

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

Upgraden naar vRealize Automation 6.2 of hoger 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 Niet alle functies en mogelijkheden van vRealize Automation zijn in alle versies beschikbaar. Raadpleeg <https://www.vmware.com/products/vrealize-automation/> voor een vergelijking van de beschikbare functies in elke versie.

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 “Poorten configureren voor implementaties met hoge beschikbaarheid,” 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.

Upgraden naar vRealize Automation 6.2 of hoger

2

Upgraden is een proces met meerdere fasen waarin de procedures moeten worden uitgevoerd in een bepaalde volgorde. Volg de aanbevolen processen om te zorgen voor een vloeiend verloop van de upgrade met een minimum aan downtime. U moet alle productonderdelen upgraden naar dezelfde versie.

OPMERKING Vanaf versie 6.2 is de productnaam vCloud Automation Center gewijzigd in vRealize Automation. Alleen de gebruikersinterface en de servicenamen zijn gewijzigd. Mappen en programma's met vcac in hun naam zijn niet gewijzigd.

Zoek in de tabel welke versie momenteel is geïnstalleerd en volg de stappen in de documenten aan de rechterzijde om uw vRealize Automation-omgeving incrementeel te upgraden naar de meest recente versie. U kunt koppelingen naar de documentatie voor alle versies van vCloud Automation Center en vRealize Automation vinden in <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Tabel 2-1. Ondersteunde upgradepaden

De versie die momenteel is geïnstalleerd	Documentatie voor incrementele upgrades
vCloud Automation Center 6.0	Voer de upgrades in de volgende volgorde uit: <ul style="list-style-type: none">■ <i>vCloud Automation Center 6.0 upgraden naar 6.0.1</i>■ <i>Upgraden naar vCloud Automation Center 6.1</i>■ <i>Upgraden naar vRealize Automation 6.2 of hoger</i>
vCloud Automation Center 6.0.1	Voer de upgrades in de volgende volgorde uit: <ul style="list-style-type: none">■ <i>Upgraden naar vCloud Automation Center 6.1</i>■ <i>Upgraden naar vRealize Automation 6.2 of hoger</i>
vCloud Automation Center 6.1.x	<i>Upgraden naar vRealize Automation 6.2 of hoger</i>
vRealize Automation 6.2.x	Voer rechtstreeks een upgrade uit naar de meest recente versie 6.2.x zoals beschreven in <i>Upgraden naar vRealize Automation 6.2 of hoger</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 "Services voor de huidige implementatie afsluiten," on page 16.	
<input type="checkbox"/> Shut down services on your IaaS Windows Servers.	See "vCloud Automation Center-services afsluiten op de IaaS Windows-server," 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, “IaaS-server upgraden,” on page 29.	
<input type="checkbox"/> (Optional) Apply vRealize Automation branding to 6.2	See “Merkvermelding voor vRealize Automation toepassen,” on page 35.	

Prerequisites for Upgrading vRealize Automation

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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 *Ondersteuningsmatrix voor 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 [“vCloud Automation Center-services afsluiten op de IaaS Windows-server,”](#) 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>Uitbreidbaarheid van machine</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.

Upgrade van vRealize Automation voorbereiden

5

U moet de updates voor de virtuele toepassingen downloaden en de services op alle instanties van vRealize Appliance en de IaaS-servers afsluiten voordat u met de upgrade begint.

Dit hoofdstuk omvat de volgende onderwerpen:

- [“Verify the Age of Root Passwords for Virtual Appliances,”](#) on page 15
- [“Services voor de huidige implementatie afsluiten,”](#) op pagina 16
- [“vCloud Automation Center-services afsluiten op de IaaS Windows-server,”](#) op pagina 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.

Services voor de huidige implementatie afsluiten

Bij implementaties waarvoor een hoge beschikbaarheid vereist is en waarin meerdere toepassingen zijn geïmplementeerd en geconfigureerd achter een load balancer, moet u de vco-server-service op elke vCloud Automation Center Appliance of elke vRealize Appliance in de huidige implementatie, voorafgaand aan de upgrade uitschakelen.

BELANGRIJK Voer deze stappen niet uit als u een upgrade uitvoert voor een minimale implementatie.

Procedure

- 1 Meld u aan bij de vCloud Automation Center Appliance of de vRealize Appliance van uw huidige implementatie via SSH of meld u aan bij de console van de virtual machine.
- 2 Controleer of SSH is ingeschakeld.
 - a Voor aanmelding bij de beheerconsole gebruikt u de volledig gekwalificeerde domeinnaam `https://va-hostname.domain.name:5480/` en meldt u zich als rootgebruiker aan met het wachtwoord dat u hebt opgegeven bij de implementatie van de toepassing.
 - b Klik op het tabblad **Beheer**.
 - c Controleer of de selectievakjes **SSH-service ingeschakeld** en **SSH-aanmelding voor beheerder ingeschakeld** zijn ingeschakeld.

Wanneer u het selectievakje **SSH-service ingeschakeld** inschakelt, is SSH-toegang ingeschakeld voor alle gebruikers behalve de rootgebruiker. Wanneer u het selectievakje **SSH-aanmelding voor beheerder ingeschakeld** inschakelt, moet ook de rootgebruiker zich aanmelden via SSH.
- 3 (Optioneel) Als SSH niet is ingeschakeld, schakelt u de selectievakjes **SSH-service ingeschakeld** en **SSH-aanmelding voor beheerder ingeschakeld** op het tabblad **Beheer** in en klikt u op **Instellingen opslaan**.
- 4 Schakel de vco-server-service uit.


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

Voer deze stap uit voor elke toepassing in de huidige implementatie en voor de virtuele toepassing in PostgreSQL als deze is geconfigureerd op basis van een vCloud Automation Center Appliance of van een eerdere versie van vRealize Appliance.
- 5 Controleer of de service is gestopt. De status NOT RUNNING moet worden geretourneerd.


```
service vco-server status
```
- 6 Stop de services voor vcac-server, apache2 en rabbitmq-server op elke vCloud Automation Center Appliance of elke vRealize Appliance.

Voer deze stap niet uit op het eerste knooppunt waarop u een update wilt uitvoeren.

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


- 7 Controleer of de services gestopt zijn. De status NOT RUNNING moet worden geretourneerd voor elke service.

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

Start de toepassing en de services niet totdat u de upgrade van elke vCloud Automation Center Appliance of elke vRealize Appliance hebt voltooid.. Stop de services voor vcac, apache en rabbitmq niet op het eerste knooppunt waarop u een update wilt uitvoeren.

Wat nu te doen

[“vCloud Automation Center-services afsluiten op de IaaS Windows-server,”](#) op pagina 17.

vCloud Automation Center-services afsluiten op de IaaS Windows-server

Voordat u begint met de upgrade, moet u alle vCloud Automation Center-services afsluiten op de IaaS Windows-server.

Bij gedistribueerde installaties, moet u de vCloud Automation Center-services afsluiten in de aanbevolen volgorde op alle servers waarop IaaS-services worden uitgevoerd.

Procedure

- 1 Meld u aan op uw IaaS Windows-server.
- 2 Selecteer **Start > Systeembeheer > Services**.
- 3 Sluit de services af in de volgende volgorde.
 - a Alle VMware vCloud Automation Center-agenten
 - b Alle VMware DEM Workers
 - c VMware DEM Orchestrator
 - d VMware vCloud Automation Center Manager Service

Wat nu te doen

Kies een methode om de updates voor de virtuele toepassing te downloaden. Raadpleeg [“Downloading Virtual Appliance Updates,”](#) op pagina 17 voor meer informatie.

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.

- [Virtuele toepassingsupdates downloaden van een VMware-opslagplaats](#) op pagina 18
U kunt de update voor uw Identity Appliance of vCloud Automation Center-toepassing downloaden van een openbare opslagplaats op de vmware.com-website.
- [Virtuele toepassingsupdates downloaden voor gebruik met een cd-romstation](#) op pagina 18
U kunt uw virtuele toepassing bijwerken vanaf een ISO-bestand dat de toepassing leest vanaf het virtuele cd-romstation.

Virtuele toepassingsupdates downloaden van een VMware-opslagplaats

U kunt de update voor uw Identity Appliance of vCloud Automation Center-toepassing downloaden van een openbare opslagplaats op de vmware.com-website.

Procedure

- 1 Ga naar de beheerconsole van uw virtuele toepassing door de gekwalificeerde domeinnaam te gebruiken, <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 Klik op het tabblad **Bijwerken**.
- 4 Klik op **Instellingen**.
- 5 (Optioneel) Stel in hoe vaak u op updates wilt controleren in het venster Automatische updates.
- 6 Selecteer **Standaardopslagplaats gebruiken** in het venster Opslagplaats bijwerken.
De standaardopslagplaats is ingesteld op de juiste URL van VMware.com.
- 7 Klik op **Instellingen opslaan**.

Wat nu te doen

- [“Install the Update on the Identity Appliance,”](#) op pagina 25.
- Als u Identity Appliance hebt bijgewerkt of als u een andere VMware-toepassing gebruikt ter ondersteuning van Single Sign-On functionaliteit, gaat u naar [“Install the Update on the vRealize Automation Appliance,”](#) op pagina 26.

Virtuele toepassingsupdates downloaden voor gebruik met een cd-romstation

U kunt uw virtuele toepassing bijwerken vanaf een ISO-bestand dat de toepassing leest vanaf het virtuele cd-romstation.

Vereisten

- [“Services voor de huidige implementatie afsluiten,”](#) op pagina 16.
- Alle cd-romstations die u in uw upgrade gebruikt, moeten worden ingeschakeld voordat vCloud Automation Center-toepassingen worden bijgewerkt. Raadpleeg het vSphere-documentatiecentrum voor informatie over het toevoegen van een cd-romstation aan een virtual machine in de vSphere-client.

Procedure

- 1 Download het update-ISO-bestand van de vmware.com-website.
- 2 Verbind het cd-romstation voor de virtuele toepassing die u bijwerkt, met het ISO-bestand dat u hebt gedownload.
- 3 Ga naar de beheerconsole van uw virtuele toepassing door de gekwalificeerde domeinnaam te gebruiken, <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 Klik op het tabblad **Bijwerken**.
- 6 Klik op **Instellingen**.
- 7 Selecteer onder Opslagplaats bijwerken de optie **Cd-romupdates gebruiken**.
- 8 Klik op **Instellingen opslaan**.

Wat nu te doen

- [“Install the Update on the Identity Appliance,”](#) op pagina 25.
- Als u Identity Appliance hebt bijgewerkt of als u een andere VMware-toepassing gebruikt ter ondersteuning van Single Sign-On functionaliteit, gaat u naar [“Install the Update on the vRealize Automation Appliance,”](#) op pagina 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 [Hoofdstuk 6, “Upgrading to vCenter Platform Services Controller,”](#) op pagina 21.

Dit hoofdstuk omvat de volgende onderwerpen:

- [“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.
- [“vCloud Automation Center-services afsluiten op de IaaS Windows-server,”](#) on page 17.

### Procedure

- 1 Log in to the Identity Appliance management console and open the **Update** tab.
  - a Ga naar de beheerconsole van uw virtuele toepassing door de gekwalificeerde domeinnaam te gebruiken, `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 Klik op **Updates controleren** om te zien of een update beschikbaar is.
- 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, [“Services voor de huidige implementatie afsluiten,”](#) 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 Ga naar de beheerconsole van uw virtuele toepassing door de gekwalificeerde domeinnaam te gebruiken, `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 Klik op **Status**.

3 Klik op **Updates controleren** om te zien of een update beschikbaar is.

4 (Optional) Klik bij instanties van vRealize Appliance op **Details** in het gebied Toepassingsversie om informatie over de locatie van de releaseopmerkingen.

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 *Systeembeheer*.

6 Click **Install Updates**.

- 7 Klik op **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, "IaaS-server upgraden,"](#) on page 29.



# IaaS-server upgraden

---

Een systeembeheerder voert een upgrade uit op de IaaS-serveronderdelen en de SQL-database.

U voert een upgrade uit op de SQL-database voor IaaS met de opdracht `DBUpgrade` en u voert een upgrade uit op de IaaS-serveronderdelen met het installatieprogramma voor IaaS.

---

**OPMERKING** U moet de database upgraden voordat u de upgrade op de IaaS-server en de bijbehorende onderdelen uitvoert.

---

Dit hoofdstuk omvat de volgende onderwerpen:

- [“Upgrade the Database,”](#) on page 29
- [“Het IaaS-installatieprogramma downloaden,”](#) op pagina 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 <i>dbserver</i> [,<i>portnumber</i>] [<i>\SQLinstance</i>]</b> | Identifies the database server instance by server name, port number and SQL instance name.<br><br>Allowable values for <i>dbserver</i> are <b>localhost</b> or a fully qualified domain name for the database server.<br><br>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.<br><br>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 <i>dbname</i></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 <i>username</i></b>                                            | Specifies the user name for the database owner account.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>-l <i>logfilepath</i></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.

## Het IaaS-installatieprogramma downloaden

U downloadt het IaaS-installatieprogramma naar de machine waarop de IaaS-onderdelen die moeten worden geüpgraded, zich bevinden.

Als u tijdens deze procedure certificaatwaarschuwingen ziet, dan kunt u deze negeren.

### Vereisten

- Controleer of Microsoft .NET Framework 4.5.1 of later is geïnstalleerd op de IaaS-installatiemachine. U kunt het .NET-installatieprogramma installeren vanaf de webpagina van het vRealize Automation-installatieprogramma.
- Als u Internet Explorer gebruikt voor de download, controleert u of Verbeterde beveiliging niet is ingeschakeld. Zie `res://iesetup.dll/SoftAdmin.htm`.
- Meld u aan als een lokale beheerder bij de Windows-server waarop een of meer van de IaaS-onderdelen die moeten worden geüpgraded, zich bevinden.
- De IaaS-onderdelen die moeten worden geüpgraded moeten deel uitmaken van vRealize Automation 6.0.1. Als ze van vRealize Automation 6.0 zijn, moet u deze upgraden naar vRealize Automation 6.0.1 voordat u kunt doorgaan met deze upgrade.

### Procedure

- 1 Open een webbrowser.
- 2 Voer de URL in voor de downloadpagina van het Windows-installatieprogramma.

Bijvoorbeeld `https://vcac-va-hostname.domain.name:5480/installer`, waarbij `vcac-va-hostname.domain.name` de naam is van de vRealize Appliance-host.

- 3 Klik op de koppeling **IaaS-installatieprogramma**.

- 4 Wanneer u daarom wordt gevraagd, slaat u het installatiebestand `setup__vcac-va-hostname.domain.name@5480.exe` op naar het bureaublad.

Wijzig de bestandsnaam niet. Deze wordt gebruikt om de installatie te verbinden met de 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

- “vCloud Automation Center-services afsluiten op de IaaS Windows-server,” on page 17
- “Het IaaS-installatieprogramma downloaden,” 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 Klik met de rechtermuisknop op het installatiebestand `setup__vra-va-hostname.domain.name@5480.exe` en selecteer **Als administrator uitvoeren**.



- 3 Klik op **Volgende**.
- 4 Accepteer de licentieovereenkomst en klik op **Volgende**.
- 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 Selecteer **Certificaat accepteren**.
- 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.<br><br>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.<br><br>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 Klik op **Volgende**.
- 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 Klik op **Volgende**.
- 12 Klik op **Voltoeien**.
- 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.

# Taken na het upgraden voor vRealize Automation

# 9

Na het uitvoeren van een upgrade voor vRealize Automation voert u de eventueel vereiste taken na het upgraden uit.

Dit hoofdstuk omvat de volgende onderwerpen:

- [“Merkvermelding voor vRealize Automation toepassen,”](#) op pagina 35
- [“Poorten configureren voor implementaties met hoge beschikbaarheid,”](#) op pagina 36
- [“Enabling the Connect to Remote Console Action for Consumers,”](#) on page 36
- [“Update Customized Workflows,”](#) on page 36

## Merkvermelding voor vRealize Automation toepassen

De merkvermelding voor vCloud Automation Center op de consoleaanmeldingspagina blijft behouden nadat u een upgrade hebt uitgevoerd van vCloud Automation Center 6.1 naar vRealize Automation 6.2.

U kunt uw aanmeldingsconsole bijwerken om de merkvermelding voor vRealize Automation te gebruiken. Merk op dat met deze procedure de standaardmerkvermelding voor vRealize Automation wordt ingesteld. Hiermee wordt niet de klantspecifieke merkvermelding ingesteld.

### Vereisten

Voltooi de upgrade naar vRealize Automation 6.2 voordat u deze procedure start.

### Procedure

- 1 Ga naar de vRealize Appliance-beheerconsole door de volledig gekwalificeerde domeinnaam, `https://vra-va-hostname.domain.name:5480`, te gebruiken.
- 2 Meld u aan met de gebruikersnaam en het wachtwoord van het hoofdaccount dat u hebt opgegeven bij het implementeren van de toepassing.
- 3 Klik op het tabblad **vRA-instellingen**.
- 4 Klik op **SSO**.
- 5 Voer de instellingen voor uw SSO-server in. Deze instellingen moeten overeenkomen met de instellingen die u hebt ingevoerd tijdens het configureren van de SSO-toepassing.
  - a Typ de volledig gekwalificeerde domeinnaam van de SSO-toepassing door de notatie `sso-va-hostname.domain.name` in het tekstvak **SSO-host** te gebruiken. Gebruik het voorvoegsel `https://` niet. Bijvoorbeeld: `vra-sso-mijnbedrijf.com`.
  - b Het standaardpoortnummer, 7444, wordt weergegeven in het tekstvak **SSO-poort**. Bewerk deze waarde als u een niet-standaardpoort gebruikt.

- c Wijzig de naam van de standaardtenant, **vsphere.local**, niet.
  - d Typ de naam van de standaardbeheerder **administrator@vsphere.local** in het tekstvak **SSO-admingebruiker**.
  - e Typ het wachtwoord van de SSO-beheerder in het tekstvak **Wachtwoord SSO-admin**.
- 6 Selecteer **Merkvermelding toepassen**.
  - 7 Klik op **Instellingen opslaan**.
- Na een paar minuten wordt een succesbericht weergegeven en de SSO-status wordt bijgewerkt in Verbonden.

De aanmeldingsconsole gebruikt de merkvermelding voor vRealize Automation.

## Poorten configureren voor implementaties met hoge beschikbaarheid

Na het voltooiën van een upgrade in een omgeving met hoge beschikbaarheid moet u de load balancer zo configureren dat verkeer naar de vRealize Appliance wordt doorgelaten via poort 8444, zodat de functies van externe consoles worden ondersteund.

## 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.

## Problemen oplossen bij de upgrade

---

De onderwerpen over het oplossen van problemen bij de upgrade bieden oplossingen voor problemen die kunnen optreden bij het upgraden van vRealize Automation.

Dit hoofdstuk omvat de volgende onderwerpen:

- [“Installatie of upgrade mislukt met een time-outfout voor de load balancer,”](#) op pagina 37
- [“Upgrade mislukt bij websiteonderdeel tijdens upgrade van IaaS,”](#) op pagina 38
- [“Af en toe worden onjuiste tabbladen weergegeven,”](#) op pagina 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

### Installatie of upgrade mislukt met een time-outfout voor de load balancer

Een installatie of upgrade van vRealize Automation voor een gedistribueerde implementatie met een Load Balancer mislukt met fout 503, service is niet beschikbaar.

#### Probleem

De installatie of de upgrade mislukt omdat de time-outinstelling van de Load Balancer onvoldoende tijd biedt om de taak te kunnen voltooien.

#### Oorzaak

Een time-outinstelling voor Load Balancer die te kort is, kan een fout veroorzaken. U kunt het probleem proberen te herstellen door de time-outinstelling voor de Load Balancer met honderd seconden of meer te verhogen en de taak opnieuw uit te voeren.

#### Oplossing

- 1 Verhoog de waarde voor de time-out van de Load Balancer met minstens honderd seconden. Bewerk bijvoorbeeld, afhankelijk van de Load Balancer die u gebruikt, de time-outinstelling van de Load Balancer in de bestanden `ssl.conf`, `httpd.conf` of in andere webconfiguratiebestanden.
- 2 Voer de installatie of de upgrade opnieuw uit.

## Upgrade mislukt bij websiteonderdeel tijdens upgrade van IaaS

De upgrade van IaaS mislukt en u kunt niet verder gaan met de upgrade.

### Probleem

Het installatieprogramma kan het bestand `web.config` niet bijwerken.

### Oorzaak

Dit gebeurt wanneer de datum waarop het bestand `web.config` is gemaakt, dezelfde datum of een latere datum is dan de datum waarop het bestand wordt gewijzigd.

### Oplossing

- 1 Voordat u met de upgrade begint, opent u het bestand `web.config` in een editor vanuit een account met verhoogde rechten.
- 2 Sla het bestand op om de datumstempel voor de wijziging te veranderen.
- 3 Controleer of de datum waarop het bestand `web.config` is gewijzigd, een latere datum is dan de datum waarop het bestand is gemaakt.
- 4 Voer de upgrade van IaaS uit.

## Af en toe worden onjuiste tabbladen weergegeven

IaaS-tabbladen en andere tabbladen zijn mogelijk onjuist gelabeld.

### Probleem

Na het upgraden van een hoge-beschikbaarheidsomgeving van vCloud Automation Center 6.0.x of 6.1 naar vRealize Automation 6.2, worden tabbladen mogelijk af en toe weergegeven met onjuiste namen.

### Oplossing

Start alle virtuele toepassingen van vRealize Automation opnieuw op om de juiste tabbladnamen te herstellen.

## 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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