Upgrading VMware Workspace Portal from 2.1 to 2.1.1

Workspace Portal 2.1.1

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http://www.vmware.com/support/

The VMware Web site also provides the latest product updates.

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

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Contents

About Upgrading to Workspace 2.1 from 2.1.1

The Workspace™ Portal upgrade guide describes how to upgrade from Workspace 2.1 to Workspace 2.1.1. If you have version 2.1 of Workspace and you would rather perform a fresh installation of Workspace 2.1.1, see *Installing and Configuring VMware Workspace Portal*. Remember that a new installation does not preserve your existing configurations.

By default, Workspace uses the VMware Web site for the upgrade procedure, which requires Internet connectivity. If your workspace-va appliance does not have an Internet connection, you can perform the upgrade offline.

See Chapter 1, "Preparing to Upgrade to VMware Workspace Portal 2.1.1," on page 7 for prerequisites.

CAUTION   Upgrading from Workspace 2.1 to Workspace 2.1.1 is the only supported upgrade path. If you have an earlier version of Workspace, you must migrate to Workspace 2.1 before you start the Workspace 2.1.1 upgrade. See *Migrating to VMware Workspace Portal 2.1*.

To learn how to use and maintain your updated Workspace 2.1.1 instance, see the *VMware Workspace Portal Administrator's Guide*.

Intended Audience

This information is intended for anyone who installs, upgrades, and configures Workspace. The Information is written for experienced Windows or Linux system administrators who are familiar with virtual machine technology.

Preparing to Upgrade to VMware Workspace Portal 2.1.1

<div style="text-align: right; font-size: large;">1</div>

To prepare for the Workspace upgrade, you must perform a number of prerequisites and, if applicable, configure the proxy server settings for the workspace-va appliance.

You can upgrade VMware Workspace Portal from 2.1 to 2.1.1 offline or online.

Prerequisites

■   If upgrading online, verify that Workspace can resolve and reach vapp-updates.vmware.com on port 80 over HTTP.

■   Confirm that a Workspace 2.1.1 upgrade exists. If upgrading the workspace-va appliance offline, check the My VMware Downloads site at my.vmware.com to confirm the availability of the 2.1.1 upgrade. If upgrading the appliance online, run the appropriate command to confirm the availability of an upgrade. See "Check for the Availability of a VMware Workspace Portal Upgrade Online," on page 8.

■   Verify that at least 2.5GB of disk space is available on the primary root partition of the workspace-va appliance.

■   Verify that Workspace is properly configured.

■   Take snapshots of your workspace-va appliances to back them up. For information about how to take snapshots, see vSphere documentation.

■   If you are using an external database, take a snapshot or backup of the database.

■   If upgrading online, and an HTTP proxy server is required for outbound HTTP access, configure the proxy server settings for the workspace-va appliance. See "Configure the Proxy Server Settings for the workspace-va Appliance," on page 8

■   If upgrading offline, configure the workspace-va appliance to use a local Web server to host the file. See Chapter 3, "Performing an Offline Upgrade to Workspace 2.1.1," on page 11.

This chapter includes the following topics:

■   "Check for the Availability of a VMware Workspace Portal Upgrade Online," on page 8

■   "Configure the Proxy Server Settings for the workspace-va Appliance," on page 8

Check for the Availability of a VMware Workspace Portal Upgrade Online

If your workspace-va appliance has Internet connectivity, you can check for the availability of VMware Workspace Portal upgrades online by running a single command.

Procedure

1   Go to the workspace-va appliance and log in as the root user.

2   Run the following `updatemgr.hzn` command to check for an online upgrade.

    /usr/local/horizon/update/updatemgr.hzn check

The command result is a message informing you that an upgrade is either available or not.

What to do next

If an upgrade is available, you can perform the upgrade online. See

Configure the Proxy Server Settings for the workspace-va Appliance

The workspace-va appliance accesses the VMware update servers through the Internet. If your network configuration provides Internet access using an HTTP proxy, you must adjust your proxy settings for the appliance.

Prerequisites

■   Verify that you know the root password. See *Installing and Configuring VMware Workspace Portal Guide* for information about creating passwords for the administrator accounts.

Procedure

1   Log in as root to the workspace-va appliance.

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.

Perform an Online Upgrade to Workspace 2.1.1

2

You can perform upgrades to Workspace 2.1.1 online.

Prerequisites

■ Confirm that a Workspace 2.1.1 online upgrade exists. See "Check for the Availability of a VMware Workspace Portal Upgrade Online," on page 8

■ Verify that the workspace-va appliance is powered on and functioning.

Procedure

1 Go to the workspace-va appliance and log in as the root user.

2 To upgrade Workspace to 2.1.1, run the following `updatemgr.hzn` command.

   `/usr/local/horizon/update/updatemgr.hzn updateinstaller`

3 After the preceding `updatemgr.hzn` command completes, run the following `updatemgr.hzn` command.

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

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

4 Run the `updatemgr.hzn` check command again to verify that a newer update does not exist.

   `/usr/local/horizon/update/updatemgr.hzn check`

5 Check the version of the workspace-va appliance.

   For example, run the following command.

   `vamicli version ——appliance`

   Verify that the command displays the following result,

   Version - 2.1.1...

6 Restart the workspace-va appliance.

   For example, from the command line run the following command.

   `reboot`

7 Repeat the preceding steps for each workspace-va appliance in your Workspace deployment.

The Workspace upgrade is complete.

Performing an Offline Upgrade to Workspace 2.1.1

3

If your workspace-va appliance 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:

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Prepare a Local Web Server

Before you start the upgrade to Workspace 2.1.1, you must set up the Web server by creating a directory structure that includes a subdirectory for the workspace-va appliance.

Prerequisites

Obtain the Workspace `workspace-portal-2.1.1.0000-BuildNumber-updaterepo.zip` file required to prepare a local Web server. Go to my.vmware.com and navigate to the appropriate product download.

Procedure

1   Create a directory on the Web server at http://*YourWebServer*/*VM*/.

2   Verify that your Web server includes mime types for `.sig` (text/plain) and `.sha256` (text/plain).

    Without these mime types your Web server fails to check for updates.

3   Unzip the file.

    The contents of the extracted ZIP file are served by http://*YourWebServer*/*VM*/.

    The extracted contents of the file contain the following subdirectories: `/manifest` and `/package-pool`.

4   Run the `updatelocal.hzn` command to check that the URL has valid update contents.

    `/usr/local/horizon/update/updatelocal.hzn checkurl http://YourWebServer/VM`

Configure Workspace 2.1.1 to Use the Local Web Server

You can configure the workspace-va appliance to point to the local Web server to perform an offline upgrade to Workspace 2.1.1.

Prerequisites

"Prepare a Local Web Server," on page 11.

Procedure

1 Run the `updatelocal.hzn` command on the workspace-va appliance to configure an upgrade repository that uses a local Web server.

   ```
   /usr/local/horizon/update/updatelocal.hzn seturl http://YourWebServer/VM/
   ```

2 (Optional) To undo the configuration and restore the ability to perform an online upgrade, run the `updatelocal.hzn` command.

   ```
   /usr/local/horizon/update/updatelocal.hzn setdefault
   ```

3 Perform the upgrade.

   a To upgrade Workspace to 2.1.1, run the following `updatemgr.hzn` command.

      ```
      /usr/local/horizon/update/updatemgr.hzn updateinstaller
      ```

   b After the preceding `updatemgr.hzn` command completes, run the following `updatemgr.hzn` command.

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

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

   c Run the `updatemgr.hzn` check command again to verify that a newer update does not exist.

      ```
      /usr/local/horizon/update/updatemgr.hzn check
      ```

   d Check the version of the workspace-va appliance.

      For example, run the following command.

      ```
      vamicli version --appliance
      ```

      Verify that the command displays the following result,

      Version - 2.1.1...

   e Restart the workspace-va appliance.

      For example, from the command line run the following command.

      ```
      reboot
      ```

4 Repeat the preceding steps, from the `seturl` command for each workspace-va appliance in your Workspace deployment.

The Workspace upgrade is complete.

Troubleshooting Installation Errors

4

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

Resolve errors that occur during your Workspace upgrade from version 2.1 to version 2.1.1 by reviewing the error logs.

Problem

After the upgrade finishes, Workspace 2.1.1 does not open and errors appear in the error logs.

Cause

The errors must be resolved to proceed with the installation.

Solution

1 Log in to the workspace-va appliance.

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 to successfully upgrade to Workspace 2.1.1. When you rerun the upgrade command, it resumes from the point where it stopped.

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

Rolling Back to Snapshots of Workspace

If Workspace does not start properly after an upgrade, you can 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 13.

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 support, log in to the Appliance Configurator pages and select **Log
    File Locations** to prepare a log bundle.

3   To copy the logs from the Appliance Configurator pages, see the Appliance Configurator Pages Log File
    Information table.

Table 4-1. Appliance Configurator Pages Log File Information

Component	Location of Log File	Description
Apache Tomcat Logs	`/opt/vmware/horizon/workspace/logs/catalina.log`	Apache Tomcat records messages that are not recorded in other log files.
Configurator Logs	`/opt/vmware/horizon/workspace/logs/configurator.log`	Requests that the Appliance Configurator receives from the REST client and the Web interface.
Connector Logs	`/opt/vmware/horizon/workspace/logs/connector.log`	A record of each request received from the Web interface. Each log entry also includes the request URL, timestamp, and exceptions. No sync actions are recorded.
Service Logs	`/opt/vmware/horizon/workspace/logs/horizon.log`	Workspace records activity that takes place on the workspace-va appliance, such as activity related to entitlements, users, and groups.

Index