

# VMware® Skyline™ Collector 1.1 User's Guide

VMware® Skyline™ Collector 1.1

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition.

You can find the most up-to-date technical documentation on the VMware Web site at:

<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:

[docfeedback@vmware.com](mailto:docfeedback@vmware.com)

Copyright © 2018 VMware, Inc. All rights reserved. [Copyright and trademark information.](#)

VMware, Inc.  
3401 Hillview Ave. Palo Alto, CA 94304  
[www.vmware.com](http://www.vmware.com)

## Table of Contents

VMware Skyline Collector User's Guide .....	9
Logging on to the Skyline Collector Admin Interface.....	10
Accessing the Dashboard.....	11
Collector ID.....	11
Collector Overview .....	11
Endpoint Overview .....	11
Accessing the Status and Settings Page.....	12
Add a vCenter Endpoint.....	12
Add an NSX Endpoint .....	13
Manage Active Directory .....	14
Setting or Modifying a Proxy Server .....	15
Change the admin Password .....	16
Controlling Endpoints .....	17
Starting and Stopping the Collector.....	17
Rebooting the Collector.....	18
De-registering the Collector .....	18
Participating in the Customer Experience Improvement Program .....	20
Categories of Information that VMware receives .....	20

# VMware Skyline Collector User's Guide

---

*VMware Skyline Collector User's Guide* provides instructions for working with VMware<sup>®</sup> Skyline<sup>™</sup> Collector. The document contains information about registering for VMware Skyline services, configuring data collection, and a section about the privacy and security of the information VMware receives.

## Intended Audience

This information is intended for anyone who wants to work with VMware Skyline Collector and use it. It is written for VMware<sup>®</sup> vSphere<sup>®</sup> administrators.

## VMware Technical Publications Glossary

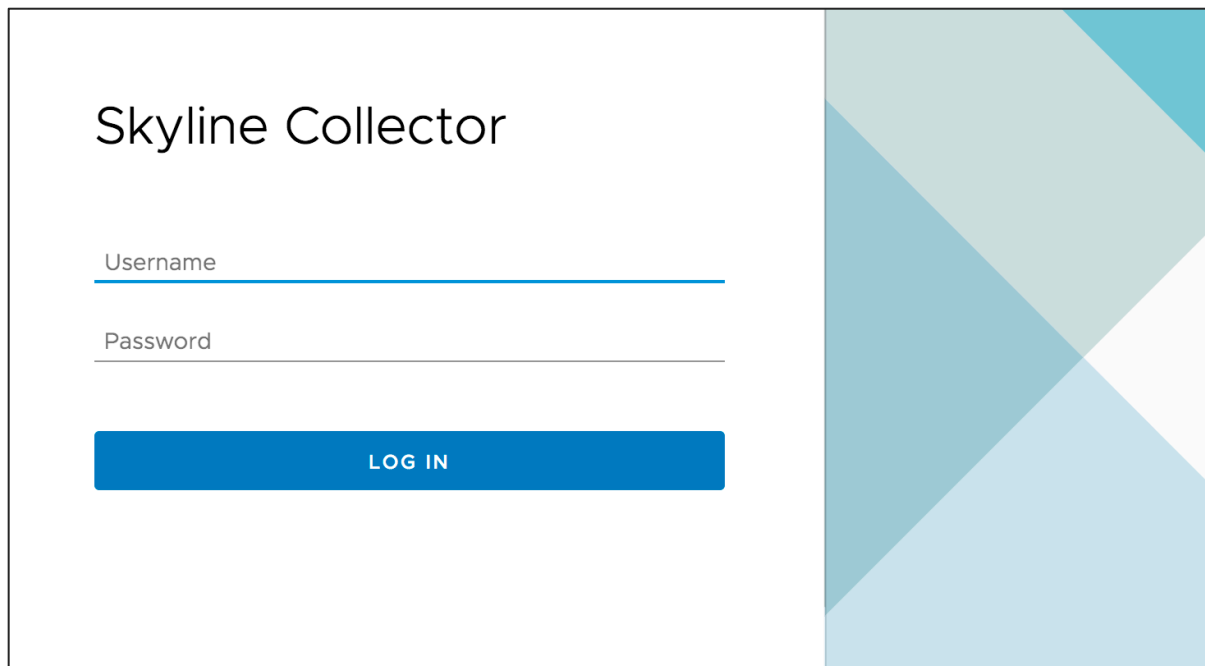
VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <https://www.vmware.com/support/pubs/>

# Logging on to the Skyline Collector Admin Interface

---

To access the Skyline Collector Dashboard, log into the Admin interface using the fully-qualified domain name or IP address you have assigned to your collector. Enter the username “admin” and the password you created during registration of the virtual appliance.

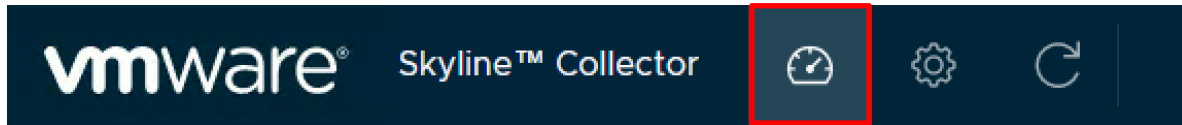
***[https://<Skyline\\_Collector\\_Appliance\\_IP\\_Address>](https://<Skyline_Collector_Appliance_IP_Address>)***

The image shows the login page for the Skyline Collector Admin Interface. On the left, there is a white rectangular box containing the login form. The title "Skyline Collector" is at the top of this box. Below it are two input fields: "Username" and "Password", each with a blue underline. At the bottom of the box is a blue button with the text "LOG IN" in white. To the right of the white box is a decorative vertical bar with a geometric pattern of overlapping triangles in shades of blue and teal.

# Accessing the Dashboard

---

All status information about the Skyline Collector can be seen by clicking on the **Dashboard** icon at the top of the Skyline Collector admin interface.



The following information can be seen from the collector dashboard:

## ***Collector ID***

The Skyline Collector ID is a unique identifier for this specific Skyline Collector instance. It is used to identify the information sent back to VMware.

## ***Collector Overview***

The overview will display the overall status of the collector, which will typically be in a 'Collector running' state. Starting and stopping the collector can be performed in the Status and Settings page.

The overview will also show the user that the collector is registered under and any valid Skyline entitlement accounts that are tied to this collector. The entitlement accounts help link the Skyline data to support requests. Entitlement accounts are managed through <https://my.vmware.com>.

## ***Endpoint Overview***

For each vCenter product that the Skyline Collector is connected to, there will be two endpoints configured within Skyline.

- **VC\_CHANGES**  
The VC\_CHANGES endpoint type collects vCenter topology and configuration information.
- **VC\_EVENTS**  
The VC\_EVENTS endpoint type collects vCenter event information.

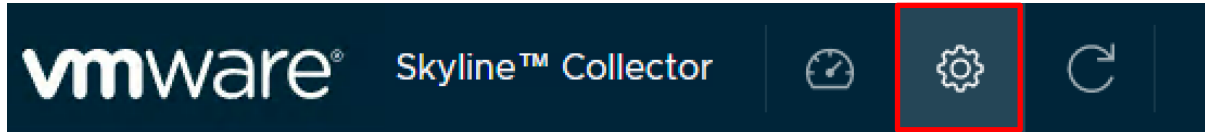
For each NSX product that the Skyline Collector is connected to, there will be two endpoints configured within Skyline.

- **NSX**  
The NSX endpoint type collects NSX product and configuration information.
- **NSX\_TELEMETRY**  
The NSX\_TELEMETRY endpoint type collects NSX operational metrics information, such as CPU, memory and disk usage.

Each endpoint will display the name of the product instance that it is connected to, the account currently used to read the data and the last time data was collected by that endpoint collection instance. Endpoints that are started and actively collecting data will be shown in green, while endpoints that are stopped or have issues will be shown in red.

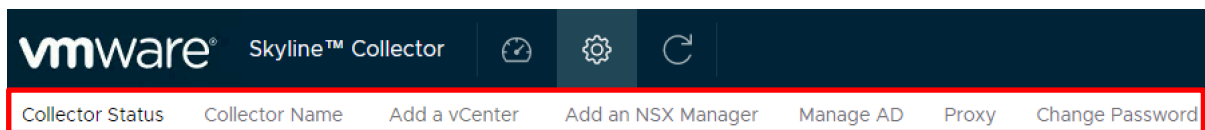
# Accessing the Status and Settings Page

All administrative actions can be performed by clicking on the Settings icon at the top of the Skyline Collector admin interface. Clicking this icon will take you to the Collector Status & Settings page.



The Collector Status & Settings page displays more in depth information about the collector status and all endpoints. It also provides administrative actions and recent log information to assist in troubleshooting with VMware support.

All of the following settings can be accessed from the Settings page within the Skyline Collector Admin Interface.



## Add a vCenter Endpoint

Adding a new vCenter endpoint by clicking **Add a vCenter** at the top of the Status & Settings page. Follow the prompts shown to add your vCenter information, similar to the process described in the Installing and Configuring Skyline Collector 1.1 Guide.

### Configure vCenter

vCenter Host Address \*

x.y.z.a

vCenter read-only account \*

Username

Password \*

Password

Use external PSC/SSO Service provider

No ☐

Collect from all Datacenters

Yes ☒

ADD

Product instances configured for data collection will participate under the Customer Experience Improvement Program (CEIP). For information please visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>

## Add an NSX Endpoint

---

Adding a new NSX endpoint by clicking **Add an NSX Manager** at the top of the Status & Settings page. Follow the prompts shown to add your NSX information, similar to the process described in the Installing and Configuring Skyline Collector 1.1 Guide.

### NSX Manager

NSX Address/IP	<input type="text" value="x.y.z.a"/>
Username	<input type="text" value="Username"/>
Password	<input type="password" value="Password"/>

### NSX Controllers

NSX Controllers will be automatically discovered, but we need credentials for them.

Controller Username	<input type="text" value="Controller Username"/>
Controller Password	<input type="password" value="Controller Password"/>

**ADD**

Product instances configured for data collection will participate under the Customer Experience Improvement Program (CEIP). For information please visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>



# Manage Active Directory

Active Directory (AD) can be enabled to allow access for specific AD Users and Groups to the Skyline Collector Admin Interface. This allows for more granular access controller to the Skyline Collector Admin Interface and restricts the number of individuals that would need to know the *admin* account details.

Follow these steps to configure Active Directory authentication:

1. Toggle the Do you want to enable Active Directory to **Yes**.
2. Enter the **Domain Controller** fully-qualified domain name or IP address.
3. Enter the **Port**.
4. Enter the **Domain Name**.
5. Enter a AD User Group or AD User by typing in the space provided. When finished typing, click **Add Group** or **Add User**.
  - a. You do not need to provide domain details when adding a User or Group. For example, if you wanted to add the user Support Admin (DOMAIN\supportadmin), you would simply enter *supportadmin* on the line provided within the Allowed AD Users box. Select **Add User** to confirm the addition of the user *supportadmin*.
  - b. AD Groups added in Skyline Collector are not recursive. Any AD Groups that reside within the AD Group (sub-group) that you are adding will not be granted access to the Skyline Collector Admin Interface. Only AD Users of the specific AD Group you are adding will have access to the Skyline Collector Admin Interface.

The screenshot shows the 'Active Directory Server' configuration page. At the top, there's a toggle switch for 'Do you want to enable Active Directory?' which is set to 'Yes'. Below this are input fields for 'Domain Controller Address/IP' (containing 'x.y.z.a'), 'Port' (containing '0'), and 'Domain Name' (containing 'vmware.com'). There are two main sections: 'Allowed AD User Groups' and 'Allowed AD Users'. Each section has a text input field and a corresponding button ('ADD GROUP' and 'ADD USER' respectively). A 'SAVE' button is located at the bottom left. At the bottom, a light blue banner displays a success message: 'Configured successfully.'

**Note:** If a Active Directory User logs into the Skyline Collector Admin Interface, they will not have the option to Manage AD from the Settings page. The ability to Manage Active Directory is only available to the *admin* account.

# Setting or Modifying a Proxy Server

---

Skyline Collector needs access to the Internet to send data back to VMware (vcsa.vmware.com). The collector can use an HTTP proxy for this access if needed. To configure your proxy, click **Proxy** at the top of the Settings page. Then follow the prompts shown and enter the information as provided by your local administrator.

### Proxy Server

Proxy Address/IP	<input type="text" value="x.y.z.a"/>
Proxy Port	<input type="text" value="0"/>
Username (optional)	<input type="text" value="user@domain"/>
Password (optional)	<input type="text" value="Password"/>

TEST AND USE

# Change the admin Password

---

The Skyline admin password can be changed at any time by clicking **Change Password** at the top of the Settings page. The new password must meet the password complexity policy as described on the Change Your Password page.

## Change Your Password

Welcome admin

Enter old password

Enter new password

Re-enter new password

**CHANGE**

### Character Requirements

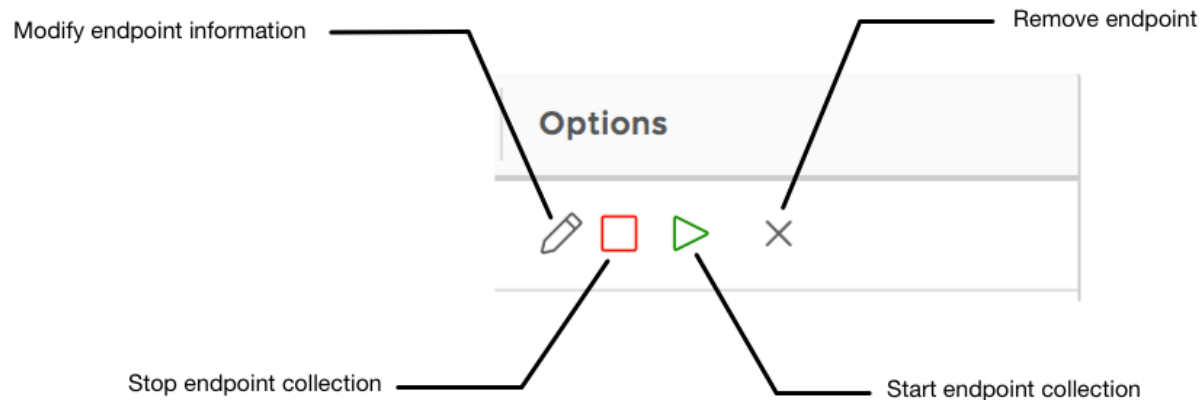
- Minimum length: 8 characters
- Ensure string has two uppercase letters.
- Ensure string has one special case letter (!@#\$%).
- Ensure string has two digits.
- Ensure string has three lowercase letters.

# Controlling Endpoints

---

Click **Controller Status** to manage endpoints currently configured for Skyline Collector.

For each endpoint, there are 4 actions that can be performed - Edit, Stop, Start and Remove.



**Modify endpoint information** will allow you to edit the name/IP or credential information for an existing endpoint.

**Remove endpoint** will delete all information about the endpoint and stop collection of that endpoint type. Endpoints removed in this way must be added back through the add endpoint functions located at the top of the status page (Add vCenter, Add NSX Manager)

**Stop endpoint collection** will temporarily pause collection of that endpoint.

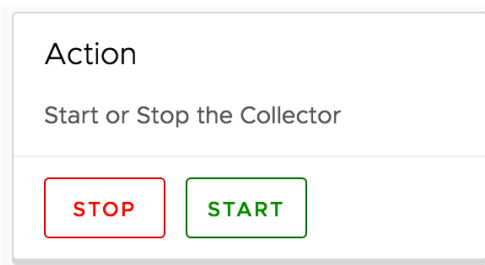
**Start endpoint collection** will start the endpoint collection process for that endpoint.

## Starting and Stopping the Collector

---

Stopping and starting the collector is done through the action box on the Status page.

Stopping the collector will prevent any data from being sent to VMware. It is not recommended to stop the collector unless troubleshooting with VMware support. If the collector must be stopped for a prolonged period of time, it is recommended to stop all endpoints as well.



# Rebooting the Collector

---

Stopping and starting the collector is done through the action box on the Status page.

Rebooting the collector is usually not needed and is available to aid in troubleshooting. A collector reboot will usually take 3-5 minutes and the admin interface may not be responsive during this time.

Action
Reboot the Collector
<b>REBOOT</b>

# De-registering the Collector

---

De-registering the collector is done through the action box on the Status page.

Action
De-register the collector
<b>DE-REGISTER</b>

De-registration will permanently remove the collector entirely from the VMware Skyline platform, remove all configuration information, disable all endpoint collection and reset the collector state back to the default in addition to removing participation for this collector from the CEIP. Enabling the collector after de-registration will require a user to go through the registration process again and may require a browser refresh. To de-register, enter your MyVMware account credentials and click Deregister.

## De-register Collector



Are you sure you want to de-register the collector? Everything will be erased and you'll need to reconfigure the vCenter and NSX configurations.

**NOTE: the appliance admin password will be reset to 'default'**

By selecting to unregister, you will remove the Skyline Collector from participating in VMware's Customer Experience Improvement Program (CEIP). This will prevent further collection of CEIP data from this software moving forwards. Any other products or services where CEIP have been enabled will not be impacted by unchecking this box, including other instances of the Skyline Collector which may be deployed, or where you have opted into CEIP through separate In-Product settings. If you also wish to verify or disable these In-Product data collection options you can do so via settings menu within the relevant product. Please note that disabling the Skyline Collector will not affect the CEIP choices you have made for other VMware products or services. Please review the product documentation for any other products or services if you wish to disable participation in the CEIP

MyVMware Account email

username@domain.tld

Password

Password

**DEREGISTER**

**CANCEL**

**Notice:** Unregistering the Collector will remove participation in the Customer Experience Improvement Program (CEIP) for that individual VMware Skyline Collector instance only. Other installations of the VMware Skyline Collector appliance will not be impacted or updated.

# Participating in the Customer Experience Improvement Program

---

Participation in the VMware Customer Experience Improvement Program is required as part of VMware Skyline. Joining this program is done as part of the initial Skyline Collector registration process.

This Skyline Collector software you are configuring enables you to participate in VMware's Enhanced Customer Experience Improvement Program ("CEIP"). As part of the Enhanced CEIP, VMware collects certain technical data and product logs about your organization's use of VMware products and services on a regular basis. This data is collected to enable VMware to diagnose and improve its products and services, fix product issues, provide proactive technical support and to advise you on how best to deploy and use our products.

For additional information regarding the CEIP, please see the Trust & Assurance Center at <http://www.vmware.com/trustvmware/ceip.html>. You may join or leave VMware's CEIP at any time or decide which individual products share information through the Skyline Collector software's settings menu.

**By configuring this software you are agreeing to join VMware's Enhanced CEIP program.**

Adding endpoints to the Skyline Collector sends data back to VMware for that product instance as part of the Customer Experience Improvement Program (CEIP), whether added as part of the initial configuration or later through the Settings page.

Participation in the Customer Experience Improvement Program (CEIP) can be discontinued for a collector at any time by using the de-registration as described above.

## *Categories of Information that VMware receives*

Data Collected by the CEIP "Enhanced Support" participation

As part of the "Enhanced Support" CEIP, VMware regularly collects technical information about your organization's use of VMware products and services in association with your organization's VMware license key(s) and depending on the nature of the VMware product or service, the technical information collected consists of:

- **Configuration Data** – Data about how you have configured VMware products and services and information related to your IT environment. Examples of Configuration Data include: version information for VMware products, product environment information, product configuration settings, and technical data relating to the devices accessing those products and services.
- **Feature Usage Data** – Data about how your organization uses VMware product features and services. Examples of Feature Usage Data include: details about which product features your organization uses and metrics of user interface activity without personally identifying the user.

- **Performance Data** – Data about the performance of VMware products and services. Examples of Performance Data include metrics of the performance and scale of VMware products and services, response times for User Interfaces, and details about your API calls.
- **Product Log Data** – Product Logs that are generated by VMware products during the active deployment of the product. Typically, logs record system events and state during product operations. These logs do not contain customer workload content.