VMware Skyline Collector User Guide

VMware Skyline Collector 2.2

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Contents

About VMware Skyline Collector User Guide

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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/

Access the Skyline Collector User Interface

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You must log in to the Skyline Collector user interface to review the status of the Skyline Collector and to make configuration changes to the Skyline Collector.

Prerequisites

Obtain the IP address or fully qualified domain name of the Skyline Collector within the vSphere Client.

Procedure

1   Open a web browser and enter the URL for the Skyline Collector:

    `https://skyline_collector_ip_address_or_fqdn`

2   Enter the user name `admin` and associated `password`.

3   Click **Log In**.

Skyline Collector User Interface 3

The Skyline Collector user interface contains two primary sections, System Status and Configuration.

System Status

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The **System Status** page provides you with an overview of the VMware Skyline Collector health, management capabilities. The system status includes Stop, Start, and Restart and each endpoint connected to the VMware Skyline Collector for the data collection.

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

If needed, the most recent Skyline Collector log activity can be displayed within the user interface.

Endpoints

For each vCenter Server added to the Skyline Collector, there are four product endpoints configured. The health of each product endpoint is displayed.

- VC_CHANGES
- VC_EVENTS
- VC_HOSTS
- VC_EXTRA

For each NSX Manager added to the Skyline Collector, there are three product endpoints configured. The health of each product endpoint is displayed.

- NSX
- NSX_TELEMETRY
- NSX_EVENTS

For each Horizon View connected to the Skyline Collector, there is one product endpoint. The health of each product endpoint is displayed.

- HORIZON_VIEW

For each vRealize Operations Manager added to the Skyline Collector, there is one product endpoint. The health of each product endpoint is displayed.

- VROPS

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

This chapter includes the following topics:

- Manage Collector
- Manage Endpoints

Manage Collector

The Manage Collector page allows you to perform Skyline management operations such as restarting the Skyline Collector virtual machine, stopping the Skyline Collector, or deregistering the Skyline Collector from VMware.

The Manage Collector page displays the following information for the Skyline Collector.

- Unique ID
- Last Activity
- Registered Cloud Services Organization

If-needed, you can review, and share, the latest log entry for the Skyline Collector. This information is only-needed in the instance that your Skyline Collector is not functioning properly.

Restart Collector

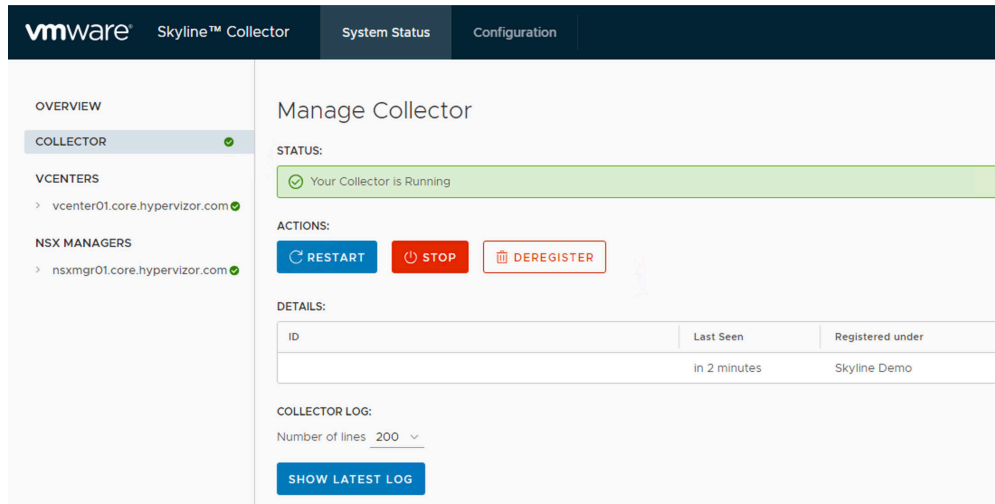You can restart the Skyline Collector virtual appliance from the Manage Collector page of the Skyline Collector user interface.

Procedure

1 Click **System Status**.

2 Click **Collector**.

3 Click **Restart**.

The Skyline Collector virtual appliance restarts. Restarting normally take between 3 and 5 minutes to complete. The Skyline Collector user interface might not be responsive during this time.

Example: Restart Skyline Collector

Stop Collector

You can stop the Skyline Collector virtual appliance from sending product usage data to VMware.

Stopping the Skyline Collector virtual appliance prevents product usage data from being sent to VMware. Do not stop the Skyline Collector virtual appliance unless troubleshooting with VMware Global Support Services (GSS).

Procedure

1 Click **System Status**.

2 Click **Collector**.

3 Click **Stop**.

If the Skyline Collector is in a Stopped status, an alert appears within the Skyline Collector user interface stating **Your Collector is Not Running**. Stopping the Skyline Collector does not shut down the virtual appliance. The virtual appliance remains running and the user interface remains available.

Example: Stop Skyline Collector
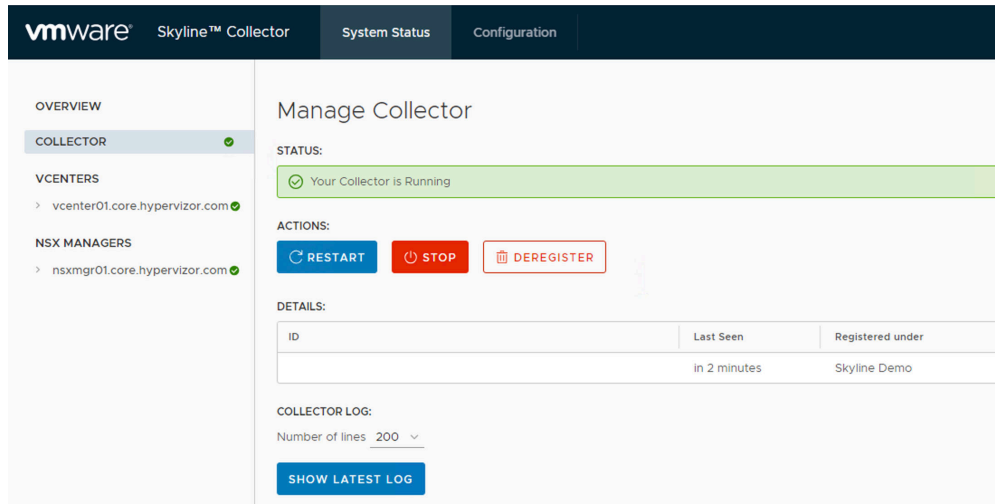
What to do next

Click **Start** to restart the Skyline Collector, and begin sending product usage data to VMware, for the purposes of providing an enhanced technical support experience.

Deregister Collector

You can deregister the Skyline Collector from VMware. Deregistration permanently removes the Skyline Collector from the VMware Skyline service.

Deregistering the Collector removes all configuration information, disables all endpoint collection, and resets the collector state back to the default. Additionally, deregistration removes the Skyline Collector from participating in the Customer Experience Improvement Program (CEIP) "Enhanced" participation level.

Initial Configuration of the Skyline Collector will need to be completed again after deregistration has been completed. This includes registering the token with a VMware Cloud Services Organization, as well as adding products to the Skyline Collector for product usage data collection.

Procedure

1   Click **System Status**.

2   Click **Collector**.

3   Click **Deregister**.

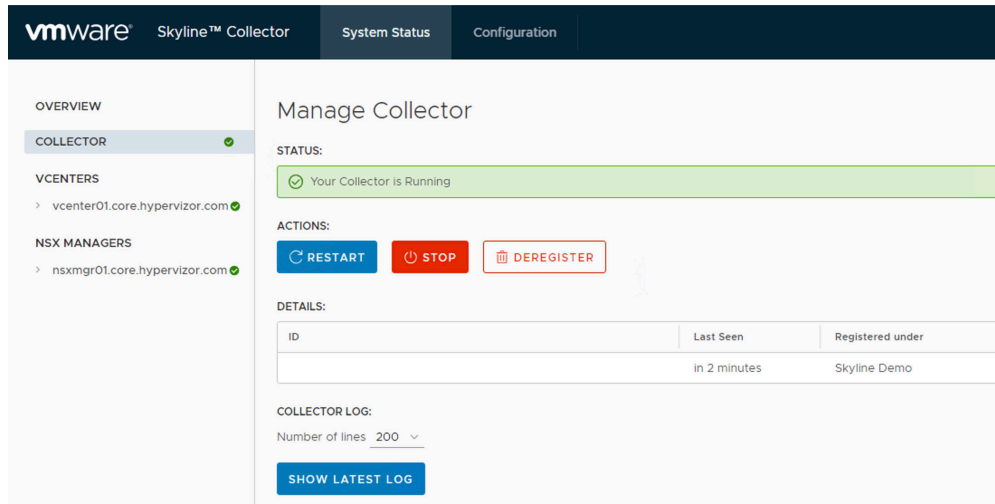Deregistering removes the Skyline Collector from participating in the Customer Experience Improvement Program (CEIP) Enhanced participation level for that instance only. Other installations of the Skyline Collector appliance are not impacted or updated.

Example: Deregister Skyline Collector

Manage Endpoints

You must use the System Status to manage the associated endpoints for each configured VMware product and solution.

Click **System Status** to manage product endpoints currently configured.

For each endpoint, the only action that can be performed is **Restart**. Restarting the endpoint stops, then starts collection, for that product endpoint.

Details including the product (vCenter Server, NSX Manager, Horizon View, vRealize Operations), and the account used to add the product to the Skyline Collector.

The size of the payload file uploaded to VMware and the last execution time is displayed for each endpoint.

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

Configuration Page

<div style="text-align: right;">5</div>

The Configuration page allows you to perform different actions including adding or deleting products to Skyline Collector.

The following actions can be performed within the **Configuration** page of the Skyline Collector User Interface.

- Add, Edit, or Delete a vCenter Server from the Skyline Collector.

- Add, Edit, or Delete a NSX Manager from the Skyline Collector.

- Add, Edit, or Delete a Horizon View Connection Server from the Skyline Collector.

- Add, Edit, or Delete a vRealize Operations Manager from the Skyline Collector.

- Configure Proxy.

- Configure Auto-Upgrade.

- Configure a Friendly Name.

- Configure Active Directory authentication.

- Configure Web Server Certificate.

- Configure Root Password Expiration.

This chapter includes the following topics:

- Manage Skyline Collector Products

- Configuring Skyline Collector Settings

- Configure Skyline Collector System Settings

Manage Skyline Collector Products

You can add products, such as vCenter Server, to the Skyline Collector and also edit or delete product endpoints that have already been added to the Skyline Collector.

The Skyline Collector supports the following products:

- vCenter Server 6.0, 6.5, 6.7

- NSX Manager (NSX-V) 6.1, 6.2, 6.3, 6.4

- Horizon Connection Server 7.0 and above

- vRealize Operations Manager 6.6, 6.7, 7.0 and 7.5

Add vCenter Server

You can add a vCenter Server to the Skyline Collector for product usage data collection.

Prerequisites

A user account with the following vCenter Server permissions is required to configure vCenter Server for the product use data collection.

- vCenter Server read-only role

- Global.License

- Global.Diagnostics

- Global.Health

- Global.Settings

For detailed instructions for how to create a user account with the above permissions, see Knowledge Base Article 59661.

Procedure

1   Click **Configuration**.

2   Click **vCenters**.

3   Click **Add vCenter**.

4   Enter the vCenter Server details.

   a   Enter the vCenter Server `fully-qualified domain name (FQDN` or **IP address**.

   b   Enter a vCenter Server user account `username`.

   c   Enter the vCenter Server user account `password`.

5   If you are using an external Platform Services Controller (PSC), Single-Sign On (SSO) provider or have a custom SSO domain, toggle the Use Custom SSO Configuration switch to **Yes**.

   a   Enter the PSC/SSO server or `fully-qualified domain name (FQDN)` or `IP address`.

   b   If you are using the default PSC/SSO provider configuration, you DO NOT have to complete the Advanced Options (optional) text boxes. You only have to complete the **SSO Admin URL**, **SSO STS URL** , and **Lookup Service URL** if you specified a custom configuration during the deployment of your PSC or SSO provider.

   For additional details regarding your PSC/SSO provider configuration, please see the vCenter Server vpxd.cfg file.

   ■   In vCenter Server Appliance 6.x, the vpxd.cfg file is located at /etc/vmware-vpx/.

   ■   In Windows Server, the vpxd.cfg file is located at C:\ProgramData\VMware\VMware VirtualCenter\vpxd.cfg.

   ■   In vCenter Server 6.0, the vpxd.cfg file is located at C:\ProgramData\VMware\vCenterServer \cfg\vmware-vpx.

   c   If you do not want to collect product use data from all data centers connected to the vCenter Server you are configuring, toggle the Collect from all data centers switch to **No**, then click **Add**. An invalid certificate warning might appear. The certificate is expected, click **Continue**. Select the **checkbox** next to each data center that you want to collect product use data for. When finished selecting data centers, click **Enable Selected Datacenters**.

6   To add this vCenter Server to the Skyline Collector, click **Add** .

You will now receive proactive findings for the vCenter Server added to Skyline Collector. Repeat this process to add additional vCenter Servers to Skyline Collector.

Note   Disabling product use data collection from data centers might prohibit VMware from providing an optimal support experience.

Edit or Delete vCenter Server

You can edit or delete vCenter Server within the Skyline Collector.

Prerequisites

Have previously added a vCenter Server to the Skyline Collector.

Procedure

1   Click **Configuration**.

2   Click **vCenters**.

3   To delete a vCenter Server, click **Delete** next to the vCenter Server you with to delete. Confirm the deletion of the vCenter Server by clicking **Yes, Delete Product**.

4 To edit the vCenter Server, click **Edit** next to the vCenter Server you want to edit.

You can only edit the username and password of the vCenter Server. You cannot edit the fully qualified domain name or IP address.

5 Click **Update** to save your settings.

Add NSX Manager

You can add an NSX Manager to the Skyline Collector for product usage data collection.

Prerequisites

A user account with the following NSX Manager permissions is required to add NSX Manager to Skyline Collector.

- NSX Manager Auditor role.

- Access to query information through APIs. Instructions for how to create a user with API privileges within NSX Manager can be found within VMware Knowledge Base Article 2150736.

Note   While VMware recommends an account with the NSX Manager built-in **Auditor** role be used, the **Auditor** role does not have permission 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 NSX Manager built-in **NSX Administrator** role when adding an NSX Manager to Skyline Collector.

For detailed instructions for how to create a user account with the preceding permissions, see Knowledge Base Article 59661.

Procedure

1 Click **Configuration**.

2 Click **NSX Managers**.

3 Click **Add NSX Manager**.

4 Enter the NSX Manager details.

   a   Enter the NSX Manager `fully-qualified domain name (FQDN)` or **IP address**.

   b   Enter an NSX Manager user account `username`.

   c   Enter the NSX Manager user account `password`.

5 To add this NSX Manager to the Skyline Collector, click **Add**.

You receive proactive findings for the NSX Manager added to Skyline Collector. Repeat this process to add additional NSX Managers to the Skyline Collector.

Edit or Delete NSX Manager

You can edit or delete NSX Manager within the Skyline Collector.

Prerequisites

Ensure you have previously added an NSX Manager to the Skyline Collector.

Procedure

1 Click **Configuration**.

2 Click **NSX Managers**.

3 To delete an NSX Manager, click **Delete** next to the NSX Manager you with to delete. Confirm the deletion of the NSX Manager by clicking **Yes, Delete Product**.

4 To edit the NSX Manager, click **Edit** next to the NSX Manager you want to edit.

You can only edit the username and password of the NSX Manager. You cannot edit the fully qualified domain name or IP address.

5 Click **Update** to save your settings.

Add Horizon View

You can add a Horizon View Connection Server to the Skyline Collector for the product usage data collection.

Prerequisites

A user account with the following Horizon View permissions is required to add Horizon View to the Skyline Collector.

- Horizon 7 Administrators (read-only) predefined role.

The Horizon 7 Administrators (read-only) predefined role has the following user capabilities within Horizon 7.

- View, but not modify, global settings and inventory objects.

- View, but not modify, ThinApp applications and settings.

- Run all PowerShell commands and command-line utilities, including `vdmexport`, but excluding `vdmadmin`, `vdmimport` and `lmvutil`.

For more information, see Predefined Administrator Roles.

Procedure

1 Click **Configuration**.

2 Click **Horizon View**.

3 Click **Add Horizon View**.

4   Enter the Horizon View Connection Server details.

    a   Enter the Horizon View Connection Server `fully-qualified domain name` or `IP address`.

    b   Enter a Horizon View Connection Server user account `username`.

    c   Enter the Horizon View Connection Server user account `password`.

5   Click **Add** to complete the process of adding the Horizon View Connection Server to the Skyline Collector.

You now receive proactive findings for the Horizon View Connection Server added to Skyline Collector. Repeat this process to add additional Horizon View Connection Servers to the Skyline Collector.

Edit or Delete Horizon View

You can edit or delete Horizon View from Skyline Collector.

Prerequisites

Have previously added a Horizon View Connection Server to the Skyline Collector.

Procedure

1   Click **Configuration**.

2   Click **Horizon View**.

3   To delete a Horizon View Connection Server, click **Delete** next to the Horizon View Connection Server you with to delete. Confirm the deletion of the Horizon View Connection Server by clicking **Yes, Delete Product**.

4   Click **Edit** next to the Horizon View Connection Server to edit.

You can only edit the username and password of the Horizon View Connection Server. You cannot edit the fully qualified domain name or IP address.

5   Click **Update** to save your settings.

Add vRealize Operations

You can add a vRealize Operations Manager to the Skyline Collector for product usage data collection.

Prerequisites

A user account with the following vRealize Operations Manager permissions is required to add vRealize Operations Manager to the Skyline Collector.

- vRealize Operations Manager read-only role.

For more information, see Roles and Privileges in vRealize Operations Manager.

Procedure

1   Click **Configuration**.

2   Click **vRealize Operations**.

3   Click **Add vRealize Operations**.

4   Enter the vRealize Operations Manager details.

    a   Enter the vRealize Operations Manager `fully-qualified domain name` or `IP address`.

    b   Enter a vRealize Operations Manager user account `username`.

    c   Enter the vRealize Operations Manager user account `password`.

5   Click **Add** to complete the process of adding the vRealize Operations Manager to Skyline Collector.

You receive proactive findings for the vRealize Operations Manager added to the Skyline Collector. Repeat this process to add additional vRealize Operation Managers to the Skyline Collector.

Edit or Delete vRealize Operations

You can edit or delete vRealize Operations Manager from Skyline Collector.

Prerequisites

Ensure you have previously added a vRealize Operations Manager to the Skyline Collector.

Procedure

1   Click **Configuration**.

2   Click **vRealize Operations**.

3   To delete a vRealize Operations Manager, click **Delete** next to the vRealize Operations Manager you with to delete. Confirm the deletion of the vRealize Operations Manager by clicking **Yes, Delete Product**.

4   To edit the vRealize Operations Manager, click **Edit** next to the vRealize Operations Manager you want to edit.

You can only edit the user name and password of the vRealize Operations Manager. You cannot edit the fully qualified domain name or IP address.

5   Click **Update** to save your settings.

Configuring Skyline Collector Settings

Configuring and managing Skyline Collector include configuring a Proxy, Auto-Upgrade, Collector Name, and Auto-Upgrade.

You can access Skyline Collector settings by logging in to the Skyline Collector, and selecting **Configuration**.

Add Proxy

The Skyline Collector uploads encrypted product usage data to VMware over the Internet. If required by your organization, an HTTP proxy server can be configured for the Skyline Collector for accessing the Internet.

Procedure

1   Click **Configuration**.

2   Click **Proxy**.

3   Click **Add Proxy**.

4   Enter the Proxy Server `fully-qualified domain name` or `ip address`.

5   Enter the `Proxy Server Port`.

6   Enter the `Proxy Server Username` (optional).

7   Enter the `Proxy Server Password` (optional).

8   Click **Add Proxy Configuration**.

Edit or Delete Proxy

You can edit or delete a previously configured proxy server for the Skyline Collector.

Procedure

1   Click **Configuration**.

2   Click **Proxy**.

3   To delete a proxy, Click **Delete** next to the Proxy. Confirm the deletion of the proxy by clicking **Yes, Delete Proxy**.

4   To edit a proxy, click **Edit**. Enter the updated details within each field.

    You can only edit the user name and password of the Proxy. You cannot edit the fully qualified domain name or IP address.

Auto-Upgrade

You can enable automatic upgrades of the Skyline Collector. If an update is available, the Skyline Collector supports the ability to upgrade automatically. Auto-Upgrade checks for and install updates to the Skyline Collector at a specific time and day of the week that you specify.

Prerequisites

The Skyline Collector must be able to receive update notifications from vapp-updates.vmware.com. For more details regarding networking requirements, see the Skyline Collector Installation and Configuration Guide.

Procedure

1   Click **Configuration**.

2   Click **Auto-Upgrade**.

3   Toggle Enable Collector Auto-Upgrade to Yes Yes 🟢 .

    a   Using the **dropdown menu**, pick a day of the week for the Skyline Collector to check for and install updates, if available.

    b   Using the **dropdown menu**, pick a time of the day for the Skyline Collector to check for and install updates, if available.

4   To save your settings, click **Set Upgrade Configuration**.

After each collector auto-upgrade, an email notification will be sent to the My VMware email address used during the initial configuration.

Collector Name

You can create a friendly name for the Skyline Collector for ease of troubleshooting.

A friendly name is intended to describe the environment you are configuring the Skyline Collector to collect data from. This name is used to make it easier for VMware GSS to communicate information about the Skyline Collector with you.Example: East-Production

Procedure

1   Click **Configuration**.

2   Click **Collector Name**.

3   Enter a `Friendly Name`.

4   Click **Set Friendly Name**.

Active Directory Authentication

You can configure Active Directory authentication to the Skyline Collector. Enabling Active Directory (AD) allows access to specific AD Users and Groups to the Skyline Collector user interface. Active Directory allows for more granular access controller to the user interface and restricts the number of individuals that might need to know the admin user account details.

Prerequisites

To enable Active Directory authentication, anonymous bind must be enabled within Active Directory. Do not enable anonymous bind only for the purpose of enabling Active Directory authentication to the Skyline Collector user interface.

Procedure

1   Click **Configuration**.

2   Click **Active Directory**.

3   Toggle the Do you want to enable Active Directory switch to **Yes**.

4   Enter the Domain Controller `fully qualified domain name` or `ip address`.

5   Enter the `Port`.

6   Enter the `Domain Name`.

7   Enter an Active Directory User or Group by typing in the space provided.

Note

■   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), enter supportadmin on the line provided within Allowed AD Users, and click **Add User**.

■   Active Directory (AD) Groups added to Skyline Collector are not recursive. Any AD Groups that reside within the AD Group (subgroup) that you are adding are not granted access to the user interface. Only AD Users of the specific AD Group you are adding have access to the Skyline Collector user interface.

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8   Click **Set Active Directory Configuration**.

Active Directory must have anonymous bind enabled in-order for Active Directory integration to succeed for the Skyline Collector. We do not recommend enabling anonymous bind for the sole purpose of allowing Active Directory to the Skyline Collector.

Note   If an Active Directory (AD) User logs into the Skyline Collector user interface, there is no option to Manage AD from the Settings page. The ability to Manage Active Directory is only available to the admin account.

Configure Skyline Collector System Settings

You can configure and manage the Skyline Collector system settings such as the web server certificate and root password expiration from the Configuration page.

Web Server Certificate

You can replace the Skyline Collector default certificate with custom certificates provided by the customer. The Web Server Certificate is used to encrypt the connection between the Skyline Collector user interface web server and the local user interface (web-browser). Customers can replace the default Web Server Certificate with customer Web Server certificates provided by the customer.

Procedure

1   Click **Configuration**.

2   Click **Web Server Certificate**.

3   Upload the Certificate. Click **Choose File**, and select the .cert/.cer/.crt/.pem certificate file.

4   Upload the Certificate key. Click **Choose File**, and select the .key/.pem certificate key file.

5   Click **Set Certificate**.

Root Password Expiration

You can modify the root password expiration policy. This includes enabling or disabling root password expiration and the number of days after which the root password will expire.

Procedure

1 Click **Configuration**.

2 Click **Web Server Certificate**.

3 Enable or disable root password expiration.

   a   Toggle the button to   Yes 🟢 **Yes** to enable root password expiration.

   b   Toggle the button to   No ⚪ **No** to disable root password expiration.

4 Set the number of days after which the root password will expire.

   The number of days after which the root password will expire can only be configured if root password expiration is enabled.

Change the Admin User Account Password

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You can change the Skyline Collector admin user account password at any later time.

To change the Skyline Collector admin user account password, select the admin user account at the top-right of the Skyline Collector user interface and click **Change Password** in the drop-down menu.

The new password must meet the password complexity policy as described on the Change Password page. Click **Set Password** to save the new password.

Update Skyline Collector

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If you have not enabled Auto-Upgrade, you can update Skyline Collector to the latest version using the VMware Appliance Management Interface (VAMI).

Procedure

1   Open a web browser and enter the URL for the Skyline Collector VAMI:
    `https://skyline_collector_ip_address_or_fqdn:5480`

2   Enter the user name `root` and associated `password`.

3   Click **Login**.

4   Click **Update**.

5   Click **Check Updates**.

6   If an update is available, click **Install Updates**.

Participating in the Customer Experience Improvement Program (CEIP)

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Participation in the VMware Customer Experience Improvement Program (CEIP) Enhanced participation level is required as part of VMware Skyline.

Joining this program is done as part of the initial configuration wizard of the Skyline Collector. Also, you are required to Accept joining the Customer Experience Improvement Program (CEIP) Enhanced participation level when adding products to the Skyline Collector.

Adding products to the Skyline Collector sends product usage data to VMware for that product, in accordance with the Customer Experience Improvement Program (CEIP).

Participation in the Customer Experience Improvement Program (CEIP) Enhanced participation level can be discontinued for a Skyline Collector at any time by deregistering the Skyline Collector described in Manage Collector.