run this command: `vcac-vami vco-service-reconfigure`.

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