

# Upgrading to vRealize Automation 6.2 or Later

vRealize Automation 6.2.5

**vmware**<sup>®</sup>

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

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

The VMware Web site also provides the latest product updates.

If you have comments about this documentation, submit your feedback to:

[docfeedback@vmware.com](mailto:docfeedback@vmware.com)

Copyright © 2008–2016 VMware, Inc. All rights reserved. [Copyright and trademark information.](#)

**VMware, Inc.**  
3401 Hillview Ave.  
Palo Alto, CA 94304  
[www.vmware.com](http://www.vmware.com)

# Contents

Upgrading to vRealize Automation 6.2 or Later	5
<b>1 Updated Information</b>	<b>7</b>
<b>2 Aggiornamento a vRealize Automation 6.2 o versione successiva</b>	<b>9</b>
<b>3 Checklist for Upgrading vRealize Automation Components</b>	<b>11</b>
<b>4 Prerequisites for Upgrading vRealize Automation</b>	<b>13</b>
<b>5 Preparazione per l'aggiornamento di vRealize Automation</b>	<b>15</b>
Verify the Age of Root Passwords for Virtual Appliances	15
Arresto dei servizi per la distribuzione corrente	16
Arresto dei servizi di vCloud Automation Center su server Windows di IaaS	17
Downloading Virtual Appliance Updates	17
<b>6 Upgrading to vCenter Platform Services Controller</b>	<b>21</b>
Upgrade an Identity Appliance to PSC for Use with vRealize Automation	21
Upgrade a vSphere SSO to PSC for Use with vRealize Automation	23
<b>7 Installing the Virtual Appliance Updates</b>	<b>25</b>
Install the Update on the Identity Appliance	25
Install the Update on the vRealize Automation Appliance	26
<b>8 Aggiornamento del server IaaS</b>	<b>29</b>
Upgrade the Database	29
Download del programma d'installazione di IaaS	31
Upgrade the IaaS Components	32
<b>9 Attività successive all'aggiornamento per vRealize Automation</b>	<b>35</b>
Applicazione del branding di vRealize Automation	35
Configurazione della porta per distribuzioni ad alta disponibilità	36
Enabling the Connect to Remote Console Action for Consumers	36
Update Customized Workflows	36
<b>10 Risoluzione dei problemi di aggiornamento</b>	<b>37</b>
Installazione o aggiornamento non riuscito con un errore di timeout del bilanciamento del carico	37
Aggiornamento non riuscito per un componente sito Web durante l'aggiornamento di IaaS	38
Saltuariamente vengono visualizzati nomi di schede errati	38
Changes Made to /etc/hosts Files Might Be Overwritten	38

vRealize Automation Requires vsphere.local as the Default Tenant Name 39  
After Upgrade, Services on the Services Tab of the vRealize Automation Appliance Management  
Console Do Not Display Properly 39

Index 41

# Upgrading to vRealize Automation 6.2 or Later

---

*Aggiornamento a vRealize Automation 6.2 o versioni successive* 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** non tutte le funzionalità di vRealize Automation sono disponibili in tutte le edizioni. Per un confronto delle funzioni presenti in ciascuna edizione, vedere <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"> <li>■ vRealize Automation 6.2.5 version of this guide.</li> <li>■ Added <a href="#">“After Upgrade, Services on the Services Tab of the vRealize Automation Appliance Management Console Do Not Display Properly,”</a> on page 39</li> </ul>
EN-001633-04	<ul style="list-style-type: none"> <li>■ vRealize Automation 6.2.4 version of this guide.</li> </ul>
EN-001633-03	<ul style="list-style-type: none"> <li>■ vRealize Automation 6.2.3 version of this guide.</li> <li>■ Upgrading to 6.2.3 automatically enables participation in the Customer Experience Improvement Program. See <a href="#">“Install the Update on the vRealize Automation Appliance,”</a> on page 26.</li> <li>■ Includes minor changes from previous revision.</li> </ul>
EN-001633-02	<ul style="list-style-type: none"> <li>■ Updated the supported Java versions for the database. See <a href="#">“Upgrade the Database,”</a> on page 29.</li> <li>■ Updated the supported .NET version to 4.5.1 or later.</li> <li>■ Added information on upgrading to vCenter Platform Services Controller. See <a href="#">Chapter 6, “Upgrading to vCenter Platform Services Controller,”</a> on page 21.</li> </ul>
EN-001633-01	<ul style="list-style-type: none"> <li>■ Document title is changed to reflect upgrade paths from vCloud Automation Center 6.1 and point releases of 6.2.</li> <li>■ Added link to information about supported upgrade paths in the vRealize Automation release notes, available on the <a href="#">VMware vRealize Automation Documentation landing page</a>.</li> <li>■ Added instructions to check password timeout values before beginning an upgrade. See <a href="#">“Verify the Age of Root Passwords for Virtual Appliances,”</a> on page 15.</li> <li>■ Added instructions to reconfigure the load balancer port number to support remote consoles in high-availability deployments. See <a href="#">“Configurazione della porta per distribuzioni ad alta disponibilità,”</a> on page 36.</li> <li>■ Added instructions to modify blueprints to enable the Connect to Remote Console Action for some upgrade scenarios. See <a href="#">“Enabling the Connect to Remote Console Action for Consumers,”</a> on page 36.</li> </ul>
EN-001633-00	Initial release.





# Aggiornamento a vRealize Automation 6.2 o versione successiva

# 2

L'aggiornamento è un processo in più fasi in cui è necessario eseguire diverse procedure in un ordine specifico. Seguire i processi consigliati per effettuare l'aggiornamento nel modo più veloce e agevole possibile e per ridurre al minimo il downtime del sistema. È necessario aggiornare tutti i componenti del prodotto alla stessa versione.

**Nota:** A partire dalla versione 6.2, vCloud Automation Center ha cambiato nome in vRealize Automation. Sono stati modificati solamente i nomi dei servizi e l'interfaccia utente. I nomi delle directory e i nomi dei programmi che contengono vcac non ne sono stati influenzati.

Individuare la versione correntemente installata nella tabella e seguire le procedure riportate nei corrispondenti documenti della colonna di destra per aggiornare in modo incrementale il proprio ambiente vRealize Automation alla versione più recente. È possibile trovare i collegamenti alla documentazione per tutte le versioni di vCloud Automation Center e vRealize Automation all'indirizzo <https://www.vmware.com/support/pubs/vcac-pubs.html>.

**Tavola 2-1.** Percorsi di aggiornamento supportati

<b>Versione correntemente installata</b>	<b>Documentazione per aggiornamenti incrementali</b>
vCloud Automation Center 6.0	Eseguire gli aggiornamenti nell'ordine seguente: <ul style="list-style-type: none"><li>■ <i>Aggiornamento di vCloud Automation Center 6.0 alla versione 6.0.1</i></li><li>■ <i>Aggiornamento a vCloud Automation Center 6.1</i></li><li>■ <i>Aggiornamento a vRealize Automation 6.2 o versioni successive</i></li></ul>
vCloud Automation Center 6.0.1	Eseguire gli aggiornamenti nell'ordine seguente: <ul style="list-style-type: none"><li>■ <i>Aggiornamento a vCloud Automation Center 6.1</i></li><li>■ <i>Aggiornamento a vRealize Automation 6.2 o versioni successive</i></li></ul>
vCloud Automation Center 6.1.x	<i>Aggiornamento a vRealize Automation 6.2 o versioni successive</i>
vRealize Automation 6.2.x	Aggiornare direttamente all'ultima versione 6.2.x come descritto in <i>Aggiornamento a vRealize Automation 6.2 o versioni successive</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 <a href="#">Chapter 4, "Prerequisites for Upgrading vRealize Automation,"</a> 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 <a href="#">"Arresto dei servizi per la distribuzione corrente,"</a> on page 16.	
<input type="checkbox"/> Shut down services on your IaaS Windows Servers.	See <a href="#">"Arresto dei servizi di vCloud Automation Center su server Windows di IaaS,"</a> on page 17.	
<input type="checkbox"/> Check for updates to the Identity Appliance.	See <a href="#">"Downloading Virtual Appliance Updates,"</a> on page 17.	
<input type="checkbox"/> Install the 6.2 update on the Identity Appliance.	See <a href="#">"Install the Update on the Identity Appliance,"</a> on page 25.	If you plan to use vSphere PSC as your SSO appliance, see <a href="#">Chapter 6, "Upgrading to vCenter Platform Services Controller,"</a> on page 21.
<input type="checkbox"/> Check for updates to the vRealize Appliance.	See <a href="#">"Downloading Virtual Appliance Updates,"</a> on page 17.	
<input type="checkbox"/> Install the 6.2 update on each vRealize Appliance in your installation.	See <a href="#">"Install the Update on the vRealize Automation Appliance,"</a> on page 26.	
<input type="checkbox"/> Update the IaaS database.	See <a href="#">"Upgrade the Database,"</a> 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 <a href="#">Chapter 8, “Aggiornamento del server IaaS,”</a> on page 29.	
<input type="checkbox"/> (Optional) Apply vRealize Automation branding to 6.2	See <a href="#">“Applicazione del branding di vRealize Automation,”</a> 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 *Matrice di supporto di 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 [“Arresto dei servizi di vCloud Automation Center su server Windows di IaaS,”](#) 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>Estendibilità della macchina</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.

# Preparazione per l'aggiornamento di vRealize Automation

# 5

È necessario scaricare gli aggiornamenti per le appliance virtuali e arrestare i servizi sulle istanze delle vRealize Appliance e dei server IaaS prima di iniziare l'aggiornamento.

Questo capitolo include i seguenti argomenti:

- [“Verify the Age of Root Passwords for Virtual Appliances,”](#) on page 15
- [“Arresto dei servizi per la distribuzione corrente,”](#) pag. 16
- [“Arresto dei servizi di vCloud Automation Center su server Windows di IaaS,”](#) pag. 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.

## Arresto dei servizi per la distribuzione corrente

Nelle distribuzioni ad alta disponibilità, dove più appliance sono distribuite e configurate dietro a un bilanciamento del carico, assicurarsi che il servizio vco-server sia disabilitato su ciascuna vCloud Automation Center Appliance o vRealize Appliance nella distribuzione corrente, prima di iniziare l'aggiornamento.

---

**IMPORTANTE:** Non eseguire questa procedura se si sta aggiornando una distribuzione minima.

---

### Procedura

- 1 Accedere a vCloud Automation Center Appliance o a vRealize Appliance della distribuzione corrente utilizzando SSH o accedere alla console della macchina virtuale.
- 2 Verificare che SSH sia abilitato.
  - a Accedere alla console di gestione utilizzando il suo nome di dominio completo `https://va-hostname.domain.name:5480/`, il nome utente root e la password specificata in fase di distribuzione dell'appliance.
  - b Fare clic sulla scheda **Amministrazione**.
  - c Verificare che siano selezionate le opzioni **Servizio SSH attivato** e **Accesso SSH amministratore**.  
 Selezionando la casella di controllo **Servizio SSH attivato** si abilita l'accesso SSH a tutti gli utenti eccetto l'utente root. Selezionando la casella di controllo **Accesso SSH amministratore attivato** si permette l'accesso SSH mediante l'utente root.
- 3 (Facoltativo) Se SSH non è abilitato, selezionare le caselle di controllo **Servizio SSH attivato** e **Accesso SSH amministratore** nella scheda **Amministrazione** e fare clic su **Salva impostazioni**.
- 4 Disabilitare il servizio vco-server.
 

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

Ripetere questo passaggio per ogni appliance presente nella distribuzione corrente e per l'appliance virtuale PostgreSQL, se è stata configurata da una vCloud Automation Center Appliance o una versione precedente di una vRealize Appliance.
- 5 Verificare che il servizio sia arrestato. Lo stato restituito dovrebbe essere NOT RUNNING.
 

```
service vco-server status
```
- 6 Arrestare i servizi vcac-server, apache2 e rabbitmq-server su ogni vCloud Automation Center Appliance o vRealize Appliance.  
 Non eseguire questo passaggio per il primo nodo che si intende aggiornare.
 

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



- 7 Verificare che i servizi siano arrestati. Lo stato restituito per ciascun servizio deve essere NOT RUNNING.

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

Non riavviare l'appliance né avviare questi servizi finché non è stata aggiornata ogni vCloud Automation Center Appliance o vRealize Appliance. Non arrestare i servizi vcac, apache e rabbitmq sul primo nodo che si intende aggiornare.

#### Passi successivi

[“Arresto dei servizi di vCloud Automation Center su server Windows di IaaS”](#), pag. 17.

## Arresto dei servizi di vCloud Automation Center su server Windows di IaaS

Prima di iniziare l'aggiornamento, arrestare i servizi di vCloud Automation Center sul server Windows di IaaS.

Per installazioni distribuite, arrestare i servizi di vCloud Automation Center nell'ordine consigliato per tutti i server che eseguono servizi di IaaS.

#### Procedura

- 1 Accedere al server Windows di IaaS.
- 2 Selezionare **Start > Strumenti di amministrazione > Servizi**.
- 3 Arrestare i servizi rispettando il seguente ordine.
  - a Tutti gli agenti di VMware vCloud Automation Center
  - b Tutti i VMware DEM Worker
  - c VMware DEM Orchestrator
  - d Servizio di gestione di VMware vCloud Automation Center

#### Passi successivi

Scegliere un metodo per il download degli aggiornamenti delle appliance virtuali. Vedere [“Downloading Virtual Appliance Updates”](#), pag. 17 per ulteriori informazioni.

## 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.

- [Download degli aggiornamenti delle appliance virtuali da un repository VMware](#) pag. 18  
È possibile scaricare l'aggiornamento per Identity Appliance o l'appliance vCloud Automation Center da un repository pubblico sul sito Web vmware.com.
- [Download degli aggiornamenti delle appliance virtuali per l'uso tramite unità CD-ROM](#) pag. 18  
È possibile aggiornare l'appliance virtuale da un file ISO che l'appliance leggerà dall'unità CD-ROM virtuale.

## Download degli aggiornamenti delle appliance virtuali da un repository VMware

È possibile scaricare l'aggiornamento per Identity Appliance o l'appliance vCloud Automation Center da un repository pubblico sul sito Web vmware.com.

### Procedura

- 1 Aprire la console di gestione della propria appliance virtuale utilizzando il suo nome di 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 Fare clic sulla scheda **Aggiorna**.
- 4 Fare clic su **Impostazioni**.
- 5 (Facoltativo) Impostare la frequenza di controllo aggiornamenti nel pannello Aggiornamenti automatici.
- 6 Selezionare **Usa repository predefinito** nel pannello Aggiorna repository.  
Il repository predefinito è impostato all'URL VMware.com corretto.
- 7 Fare clic su **Salva impostazioni**.

### Passi successivi

- [“Install the Update on the Identity Appliance”](#), pag. 25.
- Se è stato completato l'aggiornamento a Identity Appliance o se si utilizza un'altra appliance VMware per supportare le funzionalità Single Sign-On, passare a [“Install the Update on the vRealize Automation Appliance”](#), pag. 26.

## Download degli aggiornamenti delle appliance virtuali per l'uso tramite unità CD-ROM

È possibile aggiornare l'appliance virtuale da un file ISO che l'appliance leggerà dall'unità CD-ROM virtuale.

### Prerequisiti

- [“Arresto dei servizi per la distribuzione corrente”](#), pag. 16.
- Tutte le unità CD-ROM utilizzate nell'aggiornamento devono essere attivate prima che le appliance vCloud Automation Center siano aggiornate. Fare riferimento al centro documenti di vSphere per informazioni sull'aggiunta di un'unità CD-ROM a una macchina virtuale nel client di vSphere.

### Procedura

- 1 Scaricare il file ISO dell'aggiornamento dal sito Web vmware.com.
- 2 Collegare l'unità CD-ROM per l'appliance virtuale da aggiornare al file ISO scaricato.
- 3 Aprire la console di gestione della propria appliance virtuale utilizzando il suo nome di 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 Fare clic sulla scheda **Aggiorna**.
- 6 Fare clic su **Impostazioni**.
- 7 In Aggiorna repository, selezionare **Usa aggiornamenti CDROM**.
- 8 Fare clic su **Salva impostazioni**.

### Passi successivi

- [“Install the Update on the Identity Appliance”](#), pag. 25.
- Se è stato completato l'aggiornamento a Identity Appliance o se si utilizza un'altra appliance VMware per supportare le funzionalità Single Sign-On, passare a [“Install the Update on the vRealize Automation Appliance”](#), pag. 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 [Capitolo 6, “Upgrading to vCenter Platform Services Controller”](#), pag. 21.

Questo capitolo include i seguenti argomenti:

- [“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.
- [“Arresto dei servizi di vCloud Automation Center su server Windows di IaaS,”](#) on page 17.

### Procedure

- 1 Log in to the Identity Appliance management console and open the **Update** tab.
  - a Aprire la console di gestione della propria appliance virtuale utilizzando il suo nome di 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 Fare clic su **Controlla aggiornamenti** per verificare l'accessibilità di un aggiornamento.
- 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, [“Arresto dei servizi per la distribuzione corrente,”](#) 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 Aprire la console di gestione della propria appliance virtuale utilizzando il suo nome di 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 Fare clic su **Stato**.

3 Fare clic su **Controlla aggiornamenti** per verificare l'accessibilità di un aggiornamento.

4 (Optional) Per le istanze di vRealize Appliance, fare clic su **Dettagli** nell'area della versione dell'appliance per visualizzare le informazioni sulla posizione delle note di rilascio.

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 *Amministrazione di sistema*.

6 Click **Install Updates**.

- 7 Fare clic su **OK**.

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, “Aggiornamento del server IaaS,”](#) on page 29.



# Aggiornamento del server IaaS

---

L'amministratore di sistema aggiorna i componenti del server IaaS e il database SQL.

È necessario aggiornare il database SQL per IaaS con il comando `DBUpgrade` e i componenti del server IaaS con il programma d'installazione di IaaS.

---

**NOTA:** Il database deve essere aggiornato prima di aggiornare il server IaaS e i suoi componenti.

---

Questo capitolo include i seguenti argomenti:

- [“Upgrade the Database,”](#) on page 29
- [“Download del programma d'installazione di IaaS,”](#) pag. 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
<b>-S dbserver</b> [,portnumber] [\SQLinstance]	Identifies the database server instance by server name, port number and SQL instance name. Allowable values for <i>dbserver</i> are <b>localhost</b> 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.
<b>-d dbname</b>	Identifies the vRealize Automation database <i>dbname</i> .
<b>-E</b>	Requires a Windows Authentication trusted connection to access the database and connects using the Windows credentials of the user who is running the command.
<b>-U username</b>	Specifies the user name for the database owner account.
<b>-l logfilepath</b>	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.

## Download del programma d'installazione di IaaS

Il programma d'installazione di IaaS viene scaricato sulla macchina su cui sono installati i componenti di IaaS da aggiornare.

Se durante questa procedura vengono visualizzati avvisi relativi ai certificati, è possibile ignorarli.

### Prerequisiti

- Verificare che sulla macchina di installazione di IaaS sia installato Microsoft .NET Framework 4.5.1 o versione successiva. È possibile scaricare il programma d'installazione di .NET dalla pagina Web del programma d'installazione di vRealize Automation.
- Se si utilizza Internet Explorer per il download, verificare che non sia abilitata la configurazione di sicurezza avanzata. Vedere <res://iesetup.dll/SoftAdmin.htm>.
- Accedere in qualità di amministratore locale al server Windows su cui sono installati un o più componenti di IaaS da aggiornare.
- I componenti di IaaS da aggiornare devono far parte di vRealize Automation 6.0.1. Se provengono da vRealize Automation 6.0, è necessario aggiornarli a vRealize Automation 6.0.1 prima di poter procedere con questo aggiornamento.

### Procedura

- 1 Aprire un browser.
- 2 Immettere l'URL della pagina di download del programma d'installazione di Windows.  
Ad esempio <https://vcac-va-hostname.domain.name:5480/installer>, dove *vcac-va-hostname.domain.name* è il nome dell'host della vRealize Appliance.
- 3 Fare clic sul collegamento **IaaS installer**.
- 4 Quando richiesto, salvare sul desktop il file del programma d'installazione `setup__vcac-va-hostname.domain.name@5480.exe`.

Non modificare il nome del file poiché esso è utilizzato per collegare l'installazione alla 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

- [“Arresto dei servizi di vCloud Automation Center su server Windows di IaaS,”](#) on page 17
- [“Download del programma d'installazione di 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 Fare clic con il pulsante destro del mouse sul file d'installazione `setup__vra-va-hostname.domain.name@5480.exe` e scegliere **Esegui come amministratore**.
- 3 Fare clic su **Avanti**.
- 4 Accettare il contratto di licenza e fare clic su **Avanti**.



- 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 Selezionare **Accetta certificato**.
- 7 Select **Upgrade** on the Installation Type page and click **Next**.
- 8 Configure the upgrade settings.

Option	Action
<b>If you are upgrading the Model Manager Data</b>	Select the <b>Model Manager Data</b> 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.
<b>If you are not upgrading the Model Manager Data</b>	Unselect the <b>Model Manager Data</b> check box in the vCAC Server section.
<b>To preserve customized workflows as the latest version in your Model Manager Data</b>	If you are upgrading the Model Manager Data, select the <b>Preserve my latest workflow versions</b> 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> .
<b>If you are upgrading a Distributed Execution Manager or a proxy agent</b>	Enter the credentials for the administrator account in the Service Account section. All of the services that you upgrade run under this account.
<b>To specify your Microsoft SQL Server database</b>	If you are upgrading the Model Manager Data, enter the names of the database server and database instance in the <b>Server</b> 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 Fare clic su **Avanti**.
- 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 Fare clic su **Avanti**.
- 12 Fare clic su **Fine**.
- 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.

# Attività successive all'aggiornamento per vRealize Automation

# 9

Dopo aver aggiornato vRealize Automation, eseguire le attività successive all'aggiornamento richieste.

Questo capitolo include i seguenti argomenti:

- [“Applicazione del branding di vRealize Automation”](#), pag. 35
- [“Configurazione della porta per distribuzioni ad alta disponibilità”](#), pag. 36
- [“Enabling the Connect to Remote Console Action for Consumers,”](#) on page 36
- [“Update Customized Workflows,”](#) on page 36

## Applicazione del branding di vRealize Automation

Il branding di vCloud Automation Center rimane sulla pagina di accesso della console dopo aver aggiornato da vCloud Automation Center 6.1 a vRealize Automation 6.2.

È possibile aggiornare la console di accesso per utilizzare il branding di vRealize Automation. Si noti che questa procedura imposta il branding predefinito di vRealize Automation e non un branding specifico per l'utente.

### Prerequisiti

Completare l'aggiornamento a vRealize Automation 6.2 prima di iniziare la procedura seguente.

### Procedura

- 1 Accedere alla console di gestione di vRealize Appliance utilizzando il nome di dominio completo, `https://vra-va-hostname.domain.name:5480`
- 2 Accedere utilizzando il nome utente root e la password specificati al momento della distribuzione dell'appliance.
- 3 Fare clic sulla scheda **Impostazioni vRA**.
- 4 Fare clic su **SSO**.
- 5 Inserire le impostazioni relative al Server SSO. Tali impostazioni devono corrispondere alle stesse inserite al momento della configurazione dell'appliance SSO.
  - a Inserire il nome di dominio completo dell'appliance SSO, utilizzando il formato `sso-va-hostname.domain.name` nella casella testo **Host SSO**. Non utilizzare un prefisso `https://`. Ad esempio, `vra-sso-mycompany.com`.
  - b Il numero della porta predefinita, 7444, viene visualizzato nella casella testo **Porta SSO**. Modificare il valore se non si utilizza la porta predefinita.
  - c Non modificare il nome del tenant predefinito **vsphere.local**.

- d Inserire il nome dell'amministratore predefinito, **administrator@vsphere.local**, nella casella di testo **Utente Admin SSO**.
- e Inserire la password dell'amministratore SSO nella casella testo **Password amministratore SSO**.
- 6 Selezionare **Applica branding**.
- 7 Fare clic su **Salva impostazioni**.

Verrà visualizzato un messaggio di riuscita dopo pochi minuti e lo stato di SSO verrà aggiornato su Connesso.

La console di accesso utilizza il branding di vRealize Automation.

## Configurazione della porta per distribuzioni ad alta disponibilità

Dopo aver completato un aggiornamento in una distribuzione ad alta disponibilità, è necessario configurare il bilanciamento del carico per consentire il passaggio del traffico dalla porta 8444 per vRealize Appliance per il supporto delle funzionalità della console 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.

Gli argomenti che trattano la risoluzione dei problemi di aggiornamento offrono le soluzioni alle problematiche che possono verificarsi nell'aggiornamento di vRealize Automation.

Questo capitolo include i seguenti argomenti:

- [“Installazione o aggiornamento non riuscito con un errore di timeout del bilanciamento del carico”, pag. 37](#)
- [“Aggiornamento non riuscito per un componente sito Web durante l'aggiornamento di IaaS”, pag. 38](#)
- [“Saltuariamente vengono visualizzati nomi di schede errati”, pag. 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](#)

## Installazione o aggiornamento non riuscito con un errore di timeout del bilanciamento del carico

Un'installazione o un aggiornamento di vRealize Automation per una distribuzione distribuita con un bilanciamento del carico si interrompe con un errore 503 servizio non disponibile.

### Problema

L'installazione o l'aggiornamento non riesce perché l'impostazione del timeout del bilanciamento del carico non concede un tempo sufficiente per completare l'attività.

### Causa

Un'impostazione di timeout del bilanciamento del carico insufficiente può causare un errore. È possibile correggere il problema aumentando l'impostazione del timeout del bilanciamento del carico a 100 secondi o più ed eseguendo nuovamente l'attività.

### Soluzione

- 1 Aumentare il valore di timeout del bilanciamento del carico ad almeno 100 secondi. Ad esempio, modificare l'impostazione di timeout del bilanciamento del carico in `ssl.conf`, `httpd.conf` o altro file di configurazione Web, a seconda del bilanciamento del carico utilizzato.
- 2 Eseguire nuovamente l'installazione o l'aggiornamento.

## Aggiornamento non riuscito per un componente sito Web durante l'aggiornamento di IaaS

L'aggiornamento di IaaS non riesce ed è impossibile continuare l'operazione.

### Problema

Impossibile aggiornare il file `web.config` da parte del programma d'installazione.

### Causa

Il problema si verifica quando la data di creazione del file `web.config` coincide o è successiva alla sua data di modifica.

### Soluzione

- 1 Prima di iniziare l'aggiornamento, aprire il file `web.config` in un editor utilizzando un account dotato di privilegi elevati.
- 2 Salvare il file per cambiare la data e ora di modifica.
- 3 Verificare che la data di modifica del file `web.config` sia successiva alla data di creazione.
- 4 Eseguire l'aggiornamento di IaaS.

## Saltuariamente vengono visualizzati nomi di schede errati

Le schede di IaaS e le altre schede potrebbero essere state etichettate in modo errato.

### Problema

Dopo aver aggiornato un ambiente ad alta disponibili da vCloud Automation Center 6.0.x o 6.1 a vRealize Automation 6.2, saltuariamente le schede possono presentare nomi errati.

### Soluzione

Riavviare tutte le appliance virtuali di vRealize Automation per ripristinare i nomi corretti delle schede.

## 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`.





# Index

## Symbols

/etc/hosts file, overwritten in error **38**

## A

aggiornamenti unità CD-ROM **18**  
aggiornamento, risoluzione dei problemi **37**  
aggiornamento sito Web non riuscito **38**  
appliance virtuali  
    aggiornamento con file ISO **18**  
    aggiornamento da un repository VMware **18**

## B

branding di vRealize Automation **35**

## C

CEIP program **26**  
Customized workflows, when to update **36**

## D

database IaaS, aggiornamento **29**  
database MSSQL, aggiornamento **29**  
DBUpgrade command **29**  
default tenant name, vsphere.local **39**

## G

glossary **5**

## I

IaaS server  
    obtaining updates **32**  
    updating **32**  
Identity Appliance  
    obtaining updates **17**  
    upgrading to PSC **21**  
identity server, install the update **25**  
intended audience **5**

## N

nomi di schede, errati **38**  
nomi di schede errati **38**

## P

percorsi di aggiornamento, supportati **9**  
Platform Service Controller, upgrading to **21**  
Platform Services Controller, upgrading to **23**  
programma d'installazione di IaaS, download **31**  
PSC, upgrading to from Identity Appliance **21**

## R

root passwords, expiration **15**

## S

server di IaaS  
    aggiornamento **29**  
    arresto dei servizi **17**  
servizi, arresto dei servizi **17**  
SQL Server database, upgrading **29**  
supporto console remota, configurazione  
    porta **36**

## T

timeout del bilanciamento del carico dopo il  
    completamento, cambio  
    dell'impostazione di timeout del  
    bilanciamento del carico **37**  
troubleshooting, services are missing or  
    incompletely displayed **39**

## U

updated information in this revision **7**  
Updates, installing **25**  
upgrade paths, supported **13**  
Upgrading, prerequisites **13**

## V

vCenter SSO 6.0, upgrading to **23**  
vCloud Automation Center, upgrade  
    overview **11**  
vCloud Automation Center Appliance  
    arresto dei servizi per installazioni ad alta  
    disponibilità **16**  
    installing updates **26**  
    obtaining updates **17**  
virtual appliances, obtaining updates **17**  
vSphere remote console support, modifying  
    blueprints **36**

