

# Upgrading VMware Workspace Portal

Workspace Portal 2.0

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# About Upgrading VMware Workspace Portal

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# 1

The VMware Workspace Portal™ upgrade guide describes how to upgrade from Workspace 1.8 to Workspace 2.0. If you have version 1.8 of Workspace and you would rather perform a fresh installation of Workspace 2.0, see the *Installing and Configuring VMware Workspace Portal Guide*. Remember that a new installation will not preserve your existing configurations.

The update procedure requires connectivity to an update website. By default, Workspace uses the VMware website and requires Internet connectivity. See [Chapter 2, “Preparing to Upgrade to VMware Workspace Portal 2.0,”](#) on page 7 for prerequisites.



**CAUTION** Upgrading from Workspace 1.8 to Workspace 2.0 is the only supported migration path. You must upgrade to Workspace 1.8 before you start the Workspace 2.0 upgrade. See *Upgrading Horizon Workspace 1.8*.

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To learn how to use and maintain your updated Workspace instance, see the *VMware Workspace Portal Administrator's Guide*.



# Preparing to Upgrade to VMware Workspace Portal 2.0

# 2

Before you start the upgrade process, you must prepare your environment, including meeting the prerequisites, backing up your existing Workspace instance, and checking for available updates.

## Prerequisites

- Verify that at least 2GB of disk space is available on the primary root partition in each virtual machine for the upgrade to Workspace 2.0.
- Verify that Workspace is installed and properly configured.
- Take a snapshot of each virtual machine to back it up. For information about how to take a snapshot, see vSphere documentation.
- Take a snapshot or backup of the database if you are using an external database.
- Verify that Workspace can resolve and reach [vapp-updates.vmware.com](http://vapp-updates.vmware.com) on port 80 over HTTP.
- Set up and configure the vApp to use a local server Web server to host the installation files. See [“Prepare a Local Web Server,”](#) on page 11.
- See [“Configure the vApp to Use a Local Web Server,”](#) on page 12.
- See [“Configure the Proxy Server Settings for Virtual Machines,”](#) on page 7.

You run the upgrade command for Workspace 2.0 on the configurator-va virtual machine from the command line. During the upgrade, each virtual machine is upgraded individually. Based on the size of each virtual machine, the upgrade time varies. When the upgrade is complete, you must manually restart the vApp by powering it off and powering it back on.

## Configure the Proxy Server Settings for Virtual Machines

Workspace virtual machines access the VMware update servers via the Internet. If your network configuration provides Internet access through an HTTP proxy, you must adjust your proxy settings on each virtual machine.

### Prerequisites

- Verify that you know the global root password. See *Installing and Configuring VMware Workspace Portal Guide*.
- Follow the steps in this procedure on each virtual machine to configure the proxy server settings.

### Procedure

- 1 Log in as root to each virtual machine.
- 2 Run the YaST utility from the command line.

- 3 Click the **Network Services** tab in the left navigation and click the **Proxy** page.
- 4 Type the correct proxy URL in the HTTP text box.

The VMware update servers are now available to Workspace.

## Upgrade to Workspace 2.0

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During the upgrade, you run the upgrade command from the command line on the configurator-va virtual machine. If the upgrade process is interrupted while it is in progress, when you run it again, the process resumes from where it stopped. During the upgrade, all Workspace services are stopped, so plan the upgrade with the expected downtime in mind.

### Prerequisites

Before you start an upgrade, verify that all virtual machines are powered on and the system is functioning.

### Procedure

- 1 Go to the configurator-va virtual machine and log in as the root user to check for Workspace upgrades.
- 2 Run the `updatemgr.hzn` command to check for the available upgrades online.

```
/usr/local/horizon/lib/menu/updatemgr.hzn check
```

- 3 Run the `updatemgr.hzn` command.

```
/usr/local/horizon/lib/menu/updatemgr.hzn update
```

Messages that occur during the upgrade are saved to the `update.log` file at `/opt/vmware/var/log/update.log`.

- 4 Restart the vApp from vCenter.

The Workspace upgrade is complete.

### What to do next

If necessary, prepare a local Web server or configure proxy server settings.



# Upgrading to Workspace without an Internet Connection

# 4

If you cannot connect to the Internet during the upgrade, you must set up an upgrade repository on a local Web server.

This chapter includes the following topics:

- “Prepare a Local Web Server,” on page 11
- “Configure the vApp to Use a Local Web Server,” on page 12

## Prepare a Local Web Server

Before you start the upgrade Workspace, you must set up the Web server by creating a directory structure that includes a subdirectory for each virtual machine type. Each subdirectory corresponds with one of the virtual machines.

### Prerequisites

Contact VMware technical support to obtain the files required to prepare a local Web server.

### Procedure

- 1 Create a directory on the Web server at `http://yourhost/vapp/`.
- 2 Create one subdirectory for each Zip file.

Zip File	Subdirectory	Virtual Machine
<code>connector-1.8.1.0-1385196-updaterepo.zip</code>	<code>/conn</code>	connector-va
<code>configurator-va-1.8.1.0-1385195-updaterepo.zip</code>	<code>/cfg</code>	configurator-va
<code>gateway-va-1.8.1.0-1385192-updaterepo.zip</code>	<code>/gty</code>	gateway-va
<code>service-va-1.8.1.0-1385242-updaterepo.zip</code>	<code>/svc</code>	service-va

- 3 Unzip each file into its associated directory.

Each directory contains the following subdirectories: `/manifest` and `/package-pool`.

- 4 Run the `updatelocal.hzn` command to check that a URL has valid update contents.  
`/usr/local/horizon/lib/menu/updatelocal.hzn checkurl http://yourhost/vapp`

## Configure the vApp to Use a Local Web Server

Set up your vApp as a local Web server to update to Workspace 2.0 if you will not have Internet access during the upgrade.

### Prerequisites

- If you cannot connect to the Internet during the upgrade process, set up an upgrade repository on a local Web server. [“Prepare a Local Web Server,”](#) on page 11.
- If you use a proxy server to connect to the Internet, configure the proxy server settings. See [“Configure the Proxy Server Settings for Virtual Machines,”](#) on page 7.

### Procedure

- 1 Run the `updatelocal.hzn` command on the `configurator-va` virtual machine to configure an upgrade repository to use a local Web server.

```
/usr/local/horizon/lib/menu/updatelocal.hzn seturl http://yourhost/vapp
```

- 2 (Optional) To undo the configuration and restore the default Web server, run the `updatelocal.hzn` command.

```
/usr/local/horizon/lib/menu/updatelocal.hzn setdefault
```

### What to do next

Continue with the update process.

# Configuring VMware Workspace Portal 2.0 after an Upgrade

# 5

After you complete the upgrade to Workspace 2.0, you might need to perform configuration tasks, such as updating configuration settings for connector-va virtual machines, configuring SSO, and so on.

This chapter includes the following topics:

- [“Updating the VMware Workspace Portal Connector Configuration Settings,”](#) on page 13
- [“Configure SSO for Windows App Agent,”](#) on page 15

## Updating the VMware Workspace Portal Connector Configuration Settings

Workspace authenticates users based on several configurations, including authentication methods, default access policy set, network ranges, and identity provider instances.

See the *VMware Workspace Portal Administrator’s Guide* for a detailed description of user stores, authentication scores, network ranges, and the default access policy set.

### Update the User Store Configuration Settings

Workspace creates a default user store for you during the upgrade process. Each user store has a sync client that you select for syncing users and groups to Workspace. After an upgrade, you must update the sync client and verify the user authentication identity provider.

If necessary, you can edit the user store settings to allow users to log in with a domain name. If you want to add a user store, see the *VMware Workspace Portal Administrator’s Guide*.

#### Procedure

- 1 Log in to the Workspace Admin Console.
- 2 Select **Settings > User Stores**.
- 3 Click **Edit** for the user store you want to configure.
- 4 Edit the user store settings.

Option	Description
Sync Client	After upgrading from Workspace 1.8 to Workspace 2.0, you must update the sync client by selecting a connector-va virtual machine instance so that users and groups can be synced to the user store. <b>NOTE</b> If you do not update the sync client after an upgrade, the next directory sync fails.

Option	Description
Verify the User Authentication Identity Provider	During the upgrade, the user authentication identity provider is selected. Verify that the correct identity provider was selected. If you want to use a different identity provider, you can select a different one.
(Optional ) Display user store name instead of domain name for end user authentication	Click the check box for this option to allow users to log in with the user store name, as it appears in the Name text box, instead of with domain names. If you do not select the check box, users are presented with the domain names listed in the User Domains section.

- 5 Click **Save**.

**What to do next**

If you have not already done so, associate the user store with an identity provider instance.

## Update Identity Provider Settings

After you upgrade from Workspace 1.8 to Workspace 2.0, you must set or verify the identity provider configuration settings.

**Procedure**

- 1 Log in to the Workspace Admin Console.
- 2 Select **Settings > Identity Providers**.
- 3 Edit the identity provider instance settings.

Option	Description
User Store	Verify that the user store selected during the upgrade is the one you want to use in your environment. Select all the user stores you want to associate with this identity provider instance.
Authentication Method	Verify that the authentication methods selected during the upgrade are appropriate for your environment. Select the authentication methods for Workspace to apply when users who are associated with this identity provider instance log in. <b>NOTE</b> See the <i>Installing and Configuring VMware Workspace Portal Guide</i> for information about authentication.
Network Ranges	Verify that the network ranges selected are appropriate for your environment. The network ranges text box lists the existing network ranges in your Workspace deployment. Select the network ranges of the users, based on their IP addresses, that you want to direct to this identity provider instance for authentication.

- 4 Click **Save**.

**What to do next**

After an upgrade, you must configure new policies if you do not want to use the default policy set.

## Configure the Default Policy

During the Workspace upgrade process, the default policy is automatically set. If you use different policies in your environment, you must set up your policies. You must add a policy for each network range, and select the desired authentication method and authentication score.

Workspace includes a default access policy set that controls user access to Workspace App Portal. You can edit the policy set by editing, deleting, or adding policies as necessary.

Each policy in the default access policy set requires that a set of criteria be met in order for Workspace to allow access to the app portal .

You can edit the default access policy set, which is a pre-existing policy set that controls user access to Workspace as a whole. The default access policy set is permanent. You can edit it, but you cannot remove it. You can edit the default access policy set by removing existing policies from the set, editing existing policies in the set, or adding new policies to the set.

### Procedure

- 1 Log in to the Workspace Admin Console.
- 2 Select **Policies > Access Policy Sets**.
- 3 Click **Edit** to configure the existing policy set.
- 4 If necessary, change the policy set name and description in the respective text boxes.

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**NOTE** Workspace displays the text in the Policy Set Name and Description text boxes in English. You can edit this text, which includes changing the text to a different language.

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- 5 Configure the policy set to suit your environment.
  - a Click the policy name to edit or remove a policy.
  - b (Optional) If you want to add a new policy, click the + **Access Policy** button.
  - c Select the correct network ranges from the Network drop-down menu.
  - d Select the correct Authentication Score from the Minimum Authentication Score drop-down menu.
  - e Verify that the TTL value meets the requirement for access to Workspace.
- 6 Click **Save**.

### What to do next

The default policy is applied to all the applications in the catalog. If you want to write specific application access policies, see the *Workspace Administrator's Guide*.

## Configure SSO for Windows App Agent

To configure Workspace to use single sign-on by default from the Windows app agent, you must add a new parameter to the `runtime-config.properties` file on the service-va virtual machine. Otherwise, end users must log in to access the app portal first.

### Procedure

- 1 Log in to the service-va virtual machine as administrator.
- 2 Open the `runtime-config.properties` file.
 

```
/usr/local/horizon/conf/runtime-config.properties
```
- 3 Add the `apply.login.ota=true` parameter to the `runtime-config.properties` file.
- 4 Run the `restart` command to restart the service-va virtual machine.
 

```
/etc/init.d/horizon-frontend restart
```

End users can use single sign-on to log in to Workspace.



# Troubleshooting Installation Errors

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You can troubleshoot installation problems by reviewing the error logs. If Workspace does not start, you can revert to a previous instance by rolling back to a snapshot.

This chapter includes the following topics:

- [“Using the Error Logs,”](#) on page 17
- [“Rolling Back to Snapshots of Workspace,”](#) on page 17
- [“Saving the ThinApp Package Configuration or Syncing ThinApp Packages Fails After Upgrade,”](#) on page 18

## Using the Error Logs

Resolve errors that occur during your Workspace upgrade from version 1.8 to version 2.0 by reviewing the error logs.

### Problem

After the upgrade finishes, Workspace version 2.0 does not open and errors occur.

### Cause

The errors must be resolved to proceed with the installation.

### Solution

- 1 Log in to the configurator-va virtual machine.
- 2 Go to the directory located at `/opt/vmware/var/Log`.
- 3 Open the `update.log` file and review the error messages.
- 4 Resolve the errors and rerun the upgrade command again to successfully upgrade to Workspace 2.0. When you rerun the upgrade command, it resumes from the point where it stopped.

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**NOTE** Alternatively, you can revert to a snapshot and run the update again.

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## Rolling Back to Snapshots of Workspace

If Workspace does not start properly after an upgrade, roll back to a previous instance.

### Problem

After you run the `updatemgr.hzn` command, Workspace does not start correctly.

**Cause**

Errors occurred during the upgrade process. To review error messages in the error log and resolve them, see [“Using the Error Logs,”](#) on page 17.

**Solution**

- 1 To revert to one of the snapshots you took as a backup of your original Workspace instance and external database, if applicable, see the vSphere documentation.
- 2 To collect logs to send to VMware Global Support, use the Configurator to prepare a log bundle.
- 3 To copy the logs from the Configurator, see the Configurator Log File Information table.

**Table 6-1.** Configurator Log File Information

Log File Name	Location of Log File	Description
configuratorconsole.log	/opt/vmware/var/log/configurator-console.log	Configuration details from the vApp deployment and installation.
configurator.log	/opt/vmware/horizon/configuratorinstance/logs/configurator.log	Requests that the Configurator receives from the REST client and the Web interface.
catalina.log	/opt/vmware/horizon/configuratorinstance/logs/catalina.out	Apache Tomcat records messages that are not recorded by the configurator.log files.

## Saving the ThinApp Package Configuration or Syncing ThinApp Packages Fails After Upgrade

When you make a change in the ThinApp packages configuration in the Connector Web interface and try to save your changes, or when you try to manually sync ThinApp packages using the Connector Web interface, an error occurs.

**Problem**

After upgrading your Workspace server, when you click the **Save** button or the **Sync Now** button for the ThinApp packages' configuration in the Connector Web interface, the save or sync operation fails and an error message appears. The error messages that might appear include:

- Error configuring packaged applications: RepoUpdateRegistry() failed with error: LW\_ERROR\_PASSWORD\_MISMATCH: The password is incorrect for the given username.
- Error occurred in Packaged applications (ThinApp) sync. Please check if Packaged applications (ThinApp) configuration is correct and the share path is reachable.

**Cause**

After an upgrade, the Connector can be in a state where it is not joined to the Active Directory domain, even though the Connector Web interface indicates the Connector is joined to the domain.

**Solution**

- 1 Log in to the Connector Web interface.
- 2 Click **Join Domain**.
- 3 Click **Leave Domain**, and responding **Yes** to confirm.
- 4 Rejoin the domain by selecting the **Join Domain** check box and entering the appropriate Active Directory domain, user name, and password for your deployment.
- 5 Click **Packaged Apps - ThinApp** and re-try saving the ThinApp configuration or syncing the ThinApp packages.

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