

Getting Started with VMware Skyline Advisor

VMware Skyline



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Skyline Advisor Overview

VMware Skyline Advisor is a self-service web application, delivered by VMware, that allows customers to view their proactive findings and recommendations on-demand, within a web browser.

VMware Skyline Advisor is available to customers who have installed and configured the Skyline Collector. Customers use Skyline Advisor to view account details, proactive findings and recommendations generated by VMware Skyline, and download Operational Summary Reports (OSR) (Premier Services customers only).

The following information is available within Skyline Advisor.

- Account Details, including total number of vCenter Servers, ESXi hosts and virtual machines being analyzed for potential issues.
- All Skyline Collectors deployed.
- All proactive findings and recommendations generated by VMware Skyline.
- Download scheduled and custom Operational Summary Reports (OSR) (Premier Services customers only).
- Streamlined support log bundle upload capabilities with Skyline Log Assist.

VMware Skyline provides findings and recommendations for the following products:

- VMware vSphere
- VMware NSX for vSphere
- VMware vSAN
- Horizon 7
- vRealize Operations

Additional products and services will be added in the future.

Installing and Configuring the Skyline Collector is required as part of proactive support services offered by VMware. To get started with Skyline, use the [VMware Skyline Get-Started Wizard](#).

Log in to Skyline Advisor

Log in to Skyline Advisor to view your Account Details, Inventory, Proactive Findings, Operational Summary Reports (if applicable), and transfer logs using Log Assist.

VMware Skyline Advisor is a self-service web application, allows customers to view their proactive findings and recommendations on-demand, within a web browser.

Access to Skyline Advisor is granted within the VMware Cloud Services Organization, using the Identity and Access Management. If you need access to Skyline Advisor, please contact your Cloud Services Organization Owner.

Prerequisites

- Completed the VMware Skyline Get-Started wizard.
 - The VMware Skyline Get-Started wizard is available here: <https://skyline.vmware.com/get-started>.

Procedure

- 1 If using VMware Cloud Services, open a web-browser and browse to <https://skyline.vmware.com/advisor>.
 - a Enter your Cloud Services email address.
 - b Enter your Cloud Services password.
- 2 If you have not yet adopted VMware Cloud Services for Skyline, open a web-browser and browse to [My VMware](#).
 - a Enter your My VMware user name and password.
 - b In the My VMware homepage, select **Support** at the top of the page and then select **Skyline Advisor**.

Skyline Advisor opens a new window or tab within your web-browser.

Skyline Advisor Home

The Home page displays current logged-in user, company, account ID, support entitlement, an introduction video, and resources.

The Skyline Advisor Home page provides the following information:

- Current User
- Company Name

- Account ID
- Support Entitlement (Production Support or Premier Services)
- Introduction to Skyline Advisor video
- VMware Skyline Updates & Resources
 - VMware Skyline Advisor Release Notes
 - VMware Skyline Documentation
 - VMware Support Experience Blog
 - Follow VMware Support Experience on Twitter ([@VMwareSkyline](#))

Account Details

The Account Details page displays the customer account ID, total number of Skyline Collectors, and total number of objects being analyzed by Skyline for potential issues.

The Skyline Advisor Account Details page provides the following information:

- Customer Account ID
- Total number of Skyline Collectors
- Total number of objects, including vCenter Servers, ESXi hosts, and virtual machines that are being analyzed for potential issues.

The **Collectors** section provides details about each Skyline Collector deployed. Details include:

- Friendly name
- Unique identifier
- Version
- Status
- Last Activity

This information is displayed within Skyline Advisor to eliminate the need to log in to the Skyline Collector to view this information.

Click the **right-arrow** next to each Skyline Collector to display the product endpoints added to each Skyline Collector. Product endpoints include vCenter Server, NSX Manager, Horizon Connection Server and vRealize Operations Manager.

Click the **right-arrow** next to each product endpoint to display inventory details for the chosen product endpoint.

Deregister Skyline Collector

Remove a Skyline Collector from your account that is no-longer present within your environment.

If you previously deployed a Skyline Collector and it was deleted from your environment without deregistering it first, you can remove the Skyline Collector from your account using the Skyline Collector service in Cloud Services.

Procedure

- 1 Log in to [VMware Cloud Services](#).
- 2 Enter your VMware Cloud Services **email address** and **password**.
- 3 Click **Console** to enter the Cloud Console.
- 4 Click the **Skyline Collector** service.
- 5 Click **Step 5 - Manage existing Collectors**.
- 6 Locate the Skyline Collector that you want to deregister and click the vertical buttons and select **Deregister**.

The Skyline Collector you have chosen to Deregister will no-longer appear on the Account Details page within Skyline Advisor.

Inventory View

The Inventory page allows you to view inventory details for Hosts and Clusters, Networking, Storage, NSX for vSphere, vRealize Operations and Horizon.

The Skyline Advisor Inventory page provides a detailed and consolidated view of the following:

- Hosts and Clusters Inventory
- Networking Inventory
- Storage Inventory
- NSX for vSphere Inventory
- vRealize Operations
- Horizon

Click the **Inventory** tab to view Inventory details for vSphere, vSAN, NSX for vSphere, vRealize Operations and Horizon. Click the **right-arrow** next to each Inventory object to view managed object inventory details. For example, clicking the right-arrow next to a vCenter Server in the Hosts and Cluster Inventory will display all Datacenters managed by that vCenter Server. Expanding the Datacenter will display all Clusters within that Datacenter. Finally, expanding Clusters displays all ESXi hosts within that Cluster.

Hosts and Clusters Inventory

View ESXi hypervisor inventory details including name, version, and the build number.

Hosts and Cluster Inventory allows you to view the ESXi hypervisor version, and the build number. If a vCenter Server is part of a VMware Validated Design (VVD) deployment, the VVD Solution Tag is displayed. If an ESXi host is a VxRAIL deployment, the VxRail Solution Tag is displayed. Also, you can filter based on Solution Tag or Add-Ons.

Solution Tags

- VVD
- VxRail

Add-Ons

- vSAN Enabled
- NSX Enabled

Note Hosts and Clusters inventory details for vCenter Servers that have not been added to a Skyline Collector that is registered with your Cloud Services Organization will not appear within Inventory View.

Networking Inventory

View networking inventory details including object name, unique identifier, and object type, such as portgroup, standard switch, or distributed switch.

Networking Inventory allows you to view the name of the network object, the unique ID, and the object type. The type might include Distributed Virtual Portgroup or VMware Distributed Virtual Switch.

You can also filter based on an object type. Select the check box next to the object type that you want to filter by, then click **Apply**.

Note Network inventory details for vCenter Servers that have not been added to a Skyline Collector that is registered with your Cloud Services Organization does not appear within Inventory View.

Storage Inventory

View storage inventory details for a vCenter Server including object name, filesystem type, and object type.

Storage Inventory allows you to view the name of the storage object, the filesystem type, and the object type. The filesystem type includes VMFS, NFS, vSAN or VVOL. The object type includes Datastore, etc.

Note Storage inventory details for vCenter Servers that have not been added to a Skyline Collector that is registered with your Cloud Services Organization will not appear within Inventory View.

NSX for vSphere Inventory

View NSX for vSphere inventory details for the various NSX for vSphere components including object name, version, and build.

NSXv Inventory allows you to view the name, version and build of NSX for vSphere components deployed within your environment. The components could include NSX Manager, NSX Controllers, NSX Edge Services Gateway (ESG) and NSX Logical Routers and NSX Load Balancers.

Note NSX Managers that have not been added to a Skyline Collector that is registered with your Cloud Services Organization will not appear within Inventory View. Any objects associated with that NSX Manager will also not appear within Inventory View.

vRealize Operations Inventory

View vRealize Operations inventory details including vRealize Operations Manager appliance name, version and build.

vROps Inventory allows you to view the name, version and build of the vRealize Operations Manager appliances deployed within your environment.

Note vRealize Operations Manager appliances that have not been added to a Skyline Collector that is registered with your Cloud Services Organization will not appear within Inventory View.

Horizon Inventory

View Horizon inventory details including Connection Server name, version, build, and POD.

Horizon Inventory allows you to view the name, version, and build of Horizon Connection Servers . Also, if the Horizon Connection Server is part of a POD deployment, the name of the associated POD is displayed.

Note Horizon Connection Servers that have not been added to a Skyline Collector that is registered with your Cloud Services Organization does not appear within Inventory View.

Findings and Recommendations

Findings and Recommendations display the potential risk within your deployed VMware products and solutions. Use the findings page to view recommendations to remediate these potential issues, ensuring the stability and reliability of your VMware products and solutions remains high.

The findings and recommendations generated by VMware Skyline are displayed within the Findings page of Skyline Advisor. The number of proactive findings, by both Severity and Category, are provided at the top of the Findings page.

Severity

- Critical (52)
- Moderate (26)
- Trivial (23)



SELECT ALL

Finding ID
vSphere-ClusterWideStorageRescan-KB#1039088
Cluster wide storage rescan from vCenter Server causes ESXi/ESX hosts and virtual machines to become unre...
CRITICAL

Affected Objects
1

Category
Storage

Risk if Action not taken
This issue is resolved in VMware ESXi 5.5 Patch 1 (build number 1474528).

Recommendations
This issue is resolved in VMware ESXi 5.5 Patch 1 (build number 1474528).

Finding ID
vSphere-ClusterWideStorageRescan-KB#1039088
Cluster wide storage rescan from vCenter Server causes ESXi/ESX hosts and virtual machines to become unre...
CRITICAL

Affected Objects
206

Risk if Action not taken
This issue is resolved in VMware ESXi 5.5 Patch 1 (build number 1474528).

Recommendations
This issue is resolved in VMware ESXi 5.5 Patch 1 (build number 1474528).



You can search for a particular finding or finding description within the **Search by Finding ID or Description and hit enter** text box at the top of the page. For example, typing PSOD returns all proactive findings with PSOD within the finding ID or finding description. Click the **X** to clear your search criteria and view all proactive findings.

Use the Filters available on the left side of the Findings page to search for specific proactive findings. You can filter on the following criteria:

- Object
 - vCenter Servers
 - ESXi host
 - NSX for vSphere object
- Severity
 - Critical
 - Moderate
 - Trivial
- Finding Type (available to Premier Services customers only)
 - Configuration
 - Patch / Upgrades
 - Troubleshooting
- Category
 - Network
 - Storage
 - Security
 - Compute
 - End User Compute
 - Operations Management

Click **Apply** to search based upon the filter criteria you have specified. Click **Clear All** to clear any filter criteria that you have specified.

The default view for each proactive finding is card view. You can switch to list view by clicking the list view

button  , located next to **Total Findings**. Return to card view by clicking the card view button  , located next to the list view button.



You can export finding details to CSV using the Export button. Select all findings



by clicking the check box next to the Export button. Notice that all findings are automatically selected after checking this box.

To view unique finding details in CSV format, select the check box on each finding, or findings, that you



want to export, then click the Export button.

Clicking on a finding card opens the details view for the selected finding.

Finding Details View

A finding includes a unique Finding ID, date found, severity, description, recommendation and list of affected objects.

For each finding, the following details are provided:

Item	Description
Finding ID	Unique ID that can be used in discussions with VMware Global Support Services (GSS).
Date Found	The date that the proactive finding was discovered within the customer's environment.
Severity	Critical, Moderate or Trivial
Description	A brief description of the potential issue discovered within the customer's environment.
Risk	The risk to your VMware product or solution if the recommended action is not completed.
Recommendations	A recommendation for how to resolve the potential issue, including hyperlinks to VMware Knowledge Base (KB) articles, Security Advisories, or other official VMware documentation.
Affected Objects	A list of all objects (vCenter Server, ESXi host, virtual machine) that could be impacted by the potential issue.

You can search for a specific Affected Object using the **Search** box located above the list of **Affected Objects**.

Click the **Export** button to view all affected objects in CSV format. This CSV file can be used within scripts or orchestration tools for remediation of the affected objects.


Click the back arrow next to **Finding ID** to return to the **Findings** page.


Mute Findings

Mute a finding to move it from the primary Findings view to the Muted Findings view. Mute a finding if you want to delay remediation of the finding, or if it does not apply to your environment.

Muted findings are no-longer displayed within the **Findings** tab, within Findings and Recommendations. Muted Findings will now appear within the Muted Findings tab. This allows you to focus on those findings that need remediation.

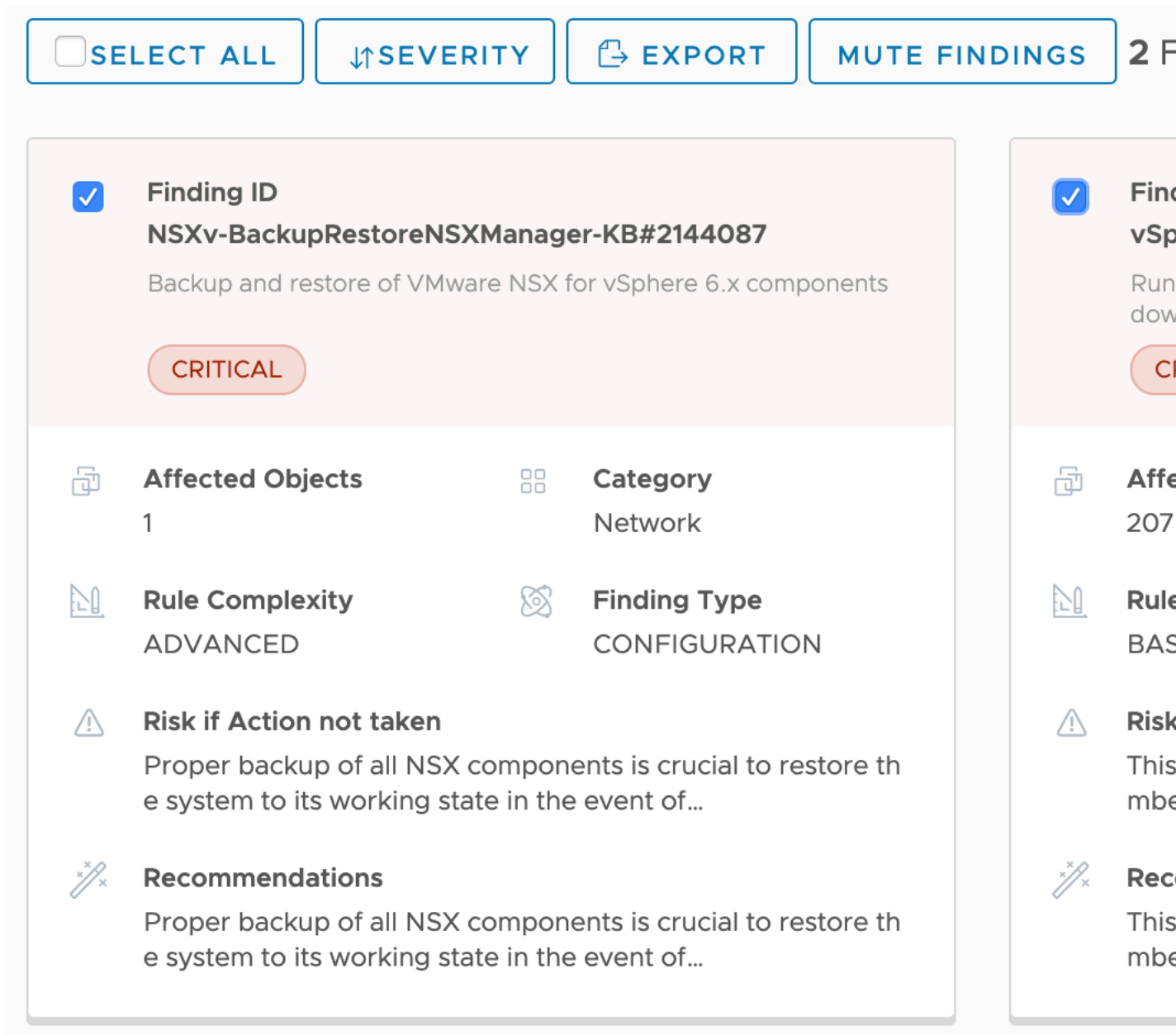
Procedure

1 Select the checkbox  for the finding that you want to Mute. You can Mute multiple findings at once by selecting the check box for all findings you want to Mute.

2 Click the **Mute Findings**  button.

The selected finding is Muted. It will now appear within the Muted Findings view.

Example: Mute Proactive Findings



The screenshot shows the VMware Skyline Advisor interface. At the top, there are four buttons: 'SELECT ALL' (with a checkbox icon), 'SEVERITY' (with a double-headed arrow icon), 'EXPORT' (with a document icon), and 'MUTE FINDINGS' (with a document icon). The 'MUTE FINDINGS' button is highlighted with a blue border. Below the buttons, a finding card is displayed. The card has a blue checkmark in a square at the top left. The finding ID is 'NSXv-BackupRestoreNSXManager-KB#2144087'. The description is 'Backup and restore of VMware NSX for vSphere 6.x components'. Below the description is a red pill-shaped badge with the word 'CRITICAL'. The card is divided into two columns of details. The left column contains: 'Affected Objects' (1), 'Rule Complexity' (ADVANCED), 'Risk if Action not taken' (Proper backup of all NSX components is crucial to restore the system to its working state in the event of...), and 'Recommendations' (Proper backup of all NSX components is crucial to restore the system to its working state in the event of...). The right column contains: 'Category' (Network), 'Finding Type' (CONFIGURATION), and 'Risk' (This mbe). The card is partially obscured by another card on the right.

Unmute Finding

Unmute a finding that was previously muted.

Unmuting a finding returns the finding to the Findings view.

Prerequisites

Previously Muted a Finding within Findings and Recommendations.

Procedure

Muted Findings

- 1 Click the **Muted Findings** tab.
- 2 Select the **checkbox** for the Finding you want to UnMute.

UNMUTE FINDINGS

- 3 Click **UnMute Findings** button.

The finding will now be displayed in the **Findings** tab.



Mute Inventory Objects

Mute an inventory object to remove it from being listed within the affected objects list of a finding.

Muted inventory objects no longer appear within the **Affected Objects** list of any Finding where the object could be impacted by the potential issue. This is useful when it is known that particular inventory objects have known issues, or remediation is not performed due to the purpose of the object, such as a test or development environment.

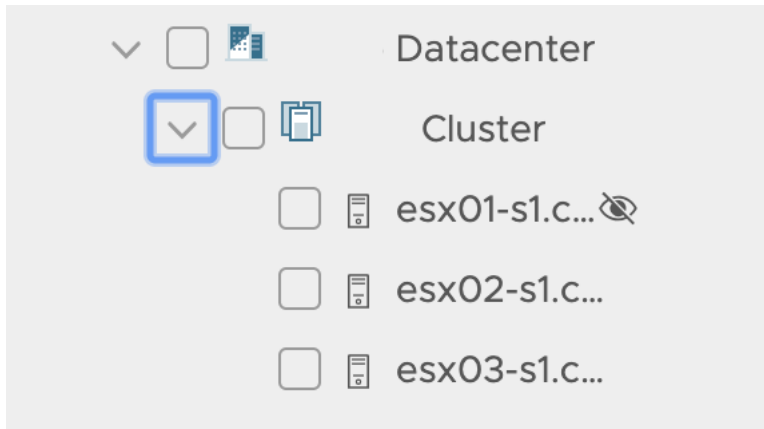
Note Muting an inventory object is limited to ESXi hosts.

Procedure

- 1 Click the **Findings and Recommendations** tab.
- 2 Expand **Objects** within the Filter View. Locate the ESXi host that you want to Mute.
- 3 **Hover** your mouse-pointer over the object that you want to Mute. An eye icon  appears.
- 4 Click the **eye icon**  to Mute the object.

The muted object no-longer appears within the affected objects list within a finding.

Example: Mute Object



UnMute Inventory Objects



UnMuting an inventory object allows a previously muted object to be displayed within the affected objects list of a finding.

The unmuted inventory object appears within the **Affected Objects** list of a finding. This is useful when you want to view the potential issues associated with an object that was previously muted. A muted object does not appear within the affected object list of a finding.

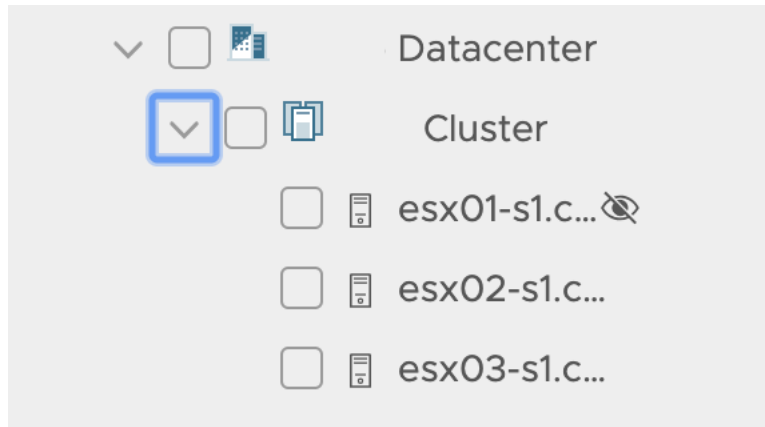
Prerequisites

Previously muted an inventory object.

Procedure

- 1 Click the **Findings** tab.
- 2 Expand **Objects** within the Filter View. Locate the ESXi host that you want to Mute.
- 3 **Hover** your mouse-pointer over the object that you want to UnMute. An eye icon  appears.
- 4 Click the **eye icon**  to UnMute the particular object.

The unmuted object now appears within the affected objects of a finding.

Example: UnMute Object

OSR Library

The OSR Library page contains all Operational Summary Reports (OSRs) available for download by the customer.

The Operational Summary Report (OSR) Library page allows you to download both standard and custom OSRs directly from Skyline Advisor. With the release of Skyline Advisor, OSRs contain advanced findings and recommendations. Basic findings and recommendations are available within Skyline Advisor.

Note The ability to view the **OSR Library** page, and download Operational Summary Reports, is available only to Premier Services customers. If you have not purchased Premier Services, the OSR Library page will not be visible to you within Skyline Advisor.

Premier Services includes Business Critical Support (BCS), Mission Critical Support (MCS), Healthcare Critical Support (HCS), and Carrier Grade Support (CGS).

Note Your Premier Services Support Account Manager (SAM) or BCS Technical Support Engineer (TSE) can create a custom OSR that contains both basic and advanced findings. For example, you can request your SAM/BCS TSE to create an OSR that contains all Critical findings in the Security category, for a particular vCenter Server. This custom OSR will contain all findings, both basic and advanced, that meet this filter criteria.

To download an Operational Summary Report (OSR), click the **DOCX** or **ZIP** icon. Downloading the OSR in DOCX format will deliver the OSR in Microsoft Word format. Downloading the OSR in ZIP format will deliver a compressed file containing the following:

- Operational Summary Report in DOCX format.
- All individual findings in CSV format.

The type of OSR, standard or custom, and the date created is displayed next to each OSR.

Use the Filter option to search for specific Operational Summary Reports. You can filter by the following options.

- The date the Operational Summary Report was created.
- The report type (Standard or Custom).

Enter your filter criteria, then click **Apply**. To clear your filter, click **Clear All**.

Log Assist

Use Skyline Log Assist to streamline the transferring of a support log bundle to VMware Global Support Services (GSS) for the purposes of troubleshooting an open Support Request (SR).

Skyline Log Assist streamlines the process of manually gathering and uploading a support log bundle that is used by VMware Technical Support Engineers (TSEs) use to help solve customer technical issues. Additionally, VMware TSEs can request the a support log bundle that is needed to assist with troubleshooting. The customer approves the request in Skyline Advisor and the requested log bundle is automatically uploaded to VMware Global Support Services (GSS).

Log Assist Product Permissions

Apply the correct privileges required for Skyline Log Assist to collect support log bundles from supported product endpoints.

To collect a support log bundle from the supported products listed as follows, specific user account permissions are required. Follow the directions for creating a user account for each product endpoint to be added to the Skyline Collector to ensure a support log bundle can be collected without error.

Note Skyline Log Assist currently supports the collection of support log bundles from the following products.

- vCenter Server
- ESXi Hypervisor
- vSAN
- NSX for vSphere

Currently, Skyline Log Assist does not support the collection of support log bundles from the following products.

- Horizon 7
 - vRealize Operations Manager
-

vCenter Server User Account Permissions

A user account with the following vCenter Server permissions is required to collect support log bundles from vCenter Server.

- vCenter Server Read-Only role

- Global.Diagnostics
- Global.Health
- Global.Licenses
- Global.Settings

This user account is also used to collect support log bundles for vSAN. A separate user account is not required to collect support log bundles for vSAN.

For detailed instructions for how to create a user account with the required permissions, see [Knowledge Base Article 59661](#).

NSX Manager User Account Permissions

While VMware continues to recommend that an account with the NSX Manager built-in Auditor role is used, the Auditor role does not have privileges to collect NSX Edge support log bundles using Skyline Log Assist.

If you want to enable the collection of NSX Edge support log bundles with Skyline Log Assist, you must use an account with the following permissions:

- NSX Manager built-in Administrator role

For detailed instructions for how to create a user account with the required permissions, see [Knowledge Base Article 59661](#).

Validate Log Assist Product Permissions

Check that the user account used to add product endpoints to the Skyline Collector has the necessary privileges to execute a log transfer request.

Skyline validates whether the user accounts used to add product endpoints, such as vCenter Server and NSX Manager, added to the Skyline Collector have the necessary privileges to initiate a log transfer within Log Assist.

Prerequisites

- Added the product endpoint that you want to retrieve logs from (vCenter Server, ESXi host, NSX Manager).
- Have applied the correct permissions to the user account for the product endpoint. For details regarding the required user account permissions, see the [Log Assist Product Permissions](#).

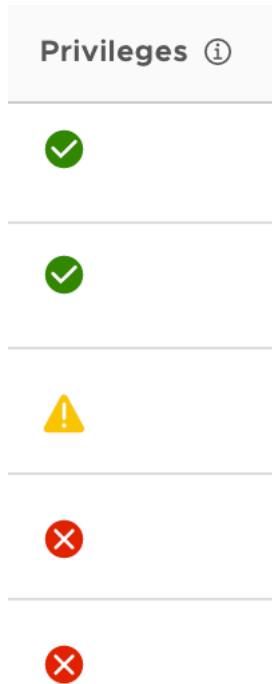
Procedure

- 1 Review the Privileges column within the **Initiate Log Transfer** view.
 - Green Checkmark - User account has the necessary privileges for the product endpoint.
 - Yellow Exclamation Mark - It cannot be determined if the user account has the necessary privileges for the product endpoint.
 - Red X - The user account does not have the necessary privileges for the product endpoint.

- 2 If you see a yellow exclamation mark, or a red X, click **Re-Validate** to verify the privileges for the user account. This process can take 5–10 minutes to complete.

The **Privileges** column will update after revalidation has completed.

Example: Privileges Column



What to do next

If you continue to receive a yellow exclamation mark, or red X, ensure that you have applied the necessary privileges to the user account used to add the product endpoints to the Skyline Collector. For detailed instructions for how to create a user account with the required permissions, see [Knowledge Base Article 59661](#).

Initiate a Log Transfer

Initiate a support log bundle transfer from an object, or objects, to VMware, for the purposes of troubleshooting an open Support Request (SR).

Initiate a support log bundle transfer from an object, or objects, to VMware, for the purposes of troubleshooting an open Support Request (SR).

Prerequisites

- Added the product endpoint that you want to retrieve logs from (vCenter Server, ESXi host, NSX Manager, Horizon Connection Server, vRealize Operations Manager).
- Have applied the correct permissions to the user account for the product endpoint. For details regarding the required user account permissions, see the [Log Assist Product Permissions](https://docs.vmware.com/en/VMware-Skyline/index.html)<https://docs.vmware.com/en/VMware-Skyline/index.html>.

Procedure

- 1 Within Skyline Advisor, click **Log Assist**.
- 2 Click **Initiate Log Transfer**.
- 3 Select the object within the **Inventory** to initiate a log transfer from, then click **Next**. Also, you can search for the object using the **Search for Object name and Hit Enter** text box.
- 4 To attach the support log bundle to, click the radio button next to the open **Support Request**.
- 5 Click **Initiate Log Transfer**.

Select **Log Library** to review all previous log transfers. You can review the status, who initiated and actioned the log request, the date the log transfer was initiated, and the associated Support Request.

Log Transfer Requests

The Log Transfer Requests page displays log transfer requests initiated by a VMware Global Support Services (GSS) Technical Support Engineer (TSE).

The Skyline Assist **Log Transfer Requests** displays any log transfer requests initiated by a VMware Global Support Services (GSS) Technical Support Engineer (TSE). A log transfer request will always be associated with an open Support Request, and the name of the VMware Technical Support Engineer (TSE) who requested the log transfer will be displayed.

To approve the log transfer request, click **Approve**. Once approved, the Skyline Collector begins the process of generating the support log bundle, retrieving it, and transferring it to VMware.

To deny the log transfer requests, click **Deny**. If denied, a log bundle is not created, nor transferred to VMware.

Log Assist Auto Approve

Skyline Log Assist Auto Approve allows you to bypass approving log transfer requests made by a VMware Global Support Services (GSS) Technical Support Engineer (TSE).

Skyline Log Assist **Auto Approve** allows you to bypass approving log transfer requests made by a VMware Global Support Services (GSS) Technical Support Engineer (TSE). All log transfer requests are recorded within the Skyline Log Assist **Log Library** page. Therefore, you still have complete visibility into any log requests made by a VMware Global Support Services (GSS) Technical Support Engineer (TSE).

Prerequisites

- The object that you want to retrieve logs from (vCenter Server, ESXi host, NSX Manager) has been added to the Skyline Collector.
- Applied the required permissions to the user account used to add the object to the Skyline Collector. For details regarding the required user account permissions, see the [Skyline Collector User Guide](#).

Procedure

- 1 Click on the **Log Assist** tab.

- 2 To enable Auto Approve, toggle the **Auto Approve Log Requests** button to the right. The toggle

button turns green  when enabled.

- 3 To disable Auto Approve, toggle the Auto Approve Log Requests button to the left. The toggle button

turns  when disabled.

Log Library

View the name of the log bundle, the date and time the log transfer was initiated, the Support Request (SR) number, the name of the person who initiated the log transfer, the date and time of the last status update and the status of the log transfer.

The Skyline Log Assist Log Library contains the following details:

- Name of log bundle.
- The date and time that the log transfer was initiated.
- The Support Request Number associated with the log bundle.
- The name of the individual who initiated the log transfer (customer or VMware GSS TSE).
- The date and time of the last status update for the log transfer.
- The Status of the log transfer (Succeeded, Failed, Expired).

Search for specific logs using the Filter option. You can filter for logs based upon the following criteria:

- Inventory object
- Status (Requested, Rejected, In Progress, Expired, Completed, Failed)

Manage Skyline Advisor Users

Add, or remove, user access to Skyline Advisor.

The following documentation is available for Managing Users and Permissions within VMware Cloud Services.

- [Managing Users and Permissions](#)
- [Adding Users to Your Organization](#)
- [Manage Users](#)

Procedure

- 1 Follow the directions for [Adding User to Your Organization](#).
- 2 For users who need access to Skyline Advisor, assign the **Skyline Advisor** service role with either `admin role` or `admin user`. Both roles apply the same privileges within Cloud Services.
- 3 For user who need access to manage Skyline Collectors, assign the **Skyline Collector** service role with the `user role`.

Help and Support

View the available help and support options, including the Skyline Community, documentation or social media.

Premier Services customers must always direct their VMware support-related questions to their Support Account Manager (SAM) or Support Account Engineer (SAE).

Production Support customers must use the [Skyline Community](#) for help and support. A team of VMware Technical Support Engineers (TSEs) is moderating this community and answering questions related to VMware Skyline.

Additional Resources

Resource	Link
VMware Skyline homepage	https://www.vmware.com/support/services/skyline.html
VMware Skyline Documentation	https://docs.vmware.com/en/VMware-Skyline/index.html
VMware Support Experience Blog	https://blogs.vmware.com/kb/support-experience
VMware Support Experience on Twitter	https://twitter.com/vmwareskyline

Skyline Advisor Login Issues

Resolutions for issues logging in to Skyline Advisor

Problem

You receive the following error message: "There was an issue with validating your login credentials against our backend database."

Cause

This problem could be caused by multiple situations. Follow the steps to attempt to determine which situation you are in and follow the recommendation for resolving the issue.

Solution

- 1 Customer logged into the <https://skyline.vmware.com/advisor/> with **Login with Cloud Services**. You will receive the error message if you have not yet created a Cloud Services Organization. Create a Cloud Services Organization and migrate your Skyline Collectors to the Cloud Services Organization. Use the [Skyline Get-Started](#) wizard to walk you through the creation of the Cloud Services Organization and migration of existing Skyline Collectors.

- 2 Customer logged into the <https://skyline.vmware.com/advisor/> with **Login with Cloud Services**. You will receive this error message if you have not been granted access to the Skyline Advisor role within a Cloud Services Organization. Request that your Cloud Services Organization Owner to grant you access to the Cloud Services Organization, with the Skyline Advisor role.
- 3 Customer logged into the <https://skyline.vmware.com/advisor/> with **Login with Cloud Services**. You will receive this error message if you have not registered or migrated a Skyline Collector to the Cloud Services Organization. Either deploy a new Skyline Collector and register it with your Cloud Services Organization using the [Skyline Get-Started](#) wizard. Or, migrate existing Skyline Collectors to the Cloud Services Organization using the [Skyline Get-Started](#) wizard.
- 4 Customer logged into the <https://skyline.vmware.com/advisor/> with **Login with Cloud Services**. You will receive this error message if you have not set your default Cloud Services Organization to the Organization that has the Skyline Advisor service enabled. Within Cloud Services Console, set your default Cloud Services Organization to the Organization with the Skyline Advisor service enabled.

Solution

Based upon the steps provided above that could produce the "...login credentials against our backend database" error, determine which step is causing your issue and resolve using the guidance provided. If you need additional help, please follow these steps:

- If you are Premier Services customer (BCS, MCS, HCS, CGS), please contact your Support Account Manager or BCS Technical Support Engineer (TSE) for help.
- If you are a Product Support customer, please ask for help within the [Skyline Community](#). This Community is moderated by a team of Technical Support Engineers who actively answer customer questions.