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VMware Skyline Collector 2.4 Release Notes

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VMware Skyline Collector™ 2.4 Release Notes | 19 May 2020

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Check for additions and updates to these release notes.

What's in the Release Notes

The release notes cover the following topics:

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About VMware Skyline

VMware Skyline™ is a proactive self-service support solution aligned with VMware Global Support Services. VMware Skyline automatically and securely collects, aggregates, and analyses product usage data to proactively identify potential issues, security vulnerabilities, impacts to usability, and configuration recommendations. Additionally, Skyline Log Assist assists VMware Technical Support Engineers improve time-to-troubleshooting.

VMware Skyline enables richer, more informed interactions between customers and VMware without extensive time investments by Technical Support Engineers. These capabilities transform support operations from reactive, break/fix to a proactive, predictive, and prescriptive experience that produces an even greater return on your VMware support investment.

For more information, see [VMware Skyline](#).

What's New in this Release

Support for IPv6

You can now enter an IPv6 network address when deploying the Skyline Collector virtual appliance. Additionally, the Skyline Collector supports IPv6 for external connectivity to vcsa.vmware.com.

Feature Enhancements

Additional Finding Discovery

Skyline is requesting the following new permission for the account used to add vCenter Server to the Skyline Collector:

- Host profile.View

This new permission allows Skyline to discover additional potential issues, and impacts to usability that could not be previously discovered. Please update your Skyline Collector to version 2.4, and update the privileges for the account used to add vCenter Server to the Skyline Collector.

Hostname Verification

Hostname Verification allows you to enable, or disable, an additional check on the HTTPS connections to "vcsa.vmware.com". This ensures the Skyline Collector is connecting to vcsa.vmware.com by looking at the destination certificate "dnsName" or "subjectAltName" fields.

Hostname Verification is available in previous versions of the Skyline Collector, however, was not configurable within the Skyline Collector.

vRealize Operations Authentication Source

You can now use an Active Directory domain user account when adding a vRealize Operations Manager to the Skyline Collector. Previously, you could only use a local vRealize Operations Manager account. Use the below examples for using an Active Directory domain account for adding a vRealize Operations Manager to the Skyline Collector.

Account Username: Enter the 'name' only (without @domain). For example, the account administrator@corp.local, only enter 'administrator' in the Account Username field.

Authentication Source: Enter the 'domain name'. For example, for a domain named CORP.LOCAL, enter CORP.

Log Assist Improvements

The Skyline Collector will now check whether it can communicate with objects selected for log transfer requests. Additionally, within Skyline Advisor, Log Assist will not be allowed to proceed if the Skyline Collector is unable to communicate with the object selected. The goal is to eliminate

Log Assist failures, due to network connectivity issues between the Skyline Collector, and the object selected.

Also made additional improvements to the Log Transfer process to minimize errors that could result in Log Transfer failure.

Note: At this point in time, the Skyline Collector is only checking for connectivity to vCenter Server, and ESXi hypervisor hosts.

Compatibility

The deployment of the Skyline Collector is supported on VMware products and solutions that are Generally Available and have not met their End of General Support date.

Resolved Issues

The following issues are resolved in this version of Skyline Collector.

- **Horizon requires role to be named "LogCollector"** - The role now only requires the "LOG_COLLECTION" privilege be assigned to the user account used to add the Horizon Connection Server. Naming the role "LogCollector" is no-longer required. See [VMware Knowledge Base Article 59661](#) for more details.
- Resolved an issue where the Skyline Collector does not perform proper product certificate validation.
- Resolved an issue with Active Directory authentication due to hierarchical group structure, or invalid baseDN.
- Fixed a typographical error on the root password expiry page.
- Resolved an issue where editing an existing vRealize Operations Manager would accept any account / password.
- Remove the IP address for vcsa.vmware.com from the Skyline Collector console screen.

Upgrade Instructions

Follow these steps to upgrade to this version of VMware Skyline Collector:

1. Open a web browser and enter the URL for the Skyline Collector VAMI:
   https://Skyline_Collector_IP_address_or_FQDN:5480.
2. Log in using the *root* username and password.
3. Click **Login**.
4. Click **Update**.
5. Click **Check Updates**.
6. If an update is available, click **Install Updates**.

If Check Updates does not return that an Update is available, verify that your Skyline Collector virtual appliance can access [vapp-updates.vmware.com](#) over port 443.