

# Upgrading to vRealize Automation 6.2 or Later

vRealize Automation 6.2.5

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition. To check for more recent editions of this document, see <http://www.vmware.com/support/pubs>.

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# Upgrading to vRealize Automation 6.2 or Later

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《升級到 vRealize Automation 6.2 或更新版本》 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.

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**NOTE** vRealize Automation 的所有功能和特性並非在所有版本中均可用。如需每個版本中功能集的比較，請參閱 <https://www.vmware.com/products/vrealize-automation/>。

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## 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

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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 37</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 24.</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 27.</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 19.</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="#">“高可用性部署的連接埠組態,”</a> on page 34.</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 34.</li> </ul>
EN-001633-00	Initial release.





# 升級至 vRealize Automation 6.2 或更新版本

# 2

升級是一個多階段程序，必須按照特定順序執行步驟。遵循建議的程序可確保以最少的系統停機時間順暢地執行升級。您必須將所有產品元件升級至相同版本。

**備註** 從 6.2 開始，vCloud Automation Center 重新命名為 vRealize Automation。僅變更使用者介面和服務名稱。包含 vcac 的目錄名稱和程式名稱不會受到影響。

在下表中找到目前安裝的版本，然後遵循右側文件中的步驟，以增量方式將 vRealize Automation 環境升級至最新版本。可在 <https://www.vmware.com/support/pubs/vcac-pubs.html> 找到所有版本之 vCloud Automation Center 和 vRealize Automation 的說明文件連結。

**表格 2-1.** 支援的升級路徑

目前安裝的版本	增量升級說明文件
vCloud Automation Center 6.0	按下列順序執行升級： <ul style="list-style-type: none"><li>■ 《將 vCloud Automation Center 6.0 升級至 6.0.1》</li><li>■ 《升級至 vCloud Automation Center 6.1》</li><li>■ 《升級到 vRealize Automation 6.2 或更新版本》</li></ul>
vCloud Automation Center 6.0.1	按下列順序執行升級： <ul style="list-style-type: none"><li>■ 《升級至 vCloud Automation Center 6.1》</li><li>■ 《升級到 vRealize Automation 6.2 或更新版本》</li></ul>
vCloud Automation Center 6.1.x	《升級到 vRealize Automation 6.2 或更新版本》
vRealize Automation 6.2.x	按照《升級到 vRealize Automation 6.2 或更新版本》中所述，直接升級至最新的 6.2.x 版本。



# 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.

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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.

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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="#">“針對目前部署關閉服務,”</a> on page 16.	
<input type="checkbox"/> Shut down services on your IaaS Windows Servers.	See <a href="#">“在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務,”</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 23.	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 19.
<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 24.	
<input type="checkbox"/> Update the IaaS database.	See <a href="#">“Upgrade the Database,”</a> on page 27.	

**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, “升級 IaaS 伺服器,”</a> on page 27.	
<input type="checkbox"/> (Optional) Apply vRealize Automation branding to 6.2	See <a href="#">“套用 vRealize Automation 商標,”</a> on page 33.	

# 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 《vRealize Automation 支援對照表》 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 “[在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務](#),” 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 <a href="#">《機器可延伸性》</a> .
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.

## 準備升級 vRealize Automation

---

開始升級前，您必須下載虛擬應用裝置的更新並關閉 vRealize Appliance 執行個體及 IaaS 伺服器上的服務。

本章節討論下列主題：

- [“Verify the Age of Root Passwords for Virtual Appliances,”](#) on page 15
- [“針對目前部署關閉服務,”](#) 第 16 頁
- [“在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務,”](#) 第 17 頁
- [“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.

## 針對目前部署關閉服務

對於在負載平衡器後部署和設定多個應用裝置的高可用性部署，請確保在您開始升級之前已在目前部署中的每個 vCloud Automation Center Appliance 或 vRealize Appliance 上停用 vco-server 服務。

---

**重要事項** 如果您要升級最小部署，請不要執行下列步驟。

---

### 程序

- 1 使用 SSH 登入目前部署中的 vCloud Automation Center Appliance 或 vRealize Appliance，或登入虛擬機器主控台。
- 2 確認 SSH 已啟用。
  - a 透過使用其完整網域名稱 `https://va-hostname.domain.name:5480/`、部署應用裝置時指定的根使用者名稱和密碼，登入管理主控台。
  - b 按一下**管理**索引標籤。
  - c 確認**已啟用 SSH 服務**以及**管理員 SSH 登入**已選取。  
選取**已啟用 SSH 服務**核取方塊，將針對根使用者以外的所有使用者啟用 SSH 存取權。選取**已啟用管理員 SSH 登入**可允許根使用者登入 SSH。
- 3 (選擇性) 如果 SSH 未啟用，請選取**管理員**索引標籤上的**已啟用 SSH 服務**和**管理員 SSH 登入**核取方塊，然後按一下**儲存設定**。
- 4 停用 vco-server 服務。
 

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

如果是從 vCloud Automation Center Appliance 或 舊版 vRealize Appliance 進行設定，請針對目前部署中的每個應用裝置和 PostgreSQL 虛擬應用裝置執行此步驟。
- 5 請確認這些服務已停止。傳回的狀態應該為不在執行中。
 

```
service vco-server status
```
- 6 在每個 vCloud Automation Center Appliance 或 vRealize Appliance 上停止 vcac-server、apache2 和 rabbitmq-server 服務。  
請勿針對計劃更新的第一個節點執行此步驟。
 

```
service vcac-server stop
service apache2 stop
service rabbitmq-server stop
```
- 7 請確認該服務已停止。每個服務傳回的狀態應該為不在執行中。
 

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

在升級每個 vCloud Automation Center Appliance 或 vRealize Appliance 之後，再將應用裝置重新開機或啟動這些服務。。請不要在計劃更新的第一個節點上停止 vcac、apache 和 rabbitmq 服務。



下一個

[“在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務,”](#) 第 17 頁。

## 在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務

開始升級之前，請在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務。

對於分散式安裝，請以建議的順序針對所有執行 IaaS 服務的伺服器關閉 vCloud Automation Center 服務。

### 程序

- 1 登入 IaaS Windows 伺服器。
- 2 選取**開始 > 系統管理工具 > 服務**。
- 3 以下列順序關閉服務。
  - a 所有 VMware vCloud Automation Center 代理程式
  - b 所有 VMware DEM Worker
  - c VMware DEM Orchestrator
  - d VMware vCloud Automation Center Manager Service

下一個

選擇下載虛擬應用裝置更新的方式。如需詳細資訊，請參閱[“Downloading Virtual Appliance Updates,”](#) 第 17 頁。

## 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.

- [從 VMware 存放庫下載虛擬應用裝置更新](#) 第 17 頁  
您可以從 vmware.com 網站上的公用存放庫 下載 VMware Identity Appliance 或 vCloud Automation Center Appliance 適用的更新。
- [下載虛擬應用裝置更新與 CD-ROM 光碟機搭配使用](#) 第 18 頁  
您可以透過應用裝置從虛擬 CD-ROM 光碟機讀取的 ISO 檔案來更新虛擬應用裝置。

### 從 VMware 存放庫下載虛擬應用裝置更新

您可以從 vmware.com 網站上的公用存放庫 下載 VMware Identity Appliance 或 vCloud Automation Center Appliance 適用的更新。

### 程序

- 1 使用完整網域名稱 (<https://va-hostname.domain.name:5480>) 前往虛擬應用裝置的管理主控台。
- 2 Log in with the user name root and the password you specified when the appliance was deployed.
- 3 按一下**更新**索引標籤。
- 4 按一下**設定**。
- 5 (選擇性) 在 [自動更新] 面板中設定**檢查**更新的頻率。
- 6 在 [更新存放庫] 面板中，選取**使用預設存放庫**。  
預設存放庫設定為正確的 VMware.com URL。
- 7 按一下**儲存設定**。

#### 下一個

- [“Install the Update on the Identity Appliance,”](#) 第 23 頁。
- 如果已完成 Identity Appliance 更新或使用其他 VMware 應用裝置支援 Single Sign-On 功能，請前往 [“Install the Update on the vRealize Automation Appliance,”](#) 第 24 頁。

## 下載虛擬應用裝置更新與 CD-ROM 光碟機搭配使用

您可以透過應用裝置從虛擬 CD-ROM 光碟機讀取的 ISO 檔案來更新虛擬應用裝置。

#### 先決條件

- [“針對目前部署關閉服務,”](#) 第 16 頁。
- 必須先**啟用**在升級中使用的所有 CD-ROM 光碟機，然後才能更新任何 vCloud Automation Center Appliance。請參閱 vSphere 說明文件中心，以取得將 CD-ROM 光碟機新增至 vSphere 用戶端中虛擬機器的相關資訊。

#### 程序

- 1 從 vmware.com 網站下載更新 ISO 檔案。
- 2 將您要更新的虛擬應用裝置的 CD-ROM 光碟機連線至所下載的 ISO 檔案。
- 3 使用完整網域名稱 (<https://va-hostname.domain.name:5480>) 前往虛擬應用裝置的管理主控台。
- 4 Log in with the user name root and the password you specified when the appliance was deployed.
- 5 按一下**更新**索引標籤。
- 6 按一下**設定**。
- 7 在 [更新存放庫] 下，選取**使用 CD-ROM 更新**。
- 8 按一下**儲存設定**。

#### 下一個

- [“Install the Update on the Identity Appliance,”](#) 第 23 頁。
- 如果已完成 Identity Appliance 更新或使用其他 VMware 應用裝置支援 Single Sign-On 功能，請前往 [“Install the Update on the vRealize Automation Appliance,”](#) 第 24 頁。

# 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 19
- [“Upgrade a vSphere SSO to PSC for Use with vRealize Automation,”](#) on page 21

## 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 [第 6 章, “Upgrading to vCenter Platform Services Controller,”](#) 第 19 頁。

本章節討論下列主題:

- [“Install the Update on the Identity Appliance,”](#) on page 23
- [“Install the Update on the vRealize Automation Appliance,”](#) on page 24

## 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.
- [“在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務,”](#) on page 17.

### Procedure

- 1 Log in to the Identity Appliance management console and open the **Update** tab.
  - a 使用完整網域名稱 (<https://va-hostname.domain.name:5480>) 前往虛擬應用裝置的管理主控台。
  - b Log in with the user name root and the password you specified when the appliance was deployed.
  - c Click the **Update** tab.
- 2 按一下 **檢查更新** 以確認更新可供存取。
- 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 24.

## 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, “[針對目前部署關閉服務](#),” 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 使用完整網域名稱 (<https://va-hostname.domain.name:5480>) 前往虛擬應用裝置的管理主控台。
  - b Log in with the user name root and the password you specified when the appliance was deployed.
  - c Click the **Update** tab.

- 2 按一下 **狀態**。

- 3 按一下 **檢查更新** 以確認更新可供存取。

- 4 (Optional) 對於 vRealize Appliance 的執行個體，按一下 [應用裝置版本] 區域中的 **詳細資料**，以查看版本說明位置的相關資訊。

- 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 《[系統管理](#)》。

- 6 Click **Install Updates**.

- 7 按一下 **確定**。

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, “升級 IaaS 伺服器,”](#) on page 27.



## 升級 IaaS 伺服器

系統管理員可升級 IaaS 伺服器元件和 SQL 資料庫。

您可以使用 `DBUpgrade` 命令升級 IaaS 的 SQL 資料庫，並使用 IaaS 安裝程式升級 IaaS 伺服器元件。

---

**備註** 您必須先升級資料庫，然後再升級 IaaS 伺服器及其元件。

---

本章節討論下列主題：

- “[Upgrade the Database](#),” on page 27
- “[下載 IaaS 安裝程式](#),” 第 29 頁
- “[Upgrade the IaaS Components](#),” on page 29

### 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.

## 下載 IaaS 安裝程式

將 IaaS 安裝程式下載到安裝有要升級 IaaS 元件的機器。

如果在此程序進行期間看到憑證警告，您可以忽略。

### 先決條件

- 確認 IaaS 安裝機器上已安裝 Microsoft .NET Framework 4.5.1 或更新版本。您可以從 vRealize Automation 安裝程式網頁下載 .NET 安裝程式。
- 如果您要使用 Internet Explorer 進行下載，請確認未啟用 [增強式安全性設定]。請參閱 <res://iesetup.dll/SoftAdmin.htm>。
- 以本機管理員身分登入安裝有一或多個要升級 IaaS 元件的 Windows 伺服器。
- 要升級的 IaaS 元件必須是 vRealize Automation 6.0.1 的一部分。如果這些元件來自 vRealize Automation 6.0，則必須先將其升級為 vRealize Automation 6.0.1，然後才能繼續進行此升級作業。

### 程序

- 1 開啟網頁瀏覽器。
- 2 輸入 Windows Installer 下載頁面的 URL。  
例如 `https://vcac-va-hostname.domain.name:5480/installer`，其中 `vcac-va-hostname.domain.name` 為 vRealize Appliance 主機的名稱。
- 3 按一下 **IaaS 安裝程式** 連結。
- 4 系統提示時，將安裝程式檔案 `setup__vcac-va-hostname.domain.name@5480.exe` 儲存到桌面。  
請勿變更檔案名稱。它用於將安裝連線至 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**

- “在 IaaS Windows 伺服器上關閉 vCloud Automation Center 服務,” on page 17
- “下載 IaaS 安裝程式,” on page 29.
- “Upgrade the Database,” on page 27.

**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 在 `setup__vra-va-hostname.domain.name@5480.exe` 安裝程式檔案上按一下滑鼠右鍵，然後選取以**管理員**身分執行。
- 3 按**下一步**。
- 4 接受授權合約並按**下一步**。
- 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 選取**接受憑證**。
- 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 按下一步。

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 按下一步。

12 按一下**完成**。

## 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.





## vRealize Automation 的升級後工作

在您升級 vRealize Automation 後，請執行任何必要的升級後工作。

本章節討論下列主題：

- “套用 vRealize Automation 商標,” 第 33 頁
- “高可用性部署的連接埠組態,” 第 34 頁
- “Enabling the Connect to Remote Console Action for Consumers,” on page 34
- “Update Customized Workflows,” on page 34

### 套用 vRealize Automation 商標

從 vCloud Automation Center 6.1 升級到 vRealize Automation 6.2 之後，主控台登入頁面上仍會保留 vCloud Automation Center 商標。

您可以更新登入主控台，以使用 vRealize Automation 商標。請注意，此程序會設定預設 vRealize Automation 商標。它不會設定客戶特定的商標。

#### 先決條件

開始此程序之前，請先完成升級到 vRealize Automation 6.2 作業。

#### 程序

- 1 使用完整網域名稱 (<https://vra-va-hostname.domain.name:5480>) 導覽到 vRealize Appliance 管理主控台。
- 2 使用部署應用裝置時指定的根使用者名稱和密碼登入。
- 3 按一下 **vRA 設定** 索引標籤。
- 4 按一下 **SSO**。
- 5 輸入 SSO 伺服器的設定。這些設定必須與設定 SSO 應用裝置時輸入的設定相符。
  - a 在 **SSO 主機** 文字方塊中使用格式 `sso-va-hostname.domain.name`，輸入 SSO 應用裝置的完整網域名稱。請勿使用 `https://` 首碼。例如，`vra-sso-mycompany.com`。
  - b **SSO 連接埠** 文字方塊中會顯示預設連接埠號碼 7444。如果要使用非預設連接埠，請編輯此值。
  - c 請勿修改預設承租人名稱 `vsphere.local`。
  - d 在 **SSO Admin 使用者** 文字方塊中輸入預設管理員名稱 `administrator@vsphere.local`。
  - e 在 **SSO Admin 密碼** 文字方塊中輸入 SSO 管理員密碼。
- 6 選取 **套用商標**。

7 按一下**儲存設定**。

幾分鐘後，會顯示一則成功訊息且 [SSO 狀態] 會更新為 [已連線]。

登入主控台即會使用 vRealize Automation 商標。

## 高可用性部署的連接埠組態

在高可用性部署中完成升級後，必須設定負載平衡器以在連接埠 8444 上將流量傳遞至 vRealize Appliance 以支援遠端主控台功能。

## 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:Microsoft.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.

## 疑難排解升級

升級疑難排解主題針對升級 vRealize Automation 時可能遇到的問題提供了解決方案。

本章節討論下列主題：

- [“安裝或升級失敗，並顯示負載平衡器逾時錯誤，”](#) 第 35 頁
- [“IaaS 升級期間，網站元件升級失敗，”](#) 第 35 頁
- [“間歇性地出現不正確的索引標籤名稱，”](#) 第 36 頁
- [“Changes Made to /etc/hosts Files Might Be Overwritten,”](#) on page 36
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### 安裝或升級失敗，並顯示負載平衡器逾時錯誤

使用負載平衡器針對分散式部署安裝或升級 vRealize Automation 失敗，並顯示 503 服務無法使用錯誤。

#### 問題

由於負載平衡器設定不允許有足夠的時間讓工作完成，因此安裝或升級失敗。

#### 原因

負載平衡器逾時設定不足可能會導致失敗。透過將負載平衡器逾時設定增加至 100 秒或以上並重新執行工作，即可更正問題。

#### 解決方案

- 1 將負載平衡器逾時值增加到至少 100 秒。例如，根據您使用的負載平衡器，在 `ssl.conf`、`httpd.conf` 或其他 Web 組態檔中編輯負載平衡器逾時設定。
- 2 重新執行安裝或升級。

### IaaS 升級期間，網站元件升級失敗

IaaS 升級失敗，無法繼續升級。

#### 問題

安裝程式無法更新 `web.config` 檔案。

#### 原因

`web.config` 檔案的建立日期與修改日期相同或晚於修改日期時，便會發生此問題。

### 解決方案

- 1 開始升級前，從具有較高權限之帳戶的編輯器中開啟 `web.config` 檔案。
- 2 儲存檔案，以變更修改的日期戳記。
- 3 確認 `web.config` 檔案的檔案修改日期晚於建立日期。
- 4 執行 IaaS 升級。

## 間歇性地出現不正確的索引標籤名稱

IaaS 索引標籤和其他索引標籤可能會出現不正確的標籤

### 問題

將高可用性環境從 vCloud Automation Center 6.0.x 或 6.1 升級至 vRealize Automation 6.2 後，索引標籤可能會間接地出現不正確的名稱。

### 解決方案

重新啟動所有的 vRealize Automation 虛擬應用裝置以還原正確的索引標籤名稱。

## 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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