

vRealize Operations Manager 6.3 Release Notes

VMware vRealize Operations Manager Appliance 6.3 | 23 August 2016 | Build 4276418

VMware vRealize Operations Manager 6.3 for Windows and Linux | 23 August 2016 | Build 4276419

VMware vRealize Operations Manager 6.3 PAK Updates for Windows and Appliance | 23 August 2016 | Build 4276417

VMware vRealize Operations Manager 6.3 PAK Updates for Linux | 21 November 2016 | Build 4508418

VMware vRealize Operations Manager 6.3 Endpoint Operations Agents | 23 August 2016 | Build 4241597

Updated on: 21 Nov 2016

Check frequently for additions and updates to these release notes.

What's in the Release Notes?

The release notes cover the following topics:

- [What's New?](#)
- [System Requirements](#)
- [Installing and Updating vRealize Operations Manager](#)
- [Resolved Issues from Previous Releases](#)
- [Known Issues in This Release](#)
- [Known Issues From Previous Releases](#)

What's New?

New Release Refresh for RHEL Upgrades

In the original vRealize Operations Manager 6.3 GA release for the RHEL deployment, the internal PostgreSQL database failed to update properly. As a result, third-party packages included with the 6.3 release also failed to update properly. To address this issue, install the relevant PAK file documented in [KB 2147829](#).

Patches to Address Security Advisory

- On October 11, 2016, a critical severity privilege escalation was disclosed. The details of this vulnerability are documented in [VMSA-2016-0016](#). To address this issue, install the public patch documented in [KB 2147215](#).
- On October 19, 2016, a critical severity privilege escalation was disclosed. Known as "Dirty COW" the issue may allow for a local privilege escalation. The details of this vulnerability are documented in [VMSA-2016-0018](#). To address this issue, install the public patch documented in [KB 2147630](#).

vRealize Operations Manager 6.3 is a release update that enhances product stability, performance, and usability.

Enhanced Workload Placement and vSphere Distributed Resource Scheduler (DRS) Integration:

- Recommended Actions on landing page
- Configure DRS from vRealize Operations Manager with Cluster/DRS Dashboard
- Data Collection Notification toolbar
- Perform Actions from Workload Utilization Dashboard

Improved Log Insight Integration:

- Management Pack for Log Insight included in product
- Improved Log Insight and vRealize Operations Manager alerting

Enhanced vSphere Monitoring:

- Support vSphere 6.0 Hardening Guide
- vRealize Operations Manager Compliance for vSphere 6.0 Objects
- vRealize Operations Manager and vCenter Software-Defined Data Center (SDDC) Health Dashboards

General improvements:

- New API Programming Guide
- New licensing plan for vRealize Operations Manager Standard and Advanced Editions
- Filtered SNMP Trap Alert Notifications
- Enhanced SuperMetric capabilities
- Reduction in default metrics collected

For more information on these features see the VMware product page for [vRealize Operations Manager 6.3](#)

System Requirements

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

Sizing and Scaling

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

Deployment Formats

You can deploy vRealize Operations Manager with the following installation formats:

- VMware virtual appliance
- RHEL and Windows installation packages

If you are deploying a vRealize Operations Manager virtual appliance, use a VMware vSphere Client to connect to a VMware vCenter Server, and deploy the virtual appliance through the vCenter Server instance. The vRealize Operations Manager virtual appliance must be deployed on hosts that ESX/ESXi 5.1 U3 or later managed by VMware vCenter Server 5.1 Update 3 or later.

Note: Although the Microsoft Windows-based installation option and our Microsoft Windows-based Remote

Collector option are fully supported in vRealize Operations Manager 6.3, we are deprecating their support. Future availability of these options is not guaranteed.

For new deployments, we recommend the use of our Virtual Appliance option. The announcement of the End-of-Availability (EOA) for these Windows-based options will come at a later release.

Linux and Windows Requirements

You can install and upgrade the standalone version of vRealize Operations Manager on the following operating systems:

- Red Hat Enterprise Linux (RHEL) 6.5, 6.6, and 6.7.
- Windows Server 2012 R2
- Windows Server 2008 R2 Service Pack 1 (SP1)
Windows Server 2008 R2 Service Pack 1 (SP1) configurations also require the updates found in the following Microsoft Knowledge Base articles:
 - <http://support.microsoft.com/kb/2577795>
 - <http://support.microsoft.com/kb/2538243>

Applying License Keys

In addition to the existing per operating system instance (OSI) licensing, vRealize Operations Standard edition is also available on a per processor (CPU) basis. Licensing for other editions of vRealize Operations is unchanged and continues to be available on a per OSI metric.

vRealize Operations Manager 6.3 allows customers to install multiple Advanced and Enterprise editions in the same vRealize Operations Manager deployment. This enhancement lets customers deploy single choice and suite licenses together. License counting for individual license keys is handled through licensing groups. You can mix editions or licensing models in one of the following ways:

- Deploy vSphere with Operations Management (any edition) and vRealize Operations Standard together in one deployment.
- Deploy vCloud Suite/vRealize Suite Standard, Advanced or Enterprise and vRealize Operations Advanced or Enterprise edition together in one deployment.

Note: You cannot deploy a vRealize Operations Standard edition license with either an Advanced or Enterprise license in the same deployment.

A license key assigned to a vRealize Operations Manager instance only counts towards virtual machines that are powered on. In order to be compliant, you need enough licenses to cover average powered-on VMs over trailing 365 days.

Compliance Alerts

To ensure compliance of your vSphere 6.0 and 5.5 objects, vRealize Operations Manager 6.3 includes compliance alerts for [VMware vSphere Hardening Guide versions 6.0 and 5.5](#). These hardening guide alerts are now based on object type.

Solutions Support

In addition to the VMware solutions (vSphere, Endpoint Operations Management, and vRealize Log Insight), see the [compatibility table](#) in the Solution Exchange marketplace for many more solutions.

Each of these solutions works with Virtual Appliance Single Node, Virtual Appliance Multiple Node, RHEL Single Node, RHEL Multiple Node, Windows Single Node, and Windows Multiple Node configurations.

VMware Product Compatibility

This vRealize Operations Manager release has been certified as compatible with the following VMware products:

- VMware vSphere 5.1 U3, 5.5 U3, and 6.0 U2
- vRealize Hyperic 5.8.5 and later
- vRealize Infrastructure Navigator 5.8.5 and later

Browser Support

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

- Google Chrome: Version 51 and 52
- Mozilla Firefox: Version 47 and 48
- Microsoft Internet Explorer: Version 11

[Top of Page](#)

Installing and Updating vRealize Operations Manager

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

You can also download the following guides for guidance about installing and updating vRealize Operations Manager:

- [vRealize Operations Manager vApp Deployment and Configuration Guide](#) provides guidance for a vRealize Operations Manager virtual appliance.
- [vRealize Operations Manager Installation and Configuration Guide for Linux and Windows](#) provides guidance for vRealize Operations Manager on Red Hat Enterprise Linux or Windows.

Note: Under Known Issues, see the [Installation and Update](#) section for issues related to installing vRealize Operations Manager or updating the software. Some issues may require a workaround before you begin the installation or update process.

Updating the Endpoint Operations Management Agent

You must update Endpoint Operations agents to version 6.3 before you update vRealize Operations Manager to version 6.3. There is no backward compatibility for previous versions of Endpoint Operations Management agents and vRealize Operations Manager 6.3 only works with version 6.3 of Endpoint Operations agents.

Separate processes are required for updating vRealize Operations Manager and for updating the Endpoint Operations Management agent.

Before you can update an Endpoint Operations Management agent, you must satisfy various prerequisites. A specific process must be followed to ensure a successful update. The necessary information is documented in these KBs: [KB 2146446](#) and [KB 2146447](#).

[Top of Page](#)

Resolved Issues From Previous Releases

Note: Some known issues from previous releases have been removed from the release notes and placed into the core documentation because they describe current behavior of product features.

This section contains the titles of previous known issues that are resolved in this release:

- Upgrades fail when using a self-signed custom certificate
- Disabling the pre-update validation check
- Disk rebalance operation does not perform as expected because the file system is not reorganized
- Upgrades fail when using a self-signed custom certificate
- Host names in etc/hosts file might be reset when updating
- Some web clients don't work with health badges
- HA clusters might be unavailable after changing the data nodes's IP address
- Custom Label does not appear on Environment Overview Widget
- Problems with large log bundles
- Relationship between vCenter Server and SSO server not created
- MSSQL object monitoring stops after an Endpoint Operations Management agent is reinstalled
- Endpoint Operations Management adapter fails to restart after data node is brought back online
- Endpoint Operations Management agent in TCP remote check configuration cannot contain spaces in host name
- Unable to install Endpoint Operations Management agent from an EXE installer to a path containing non-ASCII characters
- Unable to extract installation path for an Endpoint Operations Management agent on a Linux machine
- "Unable to create a new license" error appears when adding a new license
- vCenter Server Web Client does not work if you disable TLS 1.0 (Transport Layer Security)
- Self-monitoring badges did not start automatically for 16-node cluster
- Alerts that can be automated do not appear as automatable in policies
- Presorting the alerts list by criticality displays critical alerts at the top of the list
- Widget interaction is restricted in dashboards
- The content in the Summary page does not refresh
- Slow performance in large-scale deployments due to logs set to the debug level
- Historical movement of virtual machines impact might not be reflected in Project Visualization Chart
- Workload placement ignores projects reserved to the cluster level
- Pagination for Alert/Symptoms views does not work
- Filtering Dashboard Widgets by Alerts does not save filter data
- Cannot delete log files from COLLECTOR/adapter subfolders
- Item count in Environment Overview page might not match the total number of items
- Incorrect count in the 'Workload in Related Objects' section of the Analysis tab
- Metric for Outstanding I/O requests might be inaccurate on some vSphere object types
- Adding new user in vRealize Operations Manager after filtering names can create duplicate users
- Automate flag is not being reset, which causes an alert to incorrectly revert to the Automate enabled state

New Known Issues in This Release

The new known issues that have been identified since the previous release of the product are grouped as follows:

- [New Installation and Update Issues](#)
- [New General Issues](#)

New Installation and Upgrade Issues

- **vRealize Operations Manager calculates workloads for data center and custom data center objects differently from cluster objects, basing on provisioned capacity instead of entitlement**

Entitlement is the HA capacity of a cluster. vRealize Operations Manager suggests workload placements across clusters based on the entitlement provisioned to each cluster, which depends on whether HA is enabled or disabled on the cluster.

- When HA is disabled, the entitlement is equal to the hardware provisioned capacity of the cluster. The workload is equal to $(\text{Demand} + \text{Overhead}) \div (\text{Provisioned Capacity})$.
- When HA is enabled, the entitlement is equal to the sum of the cluster overhead and the currently computed HA capacity, minus the HA reservation. The workload is equal to $(\text{Demand} + \text{Overhead}) \div (\text{Entitlement})$.

Although the workload calculations for cluster objects are based on entitlement, the workload calculations for data center and custom data center objects are based on provisioned capacity. As a result, the workloads for data center and custom data center objects are not calculated correctly when HA is enabled, and do not match the workload calculations for cluster objects.

Workaround: N/A.

- **Pre-installation checker fails while reinstalling vRealize Operations on the RHEL machine**
The pre-installation checker fails when you try to uninstall and reinstall vRealize Operations on the same RHEL machine with a single size cluster.

Workaround: To reinstall after uninstalling vRealize Operations, manually delete the `"/etc/profile.d/vcops.sh"` file and then restart the terminal.

- **Some object alerts not enabled after upgrading to vRealize Operations Manager 6.3.**
After users upgrade to version 6.3 from an earlier version that had vSphere Hardening Guide alerts enabled, users will not see alerts related to distributed port groups, distributed virtual switches, or vCenter objects as these alerts are not enabled by default on upgrade.

Workaround: Choose one of the following:

- Enable hardening guide alerts from the adapter configuration.
- Go to the policy library, edit the active policy to enable alerts for these three objects.

- **vRealize Operations Manager alerts trigger when the Management Pack for vCenter Configuration Manager (VCM) is integrated**

When the Management Pack for VCM is installed and the vSphere Hardening Guide alerts are enabled for 5.5 or 6.0 objects, some of the native compliance alerts inadvertently trigger in vRealize Operations Manager. The compliance score for a selected object displays the violated native compliance rules in the Compliance tab, which results in an incorrect compliance badge score.

Workaround: Disable the native compliance alerts with these steps:

1. To see the native compliance alerts that are enabled in the policy, click **Content > Alerts**.
2. Click **Administration > Policies > Policy Library**.
3. Edit the policy applied to the objects and disable the native compliance alerts.

- **Watchdog might restart Tomcat**

If there are multiple agents registered to a master node directly, then Watchdog might restart Tomcat whenever there is a need, where UI runs on it. There is, however, no such implication on the product or the cluster.

Workaround: Register agents to remote collector or a load balancer instead of to a Master node.

New General Issues

- **Maintenance schedule missing after upgrading to version 6.3**

After you update your previous version of vRealize Operations Manager from 6.2.0a to this version, any maintenance schedules that you created before the upgrade and applied to specific objects, do not appear in the user interface. This change in behavior is by design, and is not backward compatible with previous versions.

- **The vCenter Solution for Endpoint Operations installation fails when the vRealize Operations Manager inventory has objects discovered by previous versions of the vCenter Solution for Endpoint Operations**

If you have any object collected from earlier version of the vCenter Solution for Endpoint Operations, then ensure that the objects are removed before you install or upgrade to the latest version of the vCenter Solution for Endpoint Operations.

Workaround:

1. Stop the collection of all objects or resources that are discovered by the earlier vCenter Solution for Endpoint Operations.
2. Delete all the stopped objects.
3. Install the latest vCenter Solution for Endpoint Operations.

Note: By removing the objects, you will lose historical data from the vCenter Solution for Endpoint Operations and vCenter application objects history.

- **Generated reports may be blank**

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

Workaround: None.

- **Inefficient LDAP queries from vRealize Operations Manager cause performance issues on a domain controller**

When importing users from deeply nested user groups into vRealize Operations Manager, you may experience performance issues. This is caused by the excess load placed on the authorization source when querying users from the nested user group.

Workaround: Set the `enableNestedGroupSearch` property in the `auth.properties` file to false. Note that while this is set to false, you will only be able to import users who are directly part of that group, but will not be able to import users from LDAP nested groups.

- **Endpoint Operations Management does not support IPv6**

Endpoint Operations Management does not support IPv6

Workaround: N/A.

[Top of Page](#)

Known Issues From Previous Releases

For a list of previously known vRealize Operations Manager issues, click [here](#).