AUTOMATIC USAGE REPORTING FOR VCPP MEMBERS

FAQ

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1. SCOPE

This document is for VMware Cloud Provider Program partners. This document describes the automatic-reporting process to VCPP Business Portal.

2. FEATURES AND BENEFITS OF VCLOUD USAGE INSIGHT

VMware VCloud Usage Insight is a VMware cloud service that automates monthly and end-user reporting to the VCPP business portal reducing the monthly reporting overhead. It aggregates reports from UM 3.6.x instances and supports site-reporting. With Usage Insight, the VCPP partner controls the units utilized that are reported in the business portal and the existing manual reporting option remains available.

VMware VCloud Usage Insight reduces the monthly reporting effort.

1. Automates transfer of reports from UM appliances to Usage Insight
2. Aggregation of usage across the UM appliances
3. Pre-fills usage data into the business portal
4. You retain full control over usage data submitted to business portal

Here's how the reporting process works today
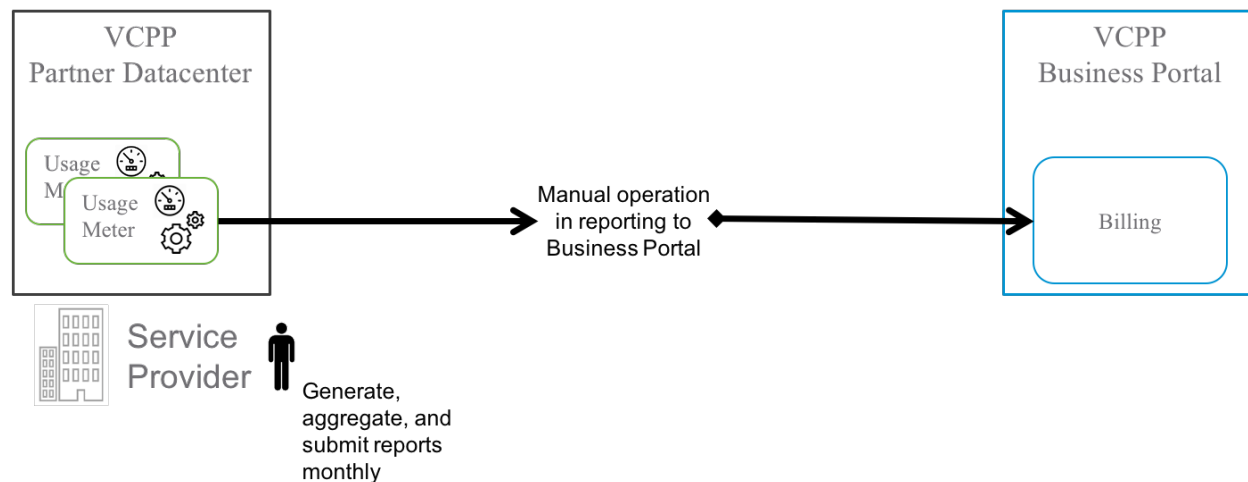

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Usage Insight helps automate reporting process
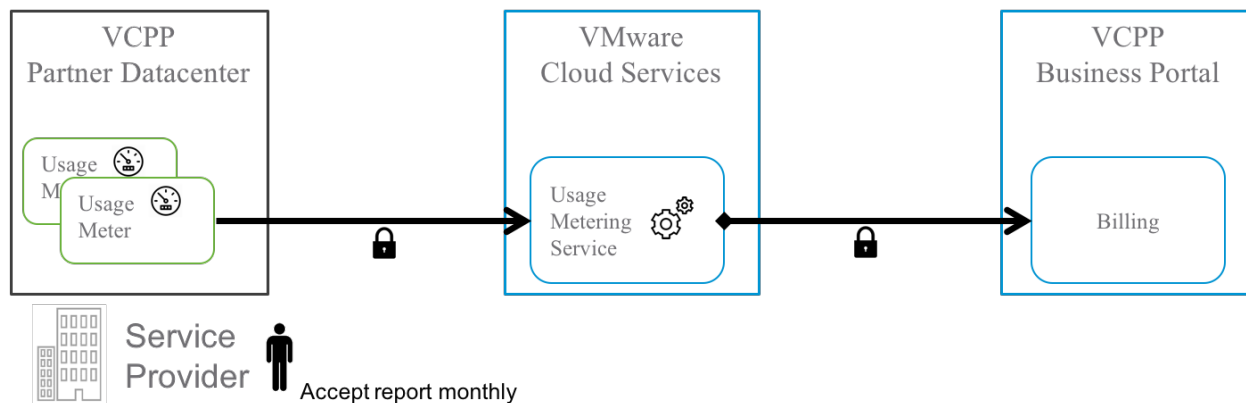
Usage Insight is an invite-only service and is hosted on console.cloud.vmware.com. All data transferred between UM and Usage Insight is anonymized to remove any VM name, hostname, end-customer name etc. Usage Insight supports per-contract and per-site reporting and also automates end-user reporting.

Usage Insight offers two screens - one where all production UM appliances are registered and the other where you turn on/off step #3 above i.e. pre-filling data into the business portal.

3. AUTOMATIC REPORTING PROCESS OVERVIEW
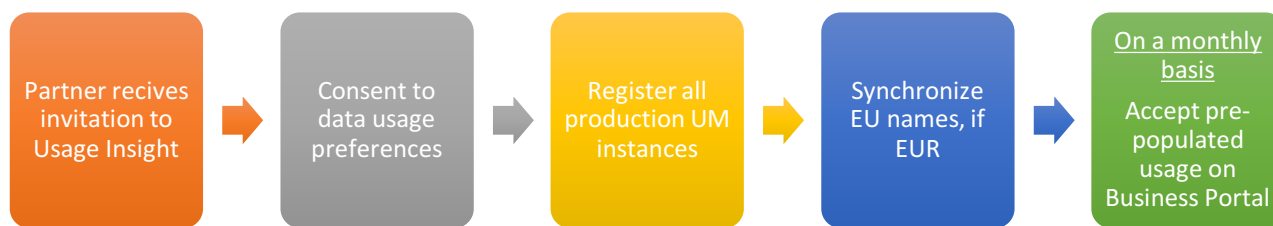
Q: With auto-reporting how do I report products that are not metered by Usage Meter?

A: Auto-reporting pre-populates usage of products that are metered by Usage Meter. Products that are not metered by Usage Meter are to be reported manually like they are done today. In the Business Portal continue to fill in lines corresponding to those products that need manual reporting as done today.

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4. VCLOUD USAGE INSIGHT ONBOARDING WORKFLOW

Q: I received an invite but the link in the invite has expired. Can you send me a new one?

A: Yes. Send an email to vcan_um_mgmt@vmware.com with a request for a new link and you'll receive it via email.

Q: What is the URL of Usage Insight? Which credentials do I use to login to Usage Insight?

A: https://console.cloud.vmware.com. Use your MyVMware credentials. Your user-name is your email address on which you received the invite. https://console.cloud.vmware.com. Use your MyVMware credentials. Your user-name is your email address on which you received the invite.

Q: How do I onboard to Usage Insight?

**Steps to on-board to vCloud Usage Insight:**

1. Log in to the VMware VCloud Usage Insight by using your myVMware password. The user name is your email address used in the current email.
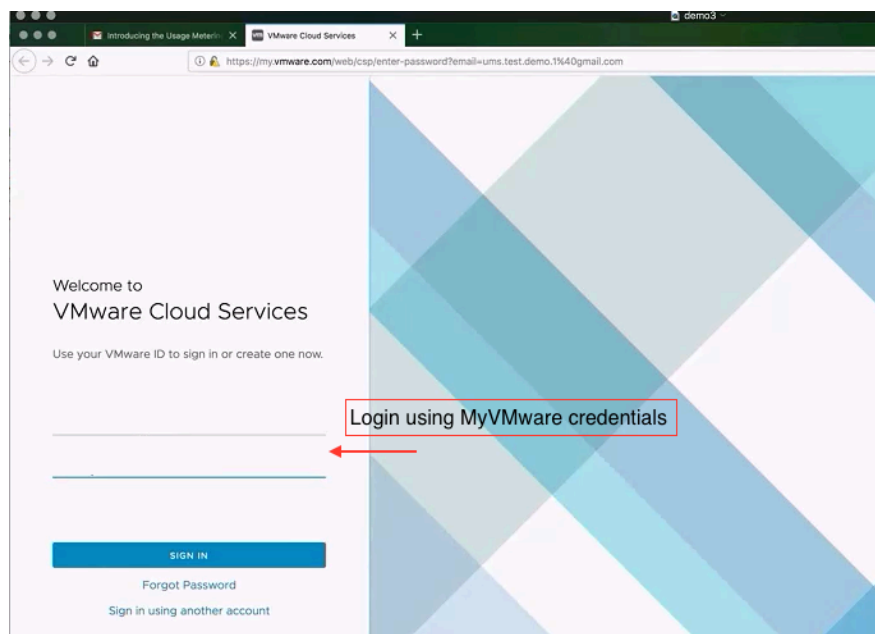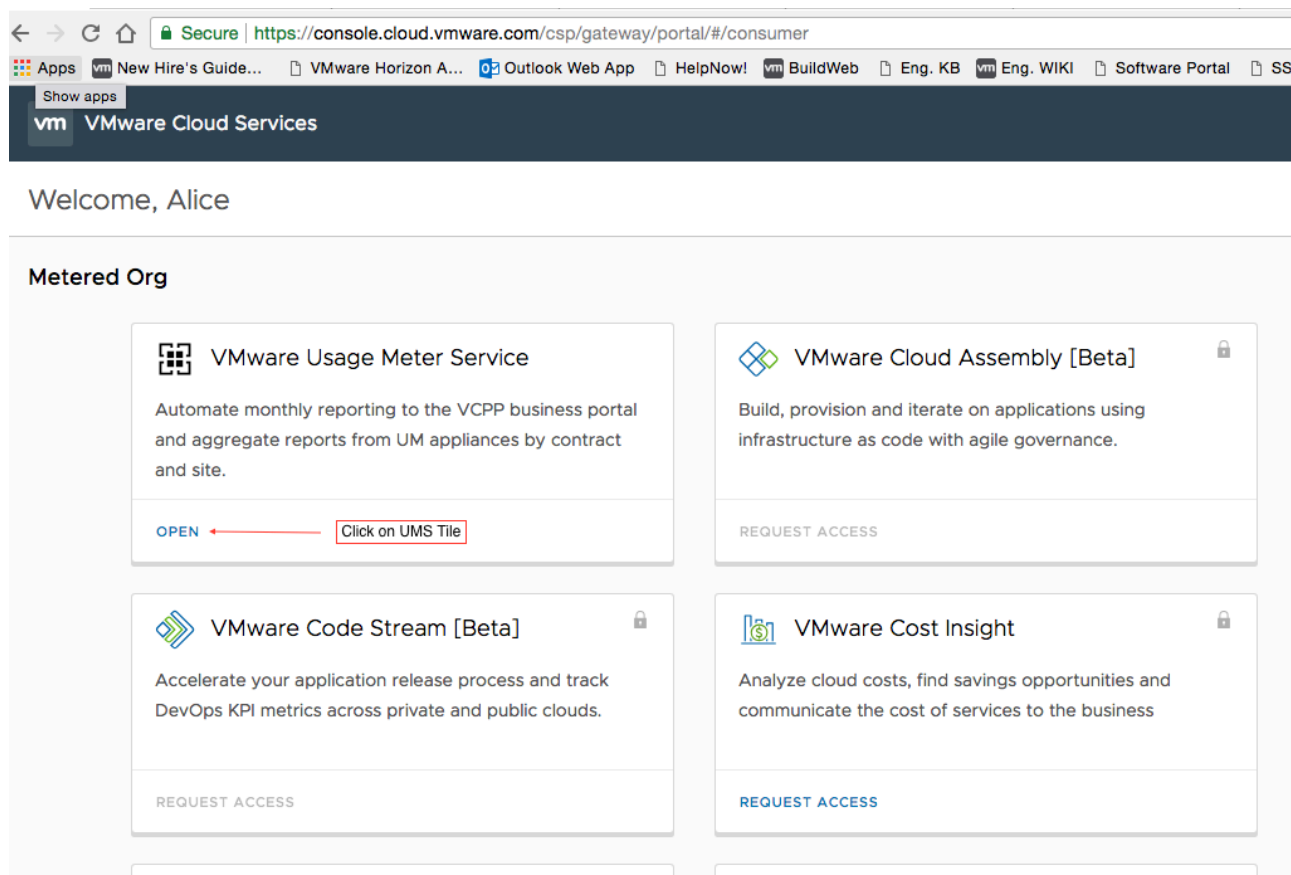
2. As a Usage Insight administrator, create an organization for Usage Insight administration in the VMware Cloud Services Portal.
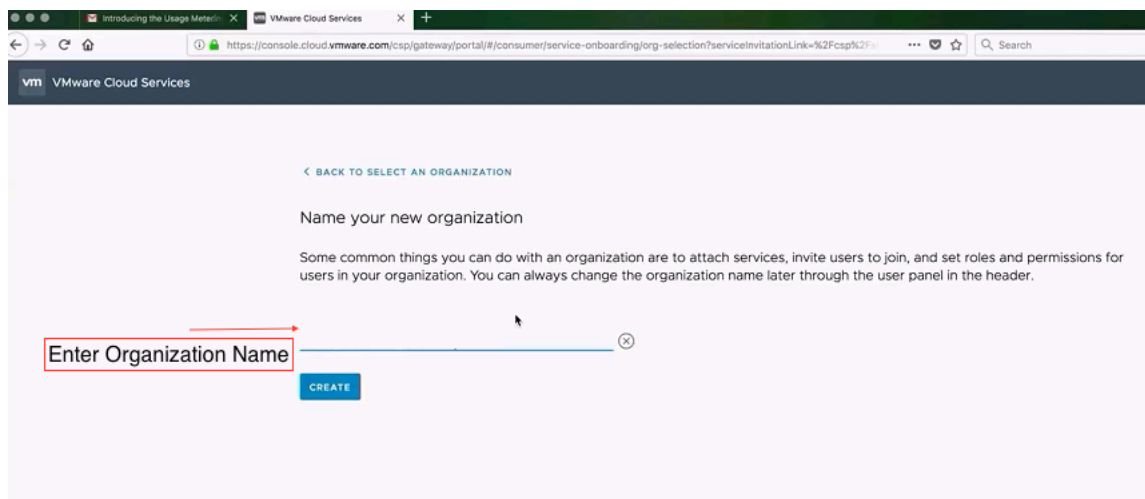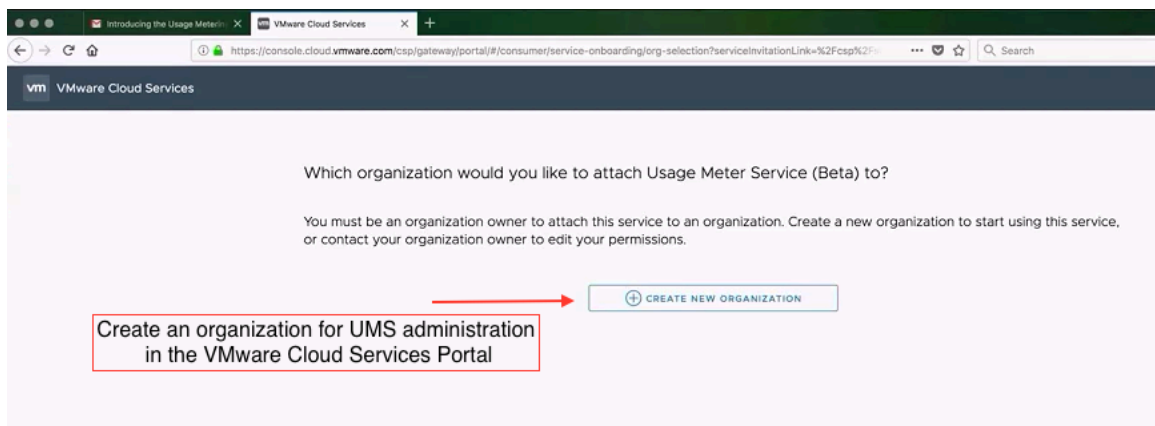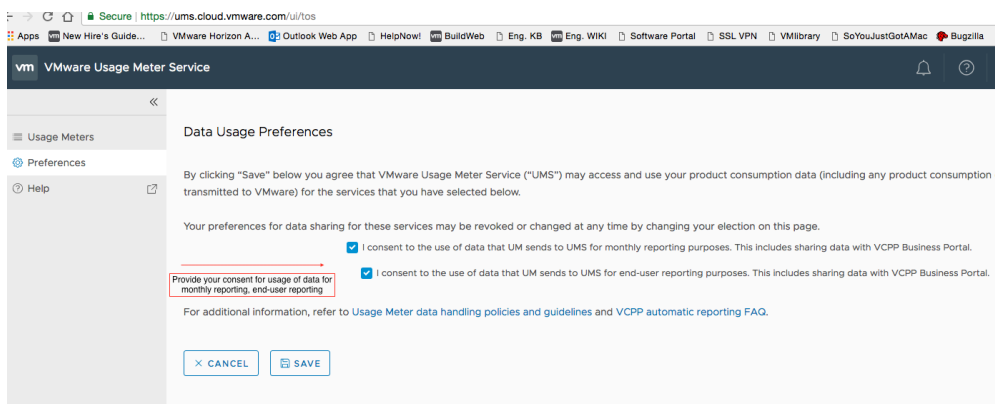

3. Optionally, invite others as members to the Usage Insight organization to delegate Usage Insight operations

4. Accept terms
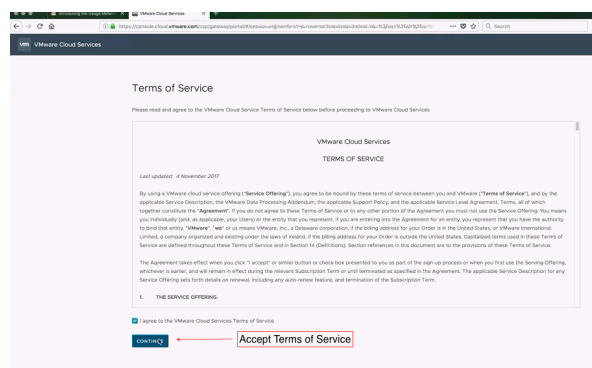
5. Click on the Usage Insight tile:

6. Provide consent on the data usage preferences page for usage of data for monthly reporting, end user reporting:

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7. Register all your vCloud Usage Meter instances.

   1. Generate any of the vCloud Usage Meter reports and export it.

   2. Get the vCloud Usage Meter UUID from the extracted report. Following is an example of an UUID: #UM: 86931dd6-e894-42ba-9e6a-d6171834c69d

   3. Enter the UUID into Usage Insight.

   4. Done. Repeat for each UM
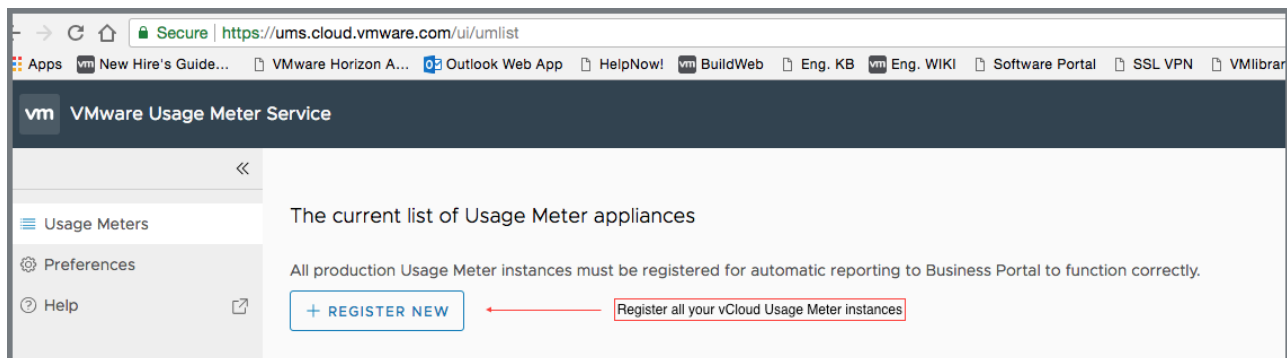
You are all set!

Q: Should I register my production UM instances with Usage Insight?

A: Yes. All production UM instances must be registered in order to aggregate reporting accurately. Furthermore, all production instances must be registered by the 25th of the month for that month's reporting to be automated.

Q: Will Usage Insight report data my current UM instances have sent already?

A: No. Only report information sent in subsequent months will be used.

Q: How do I request support?

A: vCloud Usage Insight is supported by VMware global support (GSS). Request support by

- Posting on the discussion forum
  https://communities.vmware.com/community/vmtn/vcloud_usage_meter
- Filing a support request with VMware global support.

Q: I've logged in and accepted the terms of service and ready to create an organization for Usage Insight. What payment method do I use?

A: vCloud Usage Insight is an extension to on-prem Usage Meter and works in conjunction with it. Like the Usage Meter, Usage Insight is offered at no cost. Therefore, a payment method is not required.

Q: How do I create an organization?

A: You first need to create an organization before using Usage Insight. You may use an existing organization or create a new one.

Q: I've created an organization. Can I delegate the UM registration to one or more UM operators in my company?

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A: Yes, you can invite others to the organization you just created through the UI you used to create the org. They will receive an email and be able to perform operations within the org such as register UM instances and set Data Usage Preferences.

Q: I've created the organization and have invited others. What's next?

A: Submit your data sharing preferences. After you check the boxes, the Usage Insight will begin to process your data and only then will automatic reporting will commence. If you don't check the boxes, you will continue to manually report as you do today.

Q: I'm ready to check the automatically populated data. What is the business portal URL and which credentials do I use to login?

A: https://vmware.iasset.com/. Use your existing credentials.

Q: I see usage numbers automatically populated in the business portal and they are correct. Do I need to do anything else?

A: The marker "auto-reported" in the business portal indicates that the usage reported by Usage Meter instances registered have been populated in the business portal. There are additional steps to perform. 1) report any product not metered by UM, and 2) click next and proceed to the end-user reporting screen.

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5. TROUBLESHOOTING AUTO-REPORTING ERRORS

Q: I've set my data preferences, registered my UM instances but I don't see any data automatically populated in the business portal

A: Data will be visible in the Business Portal by the 3rd of the month. If the system encountered an error which prevented data from being populated in the business portal correctly, an error message will be displayed in the business portal.

Q: I see an error message "Auto-reporting failed" on the business portal and the form is empty, what can I do now?

A: Manually report like you do today until the error is resolved. Additionally, you could:

- Ensure that all UM instances have network connectivity and are able to send reports to Usage Insight.
- If a private key on the UM instance was changed, reports were received but could not be decrypted. The key should be changed back to the original key.
- Check that you have setup sites in Usage Insight as defined in the Usage Insight
- Lookup http://kb.vmware.com for Usage Insight related known issues

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Q: I received an error because one of my UM instances were not reporting to Usage Insight. Now that the UM instance has resumed reporting to Usage Insight, does the data resend for this month?

A: No, you have to have to report manually and automation will resume next month. You may try to re-send the previous month's report by clicking the submit button on the UM instance's "Report to VMware" screen. If done on the first of the month, auto-reporting will succeed.

Q: End-user information is not automatically populated. Is there a way to automate end-user reporting?

A: For end-user usage to be automatically populated into the Business Portal, customer names as configured in the Usage Meter must match exactly the end-user names configured in the Business Portal. In addition, the country and postal code of each customer – including automatically created customers – must be configured in the Usage Meter. We recommend changing the UM configuration.

Q: I see an error message on the business portal and the form is empty, what can I do now?

A: If the business portal displays "Partially Auto-Reported" ensure that all sites are configured in Usage Insight. Manually report missing sites like you do today until the error is resolved.

Q: I can see a site in Usage Insight that I no longer use, how to remove it from Usage Insight?

A: Go to the business portal and delete the site. The site will be removed from Usage Insight.

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6. TROUBLESHOOTING USAGE NUMBERS REPORTED

Q: I see usage numbers automatically populated in the non-production business portal. I don't think the data in business portal is correct

A: The business portal offers a way to edit reported numbers prior to submitting. You may change the values reported in the business portal providing a reason.

Q: I see usage numbers automatically populated in the business portal and they match. My end-user information is incorrect however.

A: End-user information requires that the names (and postal code and country) of the end-users configured in both the UM and Usage Insight are identical. If that's not true, end-user usage will not be automatically reported until the names are synchronized. The recommendation is to synchronize them in the UM instance customer screen.

Q: I'm not ready for auto-reporting, how do I opt out?

A: Follow these steps to opt out of Usage Insight

- Login to Usage Insight UI
- Navigate to preferences
- Uncheck "I consent to the use of data that UM sends to Usage Insight for monthly reporting purposes. This includes sharing data with VCPP Business Portal."
- Click Save

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7. OTHER OPERATIONAL QUESTIONS

Q: Do I have to make any changes in VCPP Business Portal to enable auto-reporting?

A: No.

Q: My UM instances are behind firewalls or in restricted environments. How are reports transmitted to VMware VCloud Usage Insight?

A: Please refer to VCPP Usage Metering Guidelines (section 4 D) for additional information on Data & Transmission
https://vmware.my.salesforce.com/sfc/#version?id=06934000002FN7Lhttps://vmware.my.salesforce.com/sfc/#version?id=06934000002FN7L

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