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# Replace expired internal certificate in vRealize Operations Manager 6.3 and later (71018)

Last Updated: 10/24/2019 Categories: Troubleshooting

## Symptoms

- The internal certificate has expired.
- The internal certificate will expire soon.

## Cause

The internal certificate in vRealize Operations Manager is generated upon initial deployment. Currently, upgrades to later versions of vRealize Operations Manager do not upgrade the internal certificate.

## Impact / Risks

The following instructions are for vRealize Operations Manager 6.3 - 8.0. There is no recovery option for vRealize Operations Manager 6.2.x and earlier.

## Resolution

### Identify if Certificate Renewal is Required

**Note:** vRealize Operations Manager 8.0 will display a pop up in the UI, warning when certificate expiration will occur.

If the certificate is not yet expired, the certificate can be checked from a Web Browser. If the certificate is expired or the UI is not accessible, the certificate must be checked from the Master node.

#### Mozilla Firefox

- Open `https://Master_Node_IP_or_FQDN:6061`.

**Note:** Replace `Master_Node_IP_or_FQDN` with the actual IP or FQDN of the vRealize Operations Manager Master node.

- Click on **Advanced** and then on **View Certificate**.
- Check the certificate end date under **Period of Validity**.

#### Google Chrome

- Open `https://Master_Node_IP_or_FQDN:6061`.

**Note:** Replace `Master_Node_IP_or_FQDN` with the actual IP or FQDN of the vRealize Operations Manager Master node.

- Click on **Not secure** in address bar then click on **Certificate (Invalid)**.
- Check the certificate end date under **Valid From**.

#### Microsoft Edge

- Open `https://Master_Node_IP_or_FQDN:6061`.

**Note:** Replace `Master_Node_IP_or_FQDN` with the actual IP or FQDN of the vRealize Operations Manager Master node.

- Click on **Certificate error** in address bar then click on **View certificate**.
- Check the certificate end date under **Valid To**.

#### Command Line

- Log into the Master node as root via SSH or Console.
- Run the following command:

```
/bin/grep -E --color=always -Bl 'java.security.cert.CertPathValidatorException: validity check failed|java.security.cert.CertificateExpiredException' $LIVE_BASE/user/log/gemfire-locator.log | /usr/bin/tail -20
```

If step 2 returns nothing, certificate renewal is not yet required.  
If step 2 returned output containing `validity check failed`, certificate renewal is required immediately.

### Certificate Renewal

To renew the certificate, install the `vRealize_Operations_Manager_Enterprise_Certificate_Renewal-8.0.0.14921855.pak` file to generate a new internal certificate. Depending if the certificate has already expired or not, choose the following steps to install the PAK file.

### Internal Certificate Not Expired

If the vRealize Operations Manager internal certificate has not yet expired, install the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file while the vRealize Operations Manager cluster is in an **Offline** state.

**Note:** Ensure all of the following steps are completed on all nodes in the vRealize Operations Manager cluster unless noted otherwise.

1. Download the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file from here ([ftp://outbound:outbound@ftpsite.vmware.com/KB71018/vRealize\\_Operations\\_Manager\\_Enterprise\\_Certificate\\_Renewal-8.0.0.14921855.pak](ftp://outbound:outbound@ftpsite.vmware.com/KB71018/vRealize_Operations_Manager_Enterprise_Certificate_Renewal-8.0.0.14921855.pak)).
2. Log into the vRealize Operations Manager Admin UI as the local admin user.
3. Click **Take Offline** under **Cluster Status**.

**Note:** Wait for Cluster Status to show as Offline.

4. Click **Software Update** in the left panel.
5. Click **Install a Software Update** in the main panel.
6. Follow the steps in the wizard to locate and install your PAK file.
7. Install the certificate renewal PAK file.
8. Wait for the software update to complete. When it does, the Administrator interface logs you out.
9. Log into the vRealize Operations Manager Admin UI as the local admin user.
10. Clear the browser caches and if the browser page does not refresh automatically, refresh the page.
11. Click **Bring Online** under **Cluster Status**.

**Note:** The cluster status changes to Going Online. When the cluster status changes to Online, the upgrade is complete.

### Internal Certificate Expired

If the vRealize Operations Manager internal certificate has already expired, the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file will need to be installed manually. Complete the following steps on the vRealize Operations Manager cluster while the cluster is in an **Offline** state.

**Note:** Ensure all of the following steps are completed on all nodes in the vRealize Operations Manager cluster unless noted otherwise.

1. Download the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file from here ([ftp://outbound:outbound@ftpsite.vmware.com/KB71018/vRealize\\_Operations\\_Manager\\_Enterprise\\_Certificate\\_Renewal-8.0.0.14921855.pak](ftp://outbound:outbound@ftpsite.vmware.com/KB71018/vRealize_Operations_Manager_Enterprise_Certificate_Renewal-8.0.0.14921855.pak)).
2. Copy the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file to the /tmp/ directory on all nodes in the vRealize Operations Manager cluster.
3. Unzip the vRealize\_Operations\_Manager\_Enterprise\_Certificate\_Renewal-8.0.0.14921855.pak file on all nodes in the vRealize Operations Manager cluster:

```
gunzip /tmp/vRealize_Operations_Manager_Enterprise_Certificate_Renewal-8.0.0.14921855.pak /data/db/pakRepoLocal/vRealize_Operations_Manager_Enterprise_Certificate_Renewal-8.0.0.14921855/extracted
```

4. Start the update manually on all nodes in the vRealize Operations Manager cluster:

```
$VMWARE_PYTHON_BIN /data/db/pakRepoLocal/CERTUPGRADE/extracted/updateCoordinator.py EXPIRED
```

5. Verify a successful completion in the /var/vmware/\_cert\_generation\_completed file on the Master node.
6. Download the attached post\_upgrade.sh script and place it in the /tmp directory on the vRealize Operations Manager node.
7. Navigate to the /tmp directory.
8. Change the permissions of the post\_upgrade.sh script:

```
chmod 0770 post_upgrade.sh
```

8. Run the following command to run the script and to update file and directory permissions, restart the CaSA service:

```
./post_upgrade.sh
```

9. Log into the vRealize Operations Manager Admin UI as the local admin user.
10. Click **Take Offline** under **Cluster Status**.

**Note:** Wait for Cluster Status to show as **Offline**.

11. Click **Bring Online** under **Cluster Status**.

**Note:** Wait for the Cluster Status to show as **Online**.

## Related Information

### Endpoint Operations Limitations

1. After renewing the certificate, manual action will be required to re-connect the agents. The Endpoint Operations agents will stop collecting once the certificate expires.

To resolve this issue, follow the steps below.

### Windows Guests

1. Log into the Windows guest as an administrator.
2. Open a Command Prompt window.
3. Run the following command:

```
C:\ep-agent\bin\ep-agent.bat setup
```

**Note:** The default path of the ep-agent.bat file is C:\ep-agent\bin\ where C is the install drive.

4. Follow the prompts to reconnect the agent to receive and acquire a new certificate.

### Linux Guests

1. Log into the Linux guest as an administrator.
2. Open a command shell or terminal window.
3. Run the following command:

```
sh /opt/vmware/epops-agent/bin/ep-agent.sh setup
```

**Note:** The default path of the ep-agent.sh file is /opt/vmware/epops-agent/bin/.

4. Follow the prompts to reconnect the agent to receive and acquire a new certificate.

Request a Product Feature

To request a new product feature, please contact your VMware representative.

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YES NO

Additional Resources

- KB • Installing or upgrading VMware Tools 10.3.x in Windows can fail (55798)
KB • "VMware Workstation and Device/Credential Guard are not compatible" error in VMware Workstation on Windows 10 host (2146361)
Docs • Workspace ONE Launcher

Related Products:

VMware vRealize Operations Manager

Related Versions:

- VMware vRealize Operations Manager 8.x
VMware vRealize Operations Manager 7.5.x
VMware vRealize Operations Manager 7.0.x
VMware vRealize Operations Manager 6.7.x
VMware vRealize Operations Manager 6.6.x
VMware vRealize Operations Manager 6.5.x
VMware vRealize Operations Manager 6.4.x
VMware vRealize Operations Manager 6.3.x

Actions

- copy external link to clipboard
subscribe
print
Language: English

Attachments

- post\_upgrade

Info

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