



VMware Skyline Collector 2.2 Release Notes

Updated on: 17 SEP 2019

VMware Skyline Collector™ 2.2 Release Notes | 17 September 2019

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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:

- [About VMware Skyline Collector](#)
- [What's New in this Release](#)
- [Compatibility](#)
- [Proactive Findings Support](#)
- [Resolved Issues](#)
- [Upgrade Instructions](#)

About VMware Skyline Collector

VMware Skyline™ is a proactive support service aligned with VMware Global Support Services. VMware Skyline automatically and securely collects, aggregates, and analyzes product usage data which proactively identifies potential problems and helps VMware Technical Support Engineers improve time-to-resolution.

This 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 the [VMware Skyline Documentation Center](#).

What's New in this Release

Replace Web Server Certificate

With Skyline Collector 2.2, customers can now replace the default Skyline Collector web server certificate with a customer web server certificate. Replacement of the default Skyline Collector web server certificate can be completed on the Configuration page within the Skyline Collector user interface.

Root Password Expiration

With Skyline Collector 2.2, customers can enable, or disable, password expiration for the Skyline Collector virtual appliance root account. Additionally, customers can set the number of days after which the Skyline Collector virtual appliance root password expires. Customers can choose between 7 and 365 days for root password expiration.

Feature Enhancements

Increased Log Assist Timeout

Log bundle transfer requests made with Skyline Log Assist will now timeout 6 hours after initial request. Previously, log bundle transfer requests would timeout 3 hours after initial request.

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.

Proactive Findings Support

While the deployment of the Skyline Collector is only supported on VMware products and solutions that are Generally Available and have not reached End of General Support, Skyline provides proactive findings and recommendations for the following versions of VMware products and solutions, some of which have passed their End of General Support date. The proactive findings identified for each of the below solutions (if applicable to your environment) can be viewed within Skyline Advisor.

The following versions of VMware products and solutions can be added to the Skyline Collector, for identification of potential issues related to each solution, and delivery of proactive recommendations for issue avoidance within Skyline Advisor.

- **VMware vCenter Server:** 5.5, 6.0, 6.5, 6.7
- **VMware ESXi:** 5.5, 6.0, 6.5, 6.7
- **VMware NSX for vSphere:** 6.2, 6.3, 6.4
- **VMware vSAN:** 6.0, 6.1, 6.2, 6.5, 6.6, 6.7
- **Horizon View 7:** 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7

- **vRealize Operations Manager:** 6.6, 6.7, 7.0

For example, Skyline identifies all ESXi 5.5 objects within a vCenter Server and provides additional information from [VMware Knowledge Base article 51491](#), which details the end of general support for vSphere 5.5.

Resolved Issues

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

- **Unable to add NSX Manager to Skyline Collector**- User receives "Endpoint test failed. - > JSONObject["systemSummary"] not found" message when trying to add NSX Manager to Skyline Collector.
- **Unable to remove proxy settings** - User receives one of the following error messages when "Failed to delete proxy: There was an error: Network is unreachable (connect failed)"; "Failed to delete proxy: There was an error: Connection refused!."
- **Rebooting Skyline Collector via user interface does not restart health service.**

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 if your Skyline Collector virtual appliance can access `https://vapp-updates.vmware.com` over port 443.

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