

VMware Skyline Collector User Guide

VMware Skyline Collector 2.1.0



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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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Log in to the Skyline Collector User Interface

Log in to the Skyline Collector User Interface to review the status of the Skyline Collector, and 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

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Overview of the options available within the Skyline Collector user interface.

The Skyline Collector user interface contains two primary sections, [System Status](#) and [Configuration](#).

System Status

This topic provides a description of the System Status page.

The left side of 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.

Configuration

This topic provides a brief description of the Configuration page.

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

- Add an vCenter Server.
- Edit or delete a vCenter Server.
- Add an NSX Manager.
- Edit or delete an NSX Manager.
- Add a Horizon View Connection Server.
- Edit or delete a Horizon View Connection Server.
- Add a vRealize Operations Manager.
- Edit or delete a vRealize Operations Manager.
- Configure Proxy.
- Configure Auto-Upgrade.
- Defining a Friendly Name.
- Configure the Active Directory authentication.

This chapter includes the following topics:

- [Add vCenter Server](#)
- [Add NSX Manager](#)
- [Add Horizon View](#)
- [Add vRealize Operations](#)
- [Configure Proxy](#)
- [Auto-Upgrade](#)
- [Collector Name](#)
- [Active Directory Authentication](#)

Add vCenter Server

Add a vCenter Server to the Skyline Collector.

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, please see [Knowledge Base Article 59661](#).

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **vCenters**.
- 2 Click **Add vCenter**.
- 3 Product instances configured for the product use data collection participate within the Customer Experience Improvement Program (CEIP). For information, visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>.
 - a Click **Continue**.
- 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\vpzd.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

Edit or delete vCenter Server within the Skyline Collector.

Prerequisites

- Have previously added a vCenter Server to the Skyline Collector.

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **vCenters**.
- 2 To delete a vCenter Server, click **Delete** next to the vCenter Server you wish to delete. Confirm the deletion of the vCenter Server by clicking **Yes, Delete Product**.

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

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

- 4 Click **Update** to save your settings.

Add NSX Manager

Add an NSX Manager to the Skyline Collector.

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 On the **Configuration** page of the Skyline Collector, click **NSX Managers**.
- 2 Click **Add NSX Manager**.
- 3 Product instances configured for the product use the data collection participates within the Customer Experience Improvement Program (CEIP). For information, visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>. Click **Continue**.
- 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

Edit or delete NSX Manager within the Skyline Collector.

Prerequisites

- Have previously added an NSX Manager to the Skyline Collector.

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **NSX Managers**.
- 2 To delete an NSX Manager, click **Delete** next to the NSX Manager you wish to delete. Confirm the deletion of the NSX Manager by clicking **Yes, Delete Product**.
- 3 To edit the NSX Manager, click **Edit** next to the NSX Manager you want to edit.
You can only edit the username and password for the NSX Manager. You cannot edit the fully qualified domain name or IP address.
- 4 To save your settings, click **Update**.

Add Horizon View

Add a Horizon View Connection Server to the Skyline Collector.

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 vmdadmin, vdmimport and lmvutil.

More information about the predefined Administrator roles in Horizon View can be found [here](#).

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **Horizon View**.
- 2 Click **Add Horizon View**.
- 3 Product instances configured for the product use data collection participate within the Customer Experience Improvement Program (CEIP). For information, visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>. Click **Continue**.

- 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 will 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

Edit or delete Horizon View from Skyline Collector.

Prerequisites

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

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **Horizon View**.
- 2 To delete a Horizon View Connection Server, click **Delete** next to the Horizon View Connection Server you wish to delete. Confirm the deletion of the Horizon View Connection Server by clicking **Yes, Delete Product**.
- 3 To edit the Horizon View Connection Server, click **Edit** next to the Horizon View Connection Server you want to edit.

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

- 4 Click **Update** to save your settings.

Add vRealize Operations

Add a vRealize Operations Manager to the Skyline Collector.

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.

More information about the vRealize Operation Manager Roles and Permissions can be found [here](#).

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **vRealize Operations**.

- 2 Click **Add vRealize Operations**.
- 3 Product instances configured for the product use data collection participate within the Customer Experience Improvement Program (CEIP). For information, visit: <https://www.vmware.com/solutions/trustvmware/ceip.html>. Click **Continue**.
- 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

Edit or delete vRealize Operations Manager from Skyline Collector.

Prerequisites

- Have previously added a vRealize Operations Manager to the Skyline Collector.

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **vRealize Operations**.
- 2 To delete a vRealize Operations Manager, click **Delete** next to the vRealize Operations Manager you wish to delete. Confirm the deletion of the vRealize Operations Manager by clicking **Yes, Delete Product**.
- 3 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 for the vRealize Operations Manager. You cannot edit the fully qualified domain name or IP address.

- 4 Click **Update** to save your settings.

Configure Proxy

Configure a Proxy for the Skyline Collector within the Skyline Collector User Interface.

The Skyline Collector uploads encrypted product use data to VMware using the Internet. If required by your organization, an HTTP proxy server can be configured between the Skyline Collector and the Internet.

Procedure

- 1 On the **Configuration** page of the Skyline Collector, click **Proxy**.

- 2 Click **Add Proxy**.
- 3 Enter the Proxy Server **fully-qualified domain name** or **ip address**.
- 4 Enter the **Proxy Server Port**.
- 5 Enter the **Proxy Server Username** (optional).
- 6 Enter the **Proxy Server Password** (optional).
- 7 Click **Add Proxy Configuration**.

Auto-Upgrade

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 On the **Configuration** page of the Skyline Collector, click **Auto-Upgrade**.
- 2 Select your auto-upgrade configuration.
 - a From the **dropdown menu**, select a day of the week for the Skyline Collector to select for and install updates, if available.
 - b From the **dropdown menu**, select a time of the day for the Skyline Collector to select for and install updates, if available.
- 3 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

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 On the **Configuration** page of the Skyline Collector, click **Collector Name**.

- 2 Enter a **Collector Friendly Name**.
- 3 Click **Set Friendly Name**.

Active Directory Authentication

Configure Active Directory authentication to the Skyline Collector.

Active Directory (AD) can be enabled to allow access for 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.

Follow these steps to enable Active Directory authentication.

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 On the **Configuration** page of the Skyline Collector, click **Active Directory**.
- 2 Toggle the Do you want to enable Active Directory switch to **Yes**.
- 3 Enter the Domain Controller **fully qualified domain name** or **ip address**.
- 4 Enter the **Port**.
- 5 Enter the **Domain Name**.
- 6 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.

- 7 Click **Set Active Directory Configuration**.

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.

Changing the Admin Password

Change the password of the Skyline Collector admin account.

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

Figure 6-1. Admin User Menu

UI Version: 2.1.0.0

Collector Version: 2.1.0.0

Change Password

Logout

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.

Manage Endpoints

This section describes how to manage the associated endpoints for each configured VMware product and solution.

To manage endpoints currently configured for the Skyline Collector, click **System Status** .

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

Details including the product (vCenter Server, NSX Manager, Horizon View, vRealize Operations), and the account being used to connect the Skyline Collector to the product server is displayed.

The size of the payload uploaded to the VMware Analytics Cloud and 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 want to review system activity or during Skyline Collector troubleshooting.

Manage Collector

Perform management actions for the Skyline Collector, including Start, Stop, Restart, or Deregister.

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

- **Start, Stop, Restart** , and **Deregister** the Collector.
- Skyline Collector unique identifier (ID).
- My VMware account which was used to register the Skyline Collector with VMware.

This chapter includes the following topics:

- [Restart Collector](#)
- [Stop Collector](#)
- [Deregister Collector](#)

Restart Collector

Restart the Skyline Collector.

Restarting the Skyline Collector is available to aid in troubleshooting.

Procedure

- 1 Click **System Status**.
- 2 Click **Collector**.
- 3 Click **Restart**.

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

Example: Restart Skyline Collector

The screenshot displays the VMware Skyline Collector web interface. The top navigation bar includes the VMware logo, 'Skyline™ Collector', and 'System Status'. The left sidebar contains a menu with 'OVERVIEW', 'COLLECTOR' (highlighted with a green checkmark), 'VCENTERS', and 'NSX MANAGERS'. Under 'VCENTERS', there is a link to 'vcenter01.core.hypervisor.com' with a green checkmark. Under 'NSX MANAGERS', there is a link to 'nsxmgr01.core.hypervisor.com' with a green checkmark. The main content area is titled 'Manage Collector'. It shows the 'STATUS:' as 'Your Collector is Running' with a green checkmark icon. Below this, the 'ACTIONS:' section contains two buttons: a blue 'RESTART' button with a circular arrow icon and a red 'STOP' button with a power icon. The 'DETAILS:' section has a table with one column labeled 'ID'. The 'COLLECTOR LOG:' section shows 'Number of lines' set to '200' with a dropdown arrow, and a blue 'SHOW LATEST LOG' button.

Stop Collector

Stop Skyline Collector.

Stopping the Skyline Collector prevents any data from being sent to VMware. Do not stop the Skyline Collector unless troubleshooting with VMware support.

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 user interface stating Your Collector is not running. Stopping the Skyline Collector within the user interface does not shut down the virtual appliance. The virtual appliance remains running and the user interface remains responsive.

Example: Stop Skyline Collector

The screenshot shows the VMware Skyline Collector web interface. The top navigation bar includes the VMware logo, 'Skyline™ Collector', and 'System Status'. The left sidebar contains a menu with 'OVERVIEW', 'COLLECTOR' (highlighted with a green checkmark), 'VCENTERS', and 'NSX MANAGERS'. Under 'VCENTERS', there is a link to 'vcenter01.core.hypervizor.com' with a green checkmark. Under 'NSX MANAGERS', there is a link to 'nsxmgr01.core.hypervizor.com' with a green checkmark. The main content area is titled 'Manage Collector'. Under 'STATUS:', there is a green box with a checkmark and the text 'Your Collector is Running'. Under 'ACTIONS:', there are two buttons: a blue 'RESTART' button and a red 'STOP' button. Under 'DETAILS:', there is a table with one column labeled 'ID'. Under 'COLLECTOR LOG:', there is a dropdown menu for 'Number of lines' set to '200' and a blue 'SHOW LATEST LOG' button.

What to do next

Use the **Start** action to restart the Skyline Collector.

Deregister Collector

Deregister the Skyline Collector.

Deregistration permanently removes the collector entirely from the Skyline platform. The process also removes all configuration information, disables all endpoint collection, and resets the collector state back to the default, in addition to removing participation for the Skyline Collector from the Customer Experience Improvement Program (CEIP). Enabling the Skyline Collector after de-registration requires a user to go through initial configuration again and might require refreshing the browser.

Procedure

- 1 Click **System Status**.
- 2 Click **Collector**.
- 3 Click **Deregister**.

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

Example: Deregister Skyline Collector

The screenshot displays the VMware Skyline Collector web interface. The top navigation bar includes the VMware logo, 'Skyline™ Collector', and 'System Status'. The left sidebar contains a menu with 'OVERVIEW', 'COLLECTOR' (highlighted with a green checkmark), 'VCENTERS', and 'NSX MANAGERS'. Under 'VCENTERS', there is a link to 'vcenter01.core.hypervizor.com' with a green checkmark. Under 'NSX MANAGERS', there is a link to 'nsxmgr01.core.hypervizor.com' with a green checkmark. The main content area is titled 'Manage Collector'. It shows the 'STATUS:' as 'Your Collector is Running' with a green checkmark icon. Below this, the 'ACTIONS:' section contains two buttons: a blue 'RESTART' button with a circular arrow icon and a red 'STOP' button with a power icon. The 'DETAILS:' section features a table with one visible row containing the text 'ID'. At the bottom, the 'COLLECTOR LOG:' section shows 'Number of lines' set to '200' with a dropdown arrow, and a blue 'SHOW LATEST LOG' button.

Update Skyline Collector

Update the Skyline Collector to the most recent version.

If you select not to enable Auto-Upgrade, follow these steps to update the 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 a new update is available, click **Install Updates**.

Participating in the Customer Experience Improvement Program (CEIP)

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This section describes participating in the Customer Experience Improvement Program (CEIP).

Participation in the VMware Customer Experience Improvement Program (CEIP) is required as part of VMware Skyline. Joining this program is done as part of the initial configuration wizard of the Skyline Collector. Additionally, you are required to Accept joining the Customer Experience Improvement Program (CEIP) when adding new products to the Skyline Collector.

Adding endpoints to the Skyline Collector sends product data to VMware for that product instance as part of the Customer Experience Improvement Program (CEIP). Endpoints are added as part of the initial configuration wizard or within the **Configuration** page.

Participation in the Customer Experience Improvement Program (CEIP) can be discontinued for a Skyline Collector at any time by de-registering the Skyline Collector described in [Manage Collector](#).

Categories of Information that VMware Receives

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This section describes the categories of information that VMware receives.

As part of the Enhanced Support - Customer Experience Improvement Program (CEIP), VMware regularly collects technical information about your organization's use of VMware products and services in association with your organization's VMware license keys . 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 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.