

VMware[®] Skyline[™] Collector User Guide

VMware[®] Skyline[™] Collector 1.3

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.

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VMware Skyline Collector User Guide

The *VMware Skyline Collector User's Guide* provides instructions for working with the VMware® Skyline™ 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 the VMware Skyline Collector. It is written for VMware® vSphere® administrators.

VMware Technical Publications Glossary

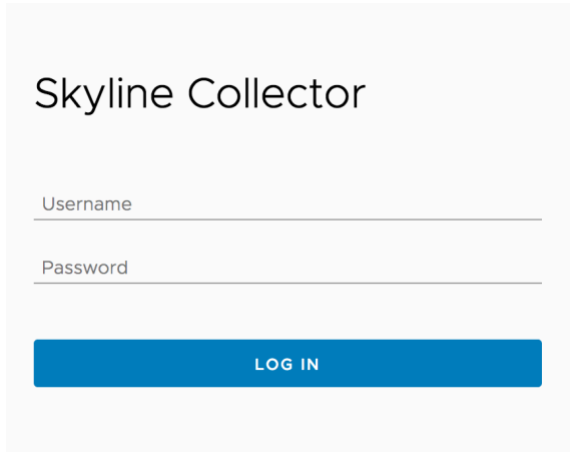
VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <https://www.vmware.com/support/pubs/>

Logging in to the Skyline Collector Admin Interface

Login to the VMware Skyline Collector admin interface using the fully-qualified domain name or IP address you have assigned to the virtual appliance. Enter the username *admin* and the password you created during configuration of the virtual appliance.

[<https://<Skyline_Collector_Appliance_IP_Address>](https://<Skyline_Collector_Appliance_IP_Address>)

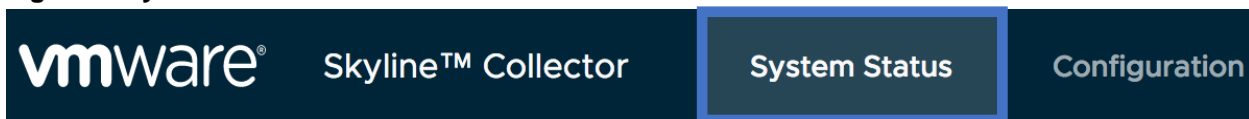
Figure 1. Skyline Collector Admin Interface



Skyline Collector Admin Interface

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

Figure 2. System Status



The following information can be seen within the admin interface:

System Status

The left-hand side of the **System Status** page provides you with an overview of the VMware Skyline Collector health, management capabilities such as Stop, Start and Restart as well as each endpoint connected to the VMware Skyline Collector for data collection.

The **Overview** section of the System Status page displays the overall health of the VMware Skyline Collector, which will typically be in a 'Your collector is running' state. Also, the health of each configured data endpoint is displayed.

The **Collector** section allows you to manage the VMware Skyline Collector. From here, you can Restart, Stop or Deregister the VMware Skyline Collector service. The VMware Skyline Collector ID and My VMware user which was used to register the VMware Skyline Collector is displayed. The VMware Skyline Collector ID is a unique identifier for your specific VMware Skyline Collector instance. It is used to identify the information sent back to VMware. You can also use the VMware Skyline Collector friendly name to identify your VMware Skyline Collector instance when working with VMware Global Support Services. The Entitlement number and support type (Production Support or Premier Services) is also displayed. The entitlement accounts links the VMware Skyline Collector data to support requests. Entitlement accounts are managed through <https://my.vmware.com>.

If needed, the most recent VMware Skyline Collector log activity can be displayed within the admin interface

Endpoints

For each vCenter Server that the VMware Skyline Collector is connected to, there will be three endpoints configured. These are displayed within the System Status page. Additionally, the endpoint health is displayed.

- **VC_CHANGES**

The VC_CHANGES endpoint type collects vCenter topology and configuration information.

- **VC_EVENTS**

The VC_EVENTS endpoint type collects vCenter event information.

- **VC_HOSTS**

The VC_HOSTS endpoint type collects ESXi event information (through vCenter Server)

For each NSX Manager that the VMware Skyline Collector is connected to, there will be three endpoints configured. These are displayed within the System Status page. Additionally, the endpoint health is displayed.

- **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.

- **NSX_EVENTS**

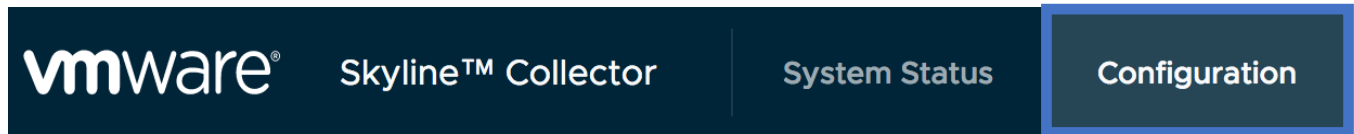
The NSX_EVENTS endpoint type collects NSX event information.

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.

Configuration

All administrative actions can be performed by clicking on **Configuration** at the top of the VMware Skyline Collector admin interface.

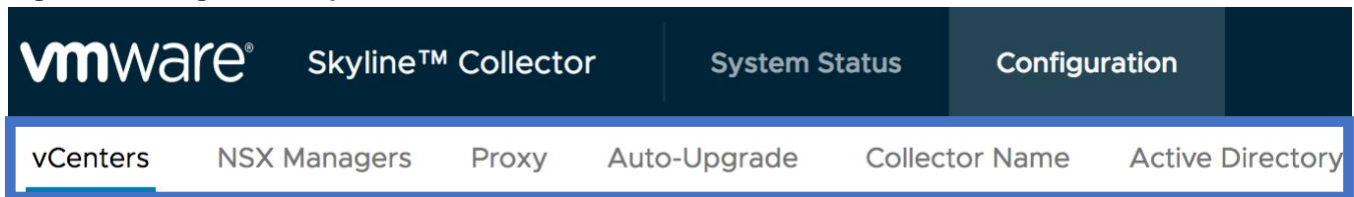
Figure 3. Configuration Page



The Configuration page allows you to perform administrative operations including the following:

- Adding a vCenter Server for data collection
- Deleting a vCenter Server from data collection
- Adding a NSX Manager for data collection
- Delete a NSX Manager from data collection
- Configuring Auto-Upgrade
- Setting a Collector Name
- Configuring Active Directory authentication

Figure 4. Configuration Options



Add a vCenter Server

Add a new vCenter Server by clicking **vCenters** at the top of the Configuration page. Any currently configured vCenters will be displayed. Select **Add vCenter** to add a new vCenter Server to the VMware Skyline Collector for data collection.

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>. Click **Continue** to continue with adding a vCenter Server to the VMware Skyline Collector for data collection.

Figure 5. Add vCenter

Add vCenter

Configure vCenter

vCenter Host Address *	<input type="text" value="x.y.z.a"/>
vCenter read-only account *	<input type="text" value="Username"/>
Password *	<input type="password" value="Password"/>

SSO Config

Complete the section below if you would like to use an external PSC/SSO Service provider or have a custom SSO domain

Use Custom SSO Configuration No

Data collection

Collect from all Datacenters Yes

ADD

SSO Config

If you are using an external Platform Services Controller (PSC) or Single Sign-On (SSO) Service provider, toggle the switch to **Yes** and provide the PSC/SSO fully-qualified domain name or IP address.

Advanced Options (optional)

The Advanced Options for the PSC/SSO Service provider are only needed if you are using a custom configuration. If you are using a default PSC/SSO Service provider configuration, you can leave the SSO Admin URL, SSO STS URL and Lookup Service URL blank.

Collect from All Datacenters

If you selected **No** for Collect from all Datacenters, you will be presented with the option to choose which datacenters you want to collect data from. Disabling collection from any of the datacenters may prohibit VMware from providing an optimal support experience.

Once you have selected the datacenters you wish to collect data from, click **Enable Selected Datacenters**.

Figure 6. Collect from all Datacenters

Data collection

Collect from all Datacenters No

Please select below the Datacenters from which you would like to collect data:

<input type="checkbox"/>	Datacenter
<input type="checkbox"/>	Data Center 1
<input type="checkbox"/>	Data Center 2
2 datacenters	

 Disabling collection from any of the Datacenters may prohibit VMware from providing optimal support experiences.

ENABLE SELECTED DATACENTERS

Add NSX Manager

Add a new NSX Manager by clicking **NSX Managers** at the top of the Configuration page. Any currently configured NSX Managers will be displayed. Select **Add NSX Manager** to add a new NSX Manager to the VMware Skyline Collector for data collection.

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>. Click **Continue** to continue with adding an NSX Manager to the VMware Skyline Collector for data collection.

Figure 7. Add NSX Manager

Add NSX Manager

NSX Manager

NSX Address/IP *

Username *

Password *

ADD

Proxy

The VMware Skyline Collector needs access to the Internet to send data to VMware (vcsa.vmware.com). An HTTP proxy can be used for this access, if needed. To configure a proxy, click **Proxy** at the top of the Configuration page. Any currently configured Proxies will be displayed. Select **Add Proxy** to configure a new proxy for Internet access for the VMware Skyline Collector.

Figure 8. Add Proxy Configuration

Add Proxy Configuration ×

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"/>

Auto-Upgrade

The VMware Skyline Collector 1.3 support the ability to Auto-Upgrade the virtual appliance. Auto-Upgrade will check for and install updates at a specific time and day of the week that you specify.

To enable Auto-Upgrade, toggle the Enable Collector Auto-Upgrade switch to **Yes**. You can choose every day or a specific day of the week, along with time of the day, for the virtual appliance to check for and install updates if an update is available. The virtual appliance will restart after the upgrade has completed.

After each auto-upgrade, an email notification will be sent to the address used during the registration phase of the VMware Skyline Collector.

Select **Set Upgrade Configuration** to enable and save the Auto-Upgrade settings that you have configured.

Figure 9. Auto-Upgrade

Auto-Upgrade

Below you can configure whether your collector should auto-upgrade when a newer version is available.

Enable Collector Auto-Upgrade Yes

Pick a day of the week ▾

Pick a time of the day ▾ ▾

Collector Name

Enter a friendly name for the VMware Skyline Collector. This name will be used to more easily identify the environment you are configuring to collect data from. This name will make it easier to reference the VMware Skyline Collector when working with VMware support teams.

Select **Set Friendly Name** after entering a friendly name for the VMware Skyline Collector.

Figure 10. Collector Name

Collector Name

Please enter in a friendly name for the Skyline Collector. A friendly name is intended to describe the environment you are configuring the Collector to collect data from. This name will be used to make it easier for VMware's support teams to communicate information about the collector with you.

Example: *Eastcoast-Production*

Define Collector Friendly Name

Friendly name *

SET FRIENDLY NAME

Manage Active Directory

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

Follow these steps to configure Active Directory (AD) authentication:

- 1 Toggle 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 an 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 admin interface. Only AD Users of the specific AD Group you are adding will have access to the VMware Skyline Collector admin interface.
- 6 Select **Set Active Directory Configuration** to save the configuration settings you have entered.

Figure 11. Active Directory

Active Directory Server

Below you can configure whether to enable Active Directory authentication along with your local configuration.

Do you want to enable Active Directory? Yes

Domain Controller Address/IP * x.y.z.a

Port * 389

Domain Name * vmware.com

Allowed AD User Groups

Group Name	
<input type="text"/>	<input type="button" value="ADD GROUP"/>

Allowed AD Users

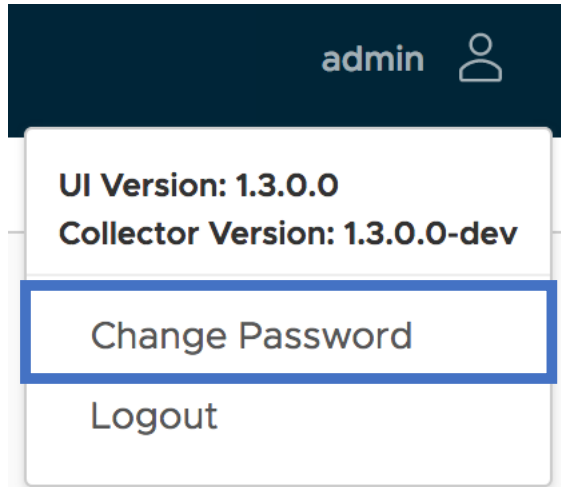
User	
<input type="text"/>	<input type="button" value="ADD USER"/>

Note If a Active Directory User logs into the VMware 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.

Change the admin Password

The VMware Skyline Collector *admin* password can be changed at any time by selecting the admin account at the top-right of the admin interface. A drop-down menu will appear. Select **Change Password**.

Figure 12. admin User drop-down



The new password must meet the password complexity policy as described on the Change Password page. After entering the old and new password for the admin account, Select **Set Password** to save the new password.

Figure 13. Change Password

Change Password ×

Enter old password *

Enter new password *

Repeat new password *

Character Requirements

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

Manage Endpoints

Click **System Status** to manage endpoints currently configured for the VMware Skyline Collector.

For each endpoint, there are three actions that can be performed, Restart, Stop and Start. The Start action is not available when the endpoint is running. The Start action becomes available when the endpoint is stopped.

Restart endpoint collection stops and starts endpoint collection for that endpoint.

Stop endpoint collection will temporarily pause collection of that endpoint. Upon stopping the endpoint, you will have the option to **Start** the endpoint collection process for that endpoint.

Details including the product endpoint (vCenter Server, NSX Manager) and the user account being used to connect the Skyline Collector to the product endpoint is displayed. The Data Centers for which the endpoint is collecting data from is also displayed.


The size of the payload uploaded to the VMware Analytics Cloud along with when the last upload occurred is displayed for each endpoint.

The latest logs can be viewed within each endpoint. You can view the latest logs when needed to review system activity or during VMware Skyline Collector troubleshooting.

Figure 14. Managing Endpoints

Manage Endpoint - VC_HOSTS

STATUS:

 Working

ACTIONS:

DETAILS:

Host	Type	Last Seen	User Account
vcsa.domain.com	VC_HOSTS	an hour ago	admin@domain.com

ENABLED DATACENTERS:

Datacenter Name
Data Center 1

LAST KNOWN EXECUTION DETAILS:

Message	-
State	UPLOAD_SUCCESSFUL
Payload File	output.json.gz
Payload Size	1575681 Bytes
Last upload	an hour ago

COLLECTOR LOG:

Number of lines ▾



Manage Collector

The **Collector** section within the System Status page provides the following capabilities and information:

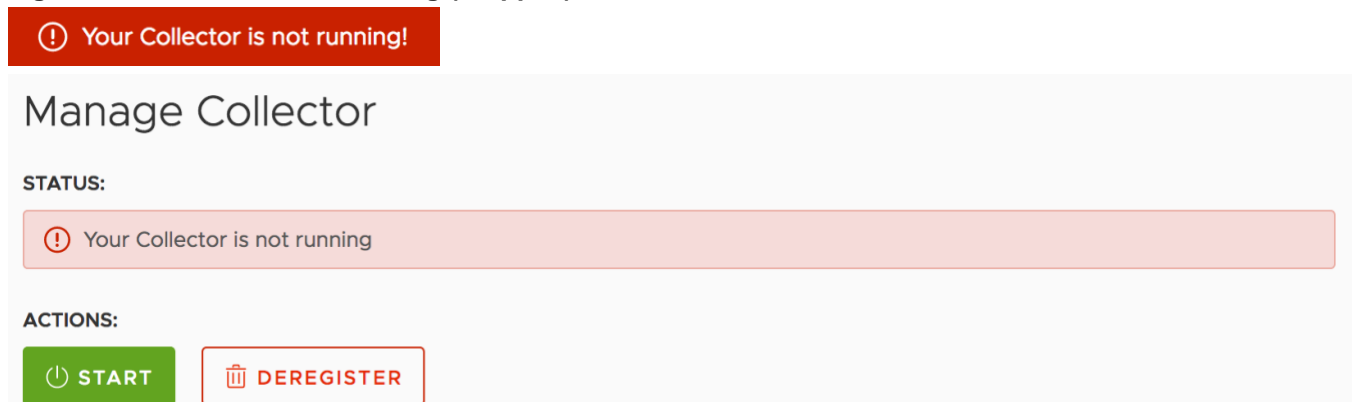
- Start, Stop, Restart and Deregister the Collector
- VMware Skyline Collector unique ID
- My VMware account which was used to register the VMware Skyline Collector with VMware
- Customer Entitlement Account details and current Support contract type

Restarting the VMware Skyline Collector is usually not needed and is available to aid in troubleshooting. Restarting will normally take between 3 and 5 minutes to complete. The VMware Skyline Collector admin interface may not be responsive during this time.

Stopping the VMware Skyline Collector will prevent any data from being sent to VMware. It is not recommended to stop the VMware Skyline Collector unless troubleshooting with VMware support. If the VMware Skyline Collector is in a Stopped status, an alert will appear within the admin interface stating *Your Collector is not running*. Use the Start action to restart the VMware Skyline Collector.

Note Stopping the VMware Skyline Collector within the admin interface does not shut down the virtual appliance. The virtual appliance will remain running and the admin interface will remain responsive.

Figure 15. Collector is not running (Stopped)



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 VMware Skyline 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 De-register.

Figure 16. De-register Collector

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 *

Password *

Note De-registering the VMware Skyline 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.

Updating the VMware Skyline Collector

If you do not choose to enable Auto-Upgrade, follow these steps to update the VMware Skyline Collector appliance to the latest version using the VMware Appliance Management Interface (VAMI).

- 1 Open a web browser and browse to https://Skyline_Collector_IP_address:5480
- 2 Login using the *root* username and password.
- 3 Select the **Update** tab.
- 4 Select **Check Updates**.
- 5 If a new update is available, select **Install Updates**.

Participating in the Customer Experience Improvement Program (CEIP)

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.

Enhanced Customer Experience Improvement Program ("CEIP") ×

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 VMware 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 Configuration 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

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.