

Monitoring VMware Systems

VMware: vSphere Base Pack PowerPack version 212

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Chapter

Introduction

Overview

This manual describes how to monitor VMware vCenter Servers in SL1 using the VMware: vSphere Base Pack PowerPack.

The following sections provide an overview of VMware and the VMware: vSphere Base Pack PowerPack:

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What is VMware vSphere?

vSphere is VMware's cloud virtualization platform that enables users to deploy and manage VMware cloud-based resources using a suite of components, including the vCenter Server centralized management application and ESX/ESXi host servers.

TIP: To familiarize yourself with VMware terminology, see the VMware Master Glossary: <u>http://www.vmware.com/pdf/master_glossary.pdf</u>.

What Does the VMware: vSphere Base Pack PowerPack Monitor?

To monitor VMware virtual infrastructure using SL1, you must install the VMware: vSphere Base Pack PowerPack. This PowerPack enables you to discover, model, and collect data about all aspects of VMware vSphere, including datacenters, clusters, virtual machines, and datastores.

The VMware: vSphere Base Pack PowerPack includes:

- Two example credentials you can use as templates to create SOAP/XML credentials to connect to the VMware devices you want to monitor
- Dynamic Applications to discover, model, and monitor performance metrics and/or collect configuration data for VMware devices.
- Device Classes for each of the VMware devices SL1 monitors
- A Device Template that enables you to easily align multiple Dynamic Applications to VMware devices
- Event Policies and corresponding alerts that are triggered when VMware devices meet certain status criteria
- Device dashboards for several of the discoverable VMware component devices

NOTE: The VMware: vSphere Dashboards PowerPack contains additional dashboards that display data collected from VMware systems. To view these dashboards, you must install the VMware: vSphere Dashboards PowerPack on your SL1 system. (For more information, see the chapter on VMware Dashboards.)

Installing the VMware: vSphere Base Pack PowerPack

Before completing the steps in this manual, you must import and install the latest version of the VMware: vSphere Base Pack PowerPack.

TIP: By default, installing a new version of a PowerPack overwrites all content in that PowerPack that has already been installed on the target system. You can use the *Enable Selective PowerPack Field Protection* setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the *System Administration* manual.)

To download and install a PowerPack:

- 1. Download the PowerPack from the <u>ScienceLogic Customer Portal</u>.
- 2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
- 3. In the **PowerPack Manager** page, click the **[Actions]** button, then select Import PowerPack.
- 4. The Import PowerPack dialog box appears:

Import PowerPack™			×
Browse for file License:	Import	Browse	

- 5. Click the [Browse] button and navigate to the PowerPack file.
- 6. When the **PowerPack Installer** modal page appears, click the **[Install]** button to install the PowerPack.

NOTE: If you exit the **PowerPack Installer** modal page without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal page. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Version Requirements and Limitations

The following limitations and requirements apply to specific functionality in the VMware: vSphere Base Pack PowerPack:

- To collect I/O and latency metrics for datastores, you must enable Storage I/O Control. For information about Storage I/O Control, see the <u>VMware knowledge base</u>.
- Datastore Storage Performance Statistics are available only from vCenter systems running vSphere API 4.1.2 or later. SL1 will not collect Datastore Storage Performance Statistics if the Dynamic Applications that use Dynamic Component Mapping are used to monitor ESX or ESXi servers directly.
- Datastore Performance Statistics are unavailable for NFS datastores.

- If VMware Tools is not installed on a guest VM, SL1 cannot collect all performance statistics for that guest VM.
- Because no truly unique identifier is provided by the VMware vSphere API, it is possible that duplicate component devices could be created in SL1 when a virtual machine vMotions between separately monitored ESX/ESXi servers. (This issue does not affect vMotion events that occur within the same component tree, such as between two ESX/ESXi servers that are monitored through the same vCenter server.) Therefore, ScienceLogic recommends monitoring VMware servers through vCenter. In addition to accommodating vMotion events, monitoring through vCenter prevents performance issues on ESX/ESXi servers caused by API use.
- If you want to delete and reinstall version 203 or higher of the VMware: vSphere Base Pack PowerPack, you should first delete any existing copies of the Device Template included in the PowerPack and then create new versions of them after reinstalling the PowerPack. Doing so ensures that any copies of the Device Template included in the PowerPack will work properly after reinstallation. You should then assign the new Device Template(s) to any existing Discovery Sessions that were linked to the previous versions of the template(s).

Chapter

2

Configuring VMware vCenter Server for Monitoring

Overview

The following sections describe how to configure VMware vCenter resources for monitoring by SL1 using the VMware: vSphere Base Pack PowerPack:

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Prerequisites for Monitoring VMware vCenter Servers

Before performing the steps for configuring a vCenter server, you must:

- Have access to a VMware vCenter server that monitors your ESXi and ESX servers.
- Have access to the vCenter server using the vSphere web client.

If the Windows Server that hosts the vCenter server is SNMP-enabled, you must also configure your ESXi or ESX servers for communication using SNMP. To do so, you must:

 Configure SNMP community strings, traps, and polling on the ESXi or ESX server. Assign the server at least one SNMP community string. For more information, see VMware's documentation for <u>Configuring SNMP for</u> <u>ESXi 6.5</u> or <u>Configuring SNMP for ESXi 6.7</u>.

Creating a Read-Only User Account for Monitoring

Administrative users are the only default user type that have the level of access SL1 requires to collect data from the VMware vCenter web service. If you do not want to use the username and password of an administrative user in the SOAP/XML credential, you can set up a custom user role with the specific read-only access SL1 requires to the VMware vCenter web service.

To create a custom user role that grants the read-only access SL1 requires, perform the following steps:

- 1. Open your vCenter client at https://<vcenterservername>/ui
- 2. Select Menu > Administration from the drop-down.
- 3. In the menu at the left of the page, click Access Control > Roles. The **Roles** page appears:

vm vSphere Client	Menu 🗸	Q Search in all er	nvironment	s C	?~
Administration - Access Control	Roles				
Global Permissions	Roles provide	er:	rstlsvc6vs	san01.eng.sciencelogi	c.local ~
Licenses	+ 🗈 🥢	×		DESCRIPTION Full access rights	USAGE
Client Plug-Ins vCenter Server Extens	Read-only				
✓ Deployment System Configuration	Content library	/ administrator (sample)			
✓ Support Upload File to Service	Datastore con	sumer (sample)	16 items		

- 4. Click the plus sign (⁺) to add a new Role. The **New Role** page appears:
- 5. In the pane on the left, select Storage views and select the View checkbox. Click [Next].

Health update provider	All Storage views Privileges	All Selected Unselected
Host profile Network	Configure service	
Performance	View	
Permissions		
Profile-driven storage		
Resource		
Scheduled task		
Sessions		
Storage views		
Tasks		
Transfer service		
/Mware vCenter-Service		
/Mware vSphere Updat		

6. In the next screen, enter a name for the role in the **Role name** field. Optionally, you can enter a description in the **Description** field.

New Role	
Role name	ScienceLogic
Description	Monitoring role for ScienceLogic
	CANCEL BACK FINISH

7. Click the **[Finish]** button.

To assign the custom role to a user account, perform the following steps:

1. In the vCenter client, select your vCenter server containing the hosts and clusters you are monitoring and click the **[Permissions]** tab.

Summ	Moni	Config	Permissi	Datacen	Н	osts & Clu
+ /	×					
User/Grou	ıp ↓				Ŧ	Role

- 2. Click the plus sign (+) to add permissions.
- 3. Enter values in the following fields:
 - User. Select your domain and add the user in the field below.
 - Role. Select the role that you just created.
 - Propagate to children. Select this checkbox.

User	vsphere.local	~
	Q em7admin	
Role	ScienceLogic	~
	Propagate to children	
		CANCEL

4. Click the **[OK]** button.

Configuring a SOAP/XML Credential

To use the Dynamic Applications in the VMware: vSphere Base Pack PowerPack, you must configure a SOAP/XML credential for the VMware web service. The VMware: vSphere Base Pack PowerPack includes the following templates for SOAP/XML credentials that you can edit for use with your vCenter server:

- VMware Server Example (for use with vCenter Server servers not requiring VSAN monitoring)
- VMware Server VSAN Example (for use with VSAN-enabled vCenter servers requiring VSAN monitoring)

To modify either of the templates, perform the following steps:

- 1. Go to the **Credential Management** page (System > Manage > Credentials).
- 2. Click the wrench icon (*P*) for the "VMware Server Example" credential. The **Credential Editor** modal page appears:

Credential Editor [18]							
Edit SOAP/XML Credential #18	New Reset						
Basic Settings Profile Name Content Encoding Method HTTP Version VMware Server Example [text/xml] [POST] [HTTP/1.1] URL [http(s)://Host:Port/Path %D = Aligned Device Address %N = Aligned Device Host Name] [https://%D/sdk/vimService HTTP Auth User HTTP Auth Password Timeout (seconds) [N/A 	Soap Options Embedded Password [%P] Embed Value [%1] Embed Value [%2] VMWARE_USERNAME USERPWD_IN_EMBEC Embed Value [%3] Embed Value [%4]						
Proxy Settings Hostname/IP Port User	HTTP Headers + Add a header						
CURL Options CAINFO CAPATH CLOSEPOLICY CONNECTTIMEOUT COOKIE COOKIELAR COOKIELIST CRLF CUSTOMREQUEST DNSCACHETIMEOUT							
Save Save As							

- 3. Supply values in the following fields:
 - Profile Name. Enter a new name for the credential.
 - Embed Value [%1]. Enter the username SL1 will use to connect to the VMware web service.
 - Embedded Password [%P]. Enter the password SL1 will use to connect to the VMware web service.
- 4. Click the [Save As] button to save your changes as a new credential.

CAUTION: Do not click the [Save] button, as it will save over the example credential, which you may need for future use.

Testing the VMware Credential

SL1 includes a Credential Test for VMware. Credential Tests define a series of steps that SL1 can execute on demand to validate whether a credential works as expected.

The VMware Credential Test can be used to test a SOAP/XML credential for monitoring VMware using the Dynamic Applications in the VMware: vSphere Base Pack PowerPack. The VMware Credential Test performs the following steps:

- Test Reachability. Attempts to reach the vCenter server using ICMP.
- Attempt VMware Connection. Attempts to connect to the VMware service using the account specified in the credential.

To test the VMware credential:

- 1. Go to the **Credential Test Management** page (System > Customize > Credential Tests).
- 2. Locate the VMware Credential Test and click its lightning bolt icon (*F*). The Credential Tester modal page appears:

Credential Tester [Credential Tester [BETA]						
Test Type	[VMware Credential Test]						
Credential	VMware Server Example						
Hostname/IP							
Collector	KNT-Patch2-CU1-65						
	Run Test						

- 3. Supply values in the following fields:
 - Test Type. This field is pre-populated with the credential test you selected.
 - **Credential**. Select the credential to test. This drop-down list includes only credentials that you have access to that can be tested using the selected credential test.
 - Hostname/IP. Type the IP address for the vCenter server.
 - Collector. Select the All-In-One Appliance or Data Collector that will run the test.
- 4. Click the **[Run Test]** button. The **Test Credential** window appears, displaying a log entry for each step in the credential test. The steps performed are different for each credential test. The log entry for each step includes the following information:
 - Step. The name of the step.
 - Description. A description of the action performed during the step.
 - Log Message. The result of the step for this credential test.
 - **Status**. Whether the result of this step indicates the credential or the network environment is configured correctly (Passed) or incorrectly (Failed).
 - Step Tip. Hover over the question mark icon (C2) with your mouse to display the tip text. The tip text recommends what to do to change the credential or the network environment if the step has a status of "Failed".

Configuring a VMware Device Template

A *device template* allows you to save a device configuration and apply it to multiple devices. The VMware: vSphere Base Pack PowerPack includes the "VMware vSphere Template." If you configure and apply this device template when you discover your vCenter server, SL1 aligns the appropriate Dynamic Applications to the discovered vCenter server device.

To configure the VMware device template:

- 1. Go to the **Configuration Templates** page (Registry > Devices > Templates).
- 2. Locate the "VMware vSphere Template" and click its wrench icon (*P*). The **Device Template Editor** page appears.
- 3. Click the [Dyn Apps] tab. The Editing Dynamic Application Subtemplates page appears.
- 4. Complete the following fields:

Device Template Editor Click [Save] to c	ommit changes Editi	ng Dynamic Application S	ubtemplates (Cli	ick field labels to enable/	disable them)	New	Reset
1	Femplate Name VMwar	e vSphere Template					
Config Interface	CV Policies	Port Policies S	vc Policies	Proc Policies	Dyn Apps Log	IS	
Config Interface Subtemplate Selection 1 1 App: VMware: Inventory Cache 2 2 App: VMware: ComponentCount 4 3 App: VMware: Performance Cache 5 4 App: VMware: RootFolder Datacere 6 6 App: VMware: RetrieveServiceCore 7 9 App: VMware: Inventory Cache Mile 9 9 App: VMware: RootFolder Folder Folder 1 9 App: VMware: RootFolder Folder Folder Folder Folder Folder 1 10 App: VMware: RootFolder Folder Folder Folder 1 12 App: VMware: Performance Count 1 13 App: VMware: Performance Count 1 4 App: VMware: Perfo	CV Policies Template Applicatio [All devices (align ner Dynamic Applicatio [VMware: Inventory [VMware Server Exa [VMware Server Exa Dynamic Application Raw Data R	Port Policies S n Behavior w applications and update or n Settings Cache Cr wapple Cr vSphere Update Version Build Login Information Login Information Server Type Service Information Server Type Service Information Username n Thresholds	vc Policies Ali ollection states) edentials Uynamic Enabled T Enabled T Enabled T Enabled T Enabled T Enabled T Enabled T	Proc Policies gn Dynamic Application Dynamic Application Application	Dyn Apps Log With	Poll Rate	• • • • • • • • • • • • • • • • • • •
L		Save	s Sav	e As			

- Template Name. Type a new name for the device template.
- Credentials. Select the SOAP/XML credential that you created for VMware.
- 5. Click the next Dynamic Application listed in the **Subtemplate Selection** section on the left side of the page and then select the VMware SOAP/XML credential in the **Credentials** field.

- 6. Repeat step 5 until the you have selected the VMware SOAP/XML credential in the **Credentials** field for all of the Dynamic Applications listed in the **Subtemplate Selection** section.
- 7. Click [Save As].

CAUTION: Do not click the **[Save]** button, as it will save over the "VMware vSphere Template", which you may need for future use.

Chapter

Overview

The following sections describe how to discover a vCenter server and component devices for monitoring by SL1 using the VMware: vSphere Base Pack PowerPack.

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Discovering a vCenter Server

To create and run a discovery session that will discover a vCenter server, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).

2. Click the [Create] button to create a new discovery session. The Discovery Session Editor modal page appears:



- 3. Enter values in the following fields:
 - IP Address Discovery List. Type the IP address for the vCenter server.
 - SNMP Credentials. If the Windows server that hosts the vCenter server is SNMP-enabled, then select
 the SNMP credential for the vCenter server in this field. If you do not select an SNMP credential in this
 field, then you must select the Discover Non-SNMP checkbox.
 - Other Credentials. Select the SOAP/XML credential that you created for VMware.
 - **Discover Non-SNMP**. If the Windows server that hosts the vCenter server is not SNMP-enabled, then you must select this checkbox.
 - Apply Device Template. Select the device template that you created for VMware.
- 4. Optionally, you can enter values in the other fields on this page. For more information about the other fields on this page, see the **Discovery & Credentials** manual.
- 5. Click the [Save] button and then close the Discovery Session Editor modal page.
- 6. The discovery session you created will appear at the top of the **Discovery Control Panel** page. Click its lightning-bolt icon (*F*) to run the discovery session.

Discovering a vCenter Server

7. The **Discovery Session** window appears. When the vCenter server is discovered, click its device icon (**III**) to view the **Device Properties** page for the vCenter server.

Configuring the VMware Dynamic Applications

The following sections describe how to configure some of the Dynamic Applications in the VMware: vSphere Base PackPowerPack .

Configuring the "VMware: Events" Dynamic Application

The "VMware: Events" Dynamic Application is designed to collect events from VMware devices using the VMware API and insert those events into the device log of the aligned vCenter server.

For SL1 to insert VMware events into the device log, the Data Collector that monitors the vCenter server must be configured to process API events. For instructions on how to configure a Data Collector to process API events, see the *Global Settings* chapter in the *System Administration* manual.

You can specify which types of events the "VMware: Events" Dynamic Application collects by editing the event dictionary Python script located in the "VMware Event Collection" snippet of the "VMware: Events" Dynamic Application. This event dictionary includes a series of rows that look like this:

"ClusterStatusChangedEvent": {"count": 0, "countAll": 0, "collect": True},

Each row begins with an event type. This event type value must match the "eventTypeId" value the VMware API uses in its "EventFilterSpec" data object to indicate which events should be collected. For more information, see VMware's documentation on the "EventFilterSpec" data object.

To specify which events the "VMware: Events" Dynamic Application collects:

- 1. Go to the **Dynamic Applications Manager** page (System > Manage > Applications).
- 2. Click the wrench icon (*Properties Editor*) for the "VMware: Events" Dynamic Application. The **Dynamic Applications Properties Editor** page appears.
- 3. Click the [Snippets] tab. The Dynamic Applications Snippet Editor & Registry page appears.
- 4. Click the wrench icon (*for the "VMware Event Collection" snippet.*

5. Locate the section that looks like this:

```
event_dict = {
   "AlarmStatusChangedEvent": {"count": 0, "countAll": 0, "collect": True},
   "ClusterStatusChangedEvent": {"count": 0, "countAll": 0, "collect": True},
   "HostStatusChangedEvent": {"count": 0, "countAll": 0, "collect": True},
   "UserLoginSessionEvent": {"count": 0, "countAll": 0, "collect": True},
   "UserLogoutSessionEvent": {"count": 0, "countAll": 0, "collect": True},
   "VmEvent": {"count": 0, "countAll": 0, "collect": True},
   "VmMigratedEvent": {"count": 0, "countAll": 0, "collect": True},
   "other": {"count": 0, "countAll": 0, "collect": True},
}
```

- 6. Following the format shown above, add new rows for any additional event types you want to include in the event dictionary or delete the rows of any event types you want to remove from the event dictionary.
- 7. For each event type listed in the event dictionary:
 - If you want the Dynamic Application to collect that event type, change the "collect" value to "True". For example:

```
"AlarmStatusChangedEvent": { "count": 0, "countAll": 0, "collect": True },
```

• If you do not want the Dynamic Application to collect that event type, change the "collect" value to "False". For example:

"UserLoginSessionEvent": {"count": 0, "countAll": 0, "collect": False},

• If you want the Dynamic Application to collect all event types, locate the "other" line and change the "collect" value to "True". For example:

"other": {"count": 0, "countAll": 0, "collect": True},

NOTE: Changing the "other" "collect" value to "True" overrides any event types with a "collect" value of "False". If you do not want to collect all event types, then you must either remove the "other" row or change its "collect" value to "False".

8. Click the **[Save]** button.

TIP: If you have edited the "VMware Event Collection" snippet and want to maintain your event_dict settings the next time the PowerPack is upgraded, you must copy the event dictionary Python script, install the new version of the PowerPack, and then follow the steps in this section to paste the settings into the "VMware Event Collection" snippet in the upgraded version of the "VMware: Events" Dynamic Application.

Configuring the Polling Frequency for VMware Performance Dynamic Applications

In the VMware: vSphere Base Pack PowerPack, some of the Dynamic Applications require that their **Poll** *Frequency* be set to a specific time to ensure the accuracy of the data they collect.

To set the polling frequency:

- 1. Go to the **Dynamic Applications Manager** page (System > Manage > Applications).
- 2. Search for the Dynamic Application whose polling frequency you want to update and click on its wrench icon (
- 3. In the **Dynamic Applications Properties Editor**, use the drop-down in the **Poll Frequency** field to select the polling frequency.

Close	<u>P</u> roperties	<u>C</u> ollections	Presentations	<u>S</u> nippets	<u>T</u> hresholds	<u>A</u> lerts	Subs	cribers	
Dynamic Appl	cations [172] Properties	s Editor						Guide	Reset
VMwan	Application Name VirtualMachine CPU Per	formance	Version Nur [Version 2.0]	mber	Abandon (After 4 Timed-Out Colle	Collection ction Objects] ▼	0	Disable Rollup	of Data
[Bulk S	Application Type inippet Performance]	▼ 🚱	Operational [Enabled]	State	Cont	lext]0	Component M	lapping
[De	Execution Environme ault: VMware: vSphere Ba	nt se Pack 🔻 🚱	[Default] Poll Freque		Null Row	Option	0		
[VMw	Device Dashboard are: Virtual Machine]	▼ 😧	[Every 5 Minutes Every 1 Minute Every 2 Minutes Every 3 Minutes [Every 5 Minutes		Null Colun	nn Option	0	Save	s
Description This dynamic	c application collects pe	rformance data asso	Every 10 Minute Every 15 Minute Every 10 Minute Every 1 Hour Every 2 Hours Every 2 Hours Every 12 Hours Every 24 Hours	s s cs group for th	e VirtualMachine pro	ovider.			
Release Notes	& Change Log		¶ - % -		= == == -	9. IA /			
Image: Second state and the second state associated with the cpu group of performance metrics for the VirtualMachine metric data associated with the cpu group of performance metrics for the VirtualMachine metrics.									
provid cache 2. The fe be co	provider. All metrics used by this application are provided by a separate process which stores metric data in the performance metrics cache. 2. The following LEVEL 1 metrics are collected: cpu.ready.summation, cpu.usage.average, cpu.usagemhz.average. NOTICE - vCenter must be configured to collect LEVEL 2 and above metrics.								
Copyright	(c) 2003-2016 Scier	nceLogic, Inc.							-

- 4. Set the polling frequencies for the following Dynamic Applications using the guidelines listed:
 - VMware: VirtualMachine CPU Performance. No more than 5 minutes.
 - VMware: VirtualMachine Datastore Performance. No more than 5 minutes.
 - VMware: VirtualMachine Disk Performance. No more than 5 minutes.
 - VMware: QuickStats Cache. No less than 5 minutes.
 - VMware: Inventory Cache. Exactly 1 minute.
 - VMware: Datastore Space Performance. No less than 15 minutes.

Configuring the "VMware: Remove Session Cookies" Dynamic Application

The "VMware: Remove Session Cookies" Dynamic Application allows users to force a new API session to collect new objects.

To execute the Dynamic Application:

- 1. Go to the **Dynamic Applications Manager** page (System > Manage > Applications).
- 2. Find the "VMware: Remove Session Cookies" Dynamic Application and click on its wrench icon (🥍).
- 3. In the **Dynamic Applications Properties Editor** page, click the **Operational State** drop-down and select Enabled.

Close <u>P</u> roperties <u>C</u> ollections	<u>S</u> nippets <u>T</u> hresholds	<u>A</u> lerts Subscribers				
Dynamic Applications [1442] Properties Editor			Guide Reset			
Application Name VMware: Remove Session Cookies Application Type [Snippet Configuration] • • Caching [No caching] • • Device Dashboard None • • •	Version Number [Version 1.0] Operational State [Disabled] Foil Frequency [Every 24 Hours] V	Abandon Collection [[Default] Context Null Row Option [values] Null Column Option [values]	Disable Rollup of Data			
Description						
Release Notes & Change Log						
🖹 🖍 B I U S A Ti 6	· ¶ · »· E· 🗉 🖻	🗎 🖿 🖛 💊 🖬 🍠 🚸				
Image: Second						

- 4. Align the "VMware: Remove Session Cookies" Dynamic Application to any VMware root device.
- On the root device, go to the [Collections] tab on the Device Properties page and run the "VMware: Remove Session Cookies" Dynamic Application you just aligned by clicking the lightning bolt icon (\$\not_1\$).
- 6. After running the Dynamic Application, check the session logs. If you get an "Failed to retrieve security token from vSphere SSO server" error, run the Dynamic Application again.
- 7. When the "VMware: Remove Session Cookies" Dynamic Application has successfully run, change its **Operational State** back to Disabled.

Enable VM GUID Unique Identifier Threshold

The "Enable VM GUID unique identifier" threshold allows a VM to retain its ID when it is vMotioned to another vCenter. It changes The VMware UUID to VMware instanceUUID.

The following Dynamic Applications have this threshold:

- VMware: ClusterComputeResource VM Discovery
- VMware: HostSystem VM Discovery
- VMware: ResourcePool VM Discovery

To enable this threshold:

- 1. Go to the **Dynamic Applications Manager** page (System > Manage > Applications).
- 2. Find the Dynamic Application from the list above and click on its wrench icon (
- 3. In the **Dynamic Applications Properties Editor** page, click on the **[Thresholds]** tab.
- 4. In the Threshold Object Registry pane, click on the wrench icon (*P*) for the "Enable VM GUID unique identifier" Threshold Object.
- 5. Select *Enabled* in the **Override Threshold Value** dropdown and click **[Save]**. Repeat these steps for all three Dynamic Applications listed above.

NOTE: Changing this threshold will orphan all the existing virtual machine components. They will need to be moved to a virtual collector and deleted. The threshold for all three of the listed Dynamic Applications should be set that same way.

Collecting Custom Performance Metrics

vSphere Performance Collection

The VMware: vSphere Base Pack PowerPack enables you to collect custom performance metrics.

To add a new vSphere performance metric:

 In the Dynamic Applications Manager page (System > Manage > Applications), find the Bulk Snippet Performance Dynamic Application aligned to the particular device type of interest(i.e., Virtual Machine or

Datastore). Click on the wrench icon (*P*) next to the Dynamic Application to open the **Dynamic Applications Properties Editor** page.

- 2. In the **[Collections]** tab, clone an existing collection object by selecting the wrench icon (
- 3. Add a new object name and metric label using the Snippet Arguments field.

The metric label format is: <metric_group>.<metric_name>.<rollupType>.

4. Click [Save As] to save the collection object as a new object without saving over the object that you cloned.

Details about the precise metric name, group, and rollup type can be found in <u>the vSphere documentation for</u> <u>PerformanceManager</u>. The vCenter managed object browser (MOB) at https://<vCenter IP>/mob/?moid=PerfMgr is an alternative source for counter labels if you know the counter ID. If it is decided that a new snippet must be added to the performance Dynamic Application, the following snippet code can be used as the basis for the new snippet:

from content import content_errors
from content import content logger

```
from silo_vmware.VMwareBulkPerfMetrics import VMwareBulkPerfMetrics
CONTROL_PARAMS = {
  # 'maxThreads': 8,  # maximum number of threads per execution
  # 'maxQueryMetrics': 64,  # maximum number of metrics to include in QueryPerf,
  default is 64 or comes from API if set
  # 'intervalId': 300  # Default vCenter performance statistical interval
  }
  with content_errors.ErrorManager(self):
    with content_logger.LogManager(self) as logger:
    app_name = "VMwareClusterComputeResourcePerformanceSnippet"
    inst = VMwareBulkPerfMetrics(self, app_name, snippet_id, devices, self.oids,
    entity_type='ComputeResource', ctrl_params=CONTROL_PARAMS)
    inst.process()
```

VSAN Performance Collection

The process for VSAN performance collection is similar to the process for vSphere performance collection, but the snippet argument uses a URL-style pattern to designate the metric to be collected. Refer to the <u>VSAN Management</u> <u>API documentation</u> for more information.

For example, for VSAN cluster front-end stats, the collection object snippet arguments use a pattern similar to this, where the entity type and metric can be exchanged with the new metric of interest:

```
vsan://vsan-performance-manager/VsanPerfQueryPerf?entityType=cluster-
domclient&entityUuid=*&metricLabel=congestion
```

Details on the precise parameters that can be provided to the query can be found in the <u>vSphere documentation</u> for VsanPerfQueryPerf.

If a new snippet is required, the following snippet code can be used as the basis for the new snippet:

```
from content import content_errors
from content import content_logger
from silo_vmware_vsan.vsan_perf_app_collector import VsanPerfAppCollector
TAG = "VsanStoragePerfStats"
with content_errors.ErrorManager(self):
    with content_logger.LogManager(self) as logger:
        vsan_app = VsanPerfAppCollector(self, TAG, snippet_id)
        vsan_app.get_collections()
        vsan_app.collect()
        vsan_app.store()
```

Viewing Component Devices

When SL1 performs collection for the "VMware: RootFolder Datacenter Discovery" Dynamic Application, SL1 will create component devices for the components managed by the vCenter server and align other Dynamic Applications to those component devices. Some of the Dynamic Applications aligned to the component devices are also used to create additional component devices. All component devices appear on the **Device Manager** page.

NOTE: During initial discovery, SL1 requests information about 200 devices per poll period until all component devices are discovered. After initial discovery, SL1 requests only the changes from the previously collected topology. If you have a large VMware infrastructure, it can take several collection cycles after the initial collection of the "VMware: RootFolder Datacenter Discovery" Dynamic Application for all component devices to be discovered.

In addition to the **Device Manager** page, you can view the vCenter server and all associated component devices in the following places in the user interface:

• The **Device View** modal page (click the bar-graph icon [**1**] for a device, then click the **Topology** tab) displays a map of a particular device and all of the devices with which it has parent-child relationships. Double-clicking any of the listed devices reloads the page to make the selected device the primary device:



• The **Device Components** page (Registry > Devices > Device Components) displays a list of all root devices and component devices discovered by SL1. The **Device Components** page displays all root devices and component devices in an indented view, so you can easily view the hierarchy and relationships between child devices, parent devices, and root devices. To view the component devices associated with a vCenter server, find the vCenter server and click its plus icon (+):



The Component Map page (Views > Device Maps > Components) allows you to view devices by root
node and view the relationships between root nodes, parent components, and child components in a map.
This makes it easy to visualize and manage root nodes and their components. SL1 automatically updates the
Component Map as new component devices are discovered. The platform also updates each map with the
latest status and event information. To view the map for a vCenter server, go to the Component Map page
and select the map from the list in the left NavBar. To learn more about the Component Map page, see the
Views manual.



Relationships with Other Types of Component Devices

In addition to the parent/child relationships between component devices, the following relationships are automatically created by the Dynamic Applications in the VMware: vSphere Base Pack PowerPack:

- VMware Virtual Machines and VMware Datastores
- VMware Virtual Machines and VMware Networks
- VMware Virtual Machines and Cisco Cloud Center
- VMware VirtualApps and VMware Networks
- VMware Hosts and VMware Datastores
- VMware Hosts and VMware Networks
- VMware Hosts and VMware Virtual Machines
- VMware Datastore Clusters and VMware Virtual Machines
- VMware Datastore Clusters and VMware Host Clusters
- VMware Datastore Clusters and VMware Hosts

SL1 can also automatically build relationships between VMware component devices and other associated devices. If you discover one or more of the following:

- A Dynatrace host using the Dynamic Applications in the Dynatrace PowerPack
- A Cisco UC VOS application using the Dynamic Applications in the Cisco: UC VOS PowerPack
- A Cisco CUCM cluster using the Dynamic Applications in the Cisco: CUCM PowerPack
- An EMC VNX device using the Dynamic Applications in the EMC: VNX PowerPack
- A NetApp device using the Dynamic Applications in the NetApp Base Pack PowerPack
- A UCS device using the Dynamic Applications in the Cisco: UCS PowerPack

SL1 automatically creates relationships between the following types of component devices, where appropriate:

- Dynatrace hosts and VMware Datastores
- Cisco UC VOS applications and VMware Datastores
- Cisco CUCM clusters and VMware Datastores
- EMC VNX LUNs and VMware Datastores
- NetApp LUNs and VMware Datastores
- NetApp Volumes and VMware Datastores
- VMware Hosts and UCS Service Profiles

Determining Availability for Component Devices

The Dynamic Applications that discover the component devices managed by a vCenter server include collection objects that define the availability status of those component devices.

The following types of component devices are considered unavailable if a vCenter server reports that the power state is off:

- Compute Resource
- Host Server (i.e., ESX and ESXi Servers)
- Virtual Machine

The following types of component devices are considered unavailable if a vCenter server loses its connection to an ESXi hypervisor host server:

- Host Server
- Virtual Machine

The following types of component devices are considered unavailable if a vCenter server does not include information about those components in the appropriate response:

- Distributed Virtual Switch
- Distributed Virtual Portgroup
- Folder
- Network
- Resource Pool

The following types of component devices are considered unavailable based on other conditions:

- **Datastore**. A datastore is considered unavailable if it is not accessible. A datastore is not accessible if no hosts have successfully mounted the datastore volume.
- **Cluster**. A cluster is considered unavailable if no hosts are associated with the cluster or all hosts associated with the cluster are powered off.

When a VMware device is shut down, an event is created to alert the user that the device is unavailable. If you turn off VMware devices intentionally, you can suppress these availability events.

To suppress these events:

- Create a device group that contains the VMware devices for which you want to suppress availability events.
- Suppress that device group in the relevant Event Policies.

To create the device group:

1. Go to the **Device Groups** page (Registry > Devices > Device Groups).

2. Click the [Create] button. The Device Group Editor page appears:

Device Group Editor Creating new group		Guide Reset
Device Group Name	Force Child Visibility?	Sharing Permissions
	[No]	[Private (visible to you only)]
Icon	Visibility	Permission Keys
	Maps/Views A Config Policies/Bulk Edit Notification/Automation Discovery Device Schedules Event Suppression RSS Feeds	EM7 System Administration Grant All IT Services b_TTSM mh-IT Services - View
Static Devices and Groups Devices [0] Groups [0]		Del Add
Device Name • Class Sub-class	ID Organization 🗹 Device Gro	oup Name • ID Devices Groups Rules
No devices in current device group		No sub-groups in current device group.
Dynamic Rules Rules Found [0]		Del Add
Selector Type	Selector Targets	Matched Devs 🖉
	No dynamic rules in current device group.	
		Matched
	Save	

- 3. Enter values in the following fields:
 - **Device Group Name**. In this field you can enter a customized Device Group Name. For example, "Event Suppressed VMs".
 - Visibility. Select Event Suppression.

4. If you want to suppress one or a few individual devices, click the **[Add]** button under the **Static Devices and Groups** pane and select *Add Devices*. The **Device Alignment** modal page appears:

Device Name •	<u>IP Address</u> 	Category	Class Sub-class	ID	Organization	~	Action
Xen 1110-Forward 1110-0.03 1110.0.5 1110.0.10.21 1110.0.10.22							
m Xen 10-Forward 10.0.03 110.0.05 1110.0.10.21 110.0.10.21 10.0.10.22	 10.20.30.195						
10-Forward 110.0.3 110.0.5 110.0.10.21 110.0.10.21 110.0.10.22	10.20.30.195	Servers	Xen Cluster Xen Cluster	1924	System		
//10.0.03 //10.0.05 //10.0.10.21 //10.0.10.22		Servers	NET-SNMP FreeBSD	115	System		
//10.0.0.5 ///10.0.10.21 ///10.0.10.22	10.0.0.3	Unknown	Cisco Systems OEM	1944	System		
//10.0.10.21 //10.0.10.22	10.0.0.5	Unknown	Cisco Systems OEM	1943	System		
10.0.10.22		VMware	VMware Host Server	1722	System		
		VMware	VMware Host Server	1723	System		
10.0.10.23		VMware	VMware Host Server	1721	System		
10.0.10.24		VMware	VMware Host Server	1716	System		
/// 10.0.10.25		VMware	VMware Host Server	1719	System		
/// 10.0.10.26		VMware	VMware Host Server	1709	System		
10.0.10.27		VMware	VMware Host Server	1710	System		
10.0.10.29		VMware	VMware Host Server	1690	System		
/// 10.0.10.30		VMware	VMware Host Server	1712	System		
/// 10.0.10.31		VMware	VMware Host Server	1714	System		
10.0.10.32		VMware	VMware Host Server	1927	System		
10.0.10.33		VMware	VMware Host Server	1912	System		
10.0.10.33		VMware	VMware Host Server	1711	System		
/// 10.0.10.34		VMware	VMware Host Server	1708	System		
10.0.10.40		VMware	VMware Host Server	1922	System		
10.0.9.180		VMware	VMware Host Server	1657	System		
10.0.9.180		VMware	VMware Host Server	1408	System		
10.0.9.181		VMware	VMware Host Server	1411	System		
11 0.0.9.181		VMware	VMware Host Server	1656	System		
10.0.9.182		VMware	VMware Host Server	1558	System		
10.0.9.182		VMware	VMware Host Server	1409	System		
10.0.9.183		VMware	VMware Host Server	1414	System		
10.0.9.183		VMware	VMware Host Server	1646	System		
10.0.9.184		VMware	VMware Host Server	1645	System		
		Manage					

- 5. In the **Device Alignment** modal page, perform a search in the **Class | Sub-class** column for "Virtual Machine" to bring up the available VMware devices.
- 6. Find the device(s) for which you want to suppress availability events and select their checkbox (
- 7. Click the [Add/Remove] button to add the device(s).

8. To add all VM devices to the device group, click the **[Add]** button in the **Dynamic Rules** pane of the **Device Group Editor** page. The **Device Group Rule Editor** page appears:

Device Group Rule Editor Reset							
Active Selectors	Selector Definition	ns					
Organization							
Device Class							
Device Category							
Device Name							
Device IP							
Device State							
Collection State							
Open TCB Parte							
Running Process							
windows Service							
Subscribed Product							
Active Event							
Asset Make							
Matched Devices [1120]							
						Collection	
Device N	ame •	Category	Class Sub-class	<u>ID</u>	Organization	State	
1		Servers	Xen Cluster Xen Cluster	1924	System	Active	
2. 10-Forward		Servers	NET-SNMP FreeBSD	115	System	Active	
3. 110.0.0.5		Unknown	Cisco Systems UEM	1944	System	Active	
4. 10.0.0.5		VMware	VMware Host Server	1943	System	Active	
6 10.0.10.21		VMware	VMware Host Server	1722	System	Active	
7 10 0 10 23		VMware	VMware Host Server	1721	System	Active	
8. 110.0.10.24		VMware	VMware Host Server	1716	System	Active	
9. 10.0.10.25		VMware	VMware Host Server	1719	System	Active	
10. 10.0.10.26		VMware	VMware Host Server	1709	System	Active	
11. 10.0.10.27		VMware	VMware Host Server	1710	System	Active	
12. 10.0.10.29		VMware	VMware Host Server	1690	System	Active	-
[Viewing Page: 1]	•						ок

9. In the **Device Group Rule Editor** page, select the checkbox (12) for **Device Class** in the **Active Selectors** pane.

10. In the Selector Definitions pane, the Device Class field appears. Perform a search for "VMware" in the Device Class field, and select VMware | Virtual Machine. All virtual machines will appear in the Matched Devices pane:

						CI	ose /
vice Group Rule Editor						R	eset
ctive Selectors Se	elector Definitions						
Organization	Device (Class	Invert 🔲				
Device Class	/Mware						
Device Category	viriware i lucei VMware i Hoet Server		*				
Device Name	VMware Network						
Device IP	VMware Resource Pool						
Device State	VMware vCenter						
Collection State	vмware į virtual App VMware į Virtual Machine						
Onen TCP Porte							
Running Process							
Windows Service							
Subscribed Product							
Active Event							
- Addre Eren							
Asset Make							
Asset Make							
Asset Make						Collection	_
Asset Make atched Devices [360]	: Category	<u>Class Sub-class</u>	ID		Organization	Collection State	
Asset Make atched Devices [360] Device Name 1100.10_IS_10.100.10.17	Category VMware	<u>Class Sub-class</u> VMware Virtual Machine	<u>ID</u> 1587	System	Organization	Collection State Active	
Asset Make atched Devices [360] Device Name m[100.10_IS_10.100.100.17 m[100.8_IS_10.100.100.15	Category VMware VMware	<u>Class Sub-class</u> VMware Virtual Machine VMware Virtual Machine	1587 1591	System System	<u>Organization</u>	Collection State Active Active	
Asset Make	Category VMware VMware VMware VMware	<u>Class Sub-class</u> VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine	1587 1591 1490	System System System	<u>Organization</u>	Collection State Active Active Unavailable	
Asset Make	Category VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672	System System System System	<u>Organization</u>	Collection State Active Active Unavailable Unavailable	
Asset Make atched Devices [360] <u>Device Name</u> 1. <u>m</u> [100.10_IS_10.100.100.17 2. m[100.8_IS_10.100.100.15 3. <u>m</u> [7.1.10_IS 4. m[7.1.X-7.2.beta.internal 5. m[7.1.X-7.2.beta.internal 5. m[7.1.X-7.2.beta.internal	r Category VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606	System System System System System	<u>Organization</u>	Collection State Active Unavailable Unavailable Unavailable	
Asset Make Asset Make Device [360] Device Name Antipological antipol	r <u>Calegory</u> VMware VMware VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500	System System System System System System	<u>Organization</u>	Collection State Active Unavailable Unavailable Unavailable Unavailable Unavailable	
Asset Make atched Devices [360] <u>Device Name</u> 1m[100.10_JS_10.100.100.17 2m[100.8_IS_10.100.100.15 3m[7.1.X-7.2.beta.internal 5m[7.1.X-7.2.beta.internal 6m[75afe Test System 7m[75afe Test System	r <u>Category</u> VMware VMware VMware VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500 1635	System System System System System System	<u>Organization</u>	Collection State Active Unavailable Unavailable Unavailable Unavailable Unavailable Unavailable Active	
Asset Make atched Devices [360] <u>Device Name</u> 1. m[100.10_IS_10.100.100.17 2. m[100.8]s_10.100.100.15 3. m[7.1.10_IS 4. m[7.1.X-7.2.beta.internal 5. m[75afe Test System 7. m[75afe Test System 8. m[8633_AIO 9. m[8633_AIO	r Category VMware VMware VMware VMware VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500 1635 1516	System System System System System System System System	Organization	Collection State Active Active Unavailable Unavailable Unavailable Unavailable Unavailable Active Active	
Asset Make atched Devices [360] Device Name m[100.10_IS_10.100.100.17 m[1100.8_IS_10.100.100.15 m[71.10_IS m[71.1.7.2 beta.internal m[75afe Test System m[75afe Test System m[8633_AI0 m] #18633_AI0 m] #18633_A		Class Sub-class VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500 1635 1516 1681	System System System System System System System System	Organization	Collection State Active Active Unavailable Unavailable Unavailable Unavailable Unavailable Unavailable Active Active Active	
Asset Make Asset Make atched Devices [360] Device Name m[100.10_JS_10.100.100.17 m[1100.8_IS_10.100.100.15 m[7.1.1V-7.2.beta.internal m[7Safe Test System m[7Safe Test System m[8633_AI0 m[8633_AI0 m[Alo_snader m[Analytics VM		Class Sub-class VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500 1635 1516 1681 1753	System System System System System System System System System	Organization	Collection State Active Active Unavailable Unavailable Unavailable Unavailable Unavailable Active Active Active Active Active	
Asset Make Asset Make atched Devices [360] Device Name Asset Make Devices [360] Device Name Amplitude Asset Make Amplitude Asset Asset Make Amplitude Asset Asset Make Amplitude Asset Asse	r Category VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware VMware	Class Sub-class VMware Virtual Machine VMware Virtual Machine	1587 1591 1490 1482 1672 1606 1500 1635 1516 1681 1753 1250	System System System System System System System System System System	<u>Organization</u>	Collection State Active Unavailable Unavailable Unavailable Unavailable Unavailable Unavailable Active Active Active Active Unavailable	

11. Click the **[OK]** button. The Device Class will appear in the **Dynamic Rules** pane.

Next, you need to suppress two Event Policies for this Device Group. To do this:

- 1. Go to the **Event Policy Manager** page (Registry > Events > Event Manager).
- 2. Perform a search in the *Event Policy Name* column for "Availability".

3. Click the wrench icon (for the **Poller: Availability Check Failed** policy. The **Event Policy Editor** page appears:

Event Policy Editor Editing Event Policy [927]	New Reset G	iuide
Policy Advanced Suppressions		
Available Device Groups	Suppressed Device Groups	
mh-Test Group aws Data Centers mh Testgroup2	Event Suppressed VMs	*
	*	-
Available Devices	Suppressed Devices	
Advanced Telecommunications Modules Ltd: OEM: Broadxent system Atiga Networks: OEM: Cisco_10.20.30.134 Atiga Networks: OEM: CustB_VPN3000 Atiga Networks: OEM: CustB_VPN3000 Atiga Networks: OEM: CustB_VPN3000 Atiga Networks: OEM: CustB_VPN3000 APC: MasterSwitch PDU: Immt reset1 APC: SmartUPS 2200: ups11tmm.az APC: UPE: power24 APC: Web/SNMP Management Card: power16 APC: Web/SNMP Management Card: LA3-POWER101 Ascend Communications: Pipeline BRI: acct.341474 Ascend Communications: Pipeline BRI: acct.341474 ASKEY Computer Com: ICMI: 10.20.30.52 Avaya: OEM: MCTS8720Act Avocent: DSR1021 03.03.00.07: DSR1021 06-E0-7D Avocent: DSR1021 03.03.00.07: DSR1021 06-E0-7D Avocent: DSR1021 03.03.00.07: DSR1021 06-E0-7D Avocent: DSR1021 03.03.00.07: DSR1021 06-E0-7D Avocent: OEM: (CMI-1650 05-57-7A Avocent: OEM: CPS-161 09.08F-22 Avocent: OEM: DSR1022 02-10-63	(No devices suppressed)	×
	Save Save As	

- 4. Click the [Suppressions] tab in the Event Policy Editor page.
- 5. In the **Available Device Groups** field, select the device group you created. In this example, you would select *Event Suppressed VMs*.
- 6. Click the right arrow button, [>>], and the device group moves to the **Suppressed Device Groups** field.
- 7. Click the **[Save]** button.
- 8. Repeat these steps for the **Poller: Availability Healthy** event policy to suppress events that will occur when a VMware device is turned back on again.

Chapter

VMware Dashboards

Overview

SL1 includes the VMware: vSphere Dashboards PowerPack, which contains dashboards that display data collected from VMware systems.

In addition, the VMware: vSphere Base Pack PowerPack includes device dashboards that provide summary information for VMware component devices. Each of these device dashboards is aligned as the default device dashboard for its equivalent device class.

The following sections describe how to install the VMware: vSphere Dashboards PowerPack and a description of each dashboard that is included in the VMware: vSphere Dashboards and VMware: vSphere Base Pack PowerPacks:

Installing the VMware: vSphere Dashboards PowerPack	
VMware Host Performance Dashboard	
VMware vCenter Overview Dashboard	
VMware Device Dashboards	
VMware: Cluster	
VMware: Datastore	
VMware: Datastore Cluster	
VMware: Host	
VMware: Resource Pool	
VMware: Virtual App	
VMware: Virtual Machine	

Installing the VMware: vSphere Dashboards PowerPack

Before you can view the VMware Host Performance or VMware vCenter Overview dashboards in SL1, you must first install the VMware: vSphere Dashboards PowerPack. To do so:

- 1. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
- 2. Click the [Actions] button, then select Install PowerPack. The Imported PowerPacks modal page appears.
- Use the search filter in the *PowerPack Name* column heading to locate the PowerPack you want to install. To do so, enter text to match, including special characters, and the *Imported PowerPacks* modal page displays only PowerPacks that have a matching name.

werl	Pack Installer			
mpc	orted PowerPacks™ PowerPack	Files I	Found	[298] Reset
	PowerPack Name	Version	Revisio <u>n</u>	GUID Last Edited Imported •
1.	Event Association Test	1	1	DED1884762194566B70BCD4DF3A742 2015-12-16 09:43:07 2015-12-16 09:43:07
2.	Event Suppression Test	1	1	EC64565DCA55E155135F91F81F44D8 2015-12-09 07:44:17 2015-12-09 07:44:12
3.	SLPSD: Onboarding	0.20000	287	E121312B60972ED35BEDA19E88D195 2015-11-12 12:14:05 2015-11-12 12:13:50 🖉 📃
4.	SL_PS Cisco 3rd Party Device Support	1.39999	151	8B78EDB3A373B2D187ECEAE2545744 2015-11-05 12:17:39 2015-11-05 12:16:54 🧨 📃
5.	NetApp Base Pack	7.7.0	6873	8014D5DAD2B8C9AC3E1DD84CC227E 2015-10-21 13:31:47 2015-10-29 14:56:55 🏏 📃
6.	Cisco: Contact Center Enterprise *BETA*	0.5	1119	7CC6AD933EFB4FF5D840EFEA40F85C 2015-12-14 13:50:50 2015-10-29 14:56:54 🇨 📃
7.	EM7 Standard Device Categories	7.7.0	255	7A7322AA30F189B42943C082EFD71212015-06-0218:30:562015-10-2914:56:54 🏏 📃
8.	BL Test	1	2	74F7E816CF0FC9153700D2AF0982C212015-10-29 10:56:112015-10-29 10:56:0t 🧨 🗌
9.	BL Test	1	1	74F7E816CF0FC9153700D2AF0982C212015-10-29 10:56:112015-10-29 10:54:15 🏏 📃
10.	Microsoft: Office 365 *BETA*	0.5	138	8FA30F7D1FAC9162DD8C717D9EF778 2015-10-20 16:44:37 🧨 🗌
11.	NetApp Base Pack	7.7.0	6838	8014D5DAD2B8C9AC3E1DD84CC227E 2015-10-21 13:31:47 2015-10-20 16:44:37 🏏 🧾
12.	Cisco: Contact Center Enterprise *BETA*	0.5	1109	7CC6AD933EFB4FF5D840EFEA40F85C 2015-12-14 13:50:50 2015-10-20 16:44:30 🌮 🔲
13.	EM7 Default Internal Events	7.7.0	316	BE1F363DB4BA9A10F5C6BC28931F0B 2015-10-28 13:26:25 2015-10-20 16:44:36 🏏 🧾
14.	F5 BIG-IP *BETA*	7.7.0	3242	BFA4E6B316FD2302D913EF38FE7FF822015-10-2813:26:272015-10-2016:44:3t 🧨 🔲
15.	Microsoft: Office 365 *BETA*	0.5	136	8FA30F7D1FAC9162DD8C717D9EF778 2015-10-14 15:12:24 // 🗌
16.	Cisco: Contact Center Enterprise *BETA*	0.5	1022	7CC6AD933EFB4FF5D840EFEA40F85C 2015-12-14 13:50:5C 2015-10-14 15:12:2: 🥖 🔲
17.	Microsoft Base Pack	7.7.0	868	97469E96E98B5DAB516F3CCC8747CE2015-10-28 13:26:2€2015-10-13 12:47:54 🏏 📃
18.	EM7 Default Internal Events	7.7.0	315	BE1F363DB4BA9A10F5C6BC28931F0B 2015-10-28 13:26:2£ 2015-10-13 12:47:54 🖋 🔲
19.	NetApp Base Pack	7.7.0	6792	8014D5DAD2B8C9AC3E1DD84CC227E2015-10-2113:31:472015-10-1312:47:54 📝 🔲
~~	F5 010 ID			

4. Click the lightning-bolt icon (🖉) for the PowerPack that you want to install.

5. The Install PowerPack modal page appears. To install the PowerPack, click [Install].

nstall Power-Pack™ .kates_test_pp	_3 Version 1			Reset
Package Information GUID: 9F7 Created: 2015-07-28 14:10	ECF5CBC81D713AD94AF704FBA136C :53 Updated: 2015-07-28 14:10:53	Revision: 2 Compi	Exported From: 7.6.0.beta led: 2015-07-28 14:12:21	
Package Content				
	Theme Name		GUID	Action
1. kates_test_theme_3			A6D9EA56C5FAE1F35E6F0411BD79AD0	update
kates_test_theme_4			ADA02B6763C3CCA014FBB00A9A21A64	update
Installation Key: hBGC6WETV3SH8	Epeyp7cpySyuEak0FeBpD/IYENPd0oBScXC Install	DJmVT4Z1ZfC	lmolbNRR/6MJw6aZOvgFY(

6. The PowerPack now appears in the **PowerPack Manager** page. The contents of the PowerPack are automatically installed in your SL1 system.

VMware Host Performance Dashboard

The VMware Host Performance dashboard allows service providers to monitor VMware hosts and diagnose problems with those hosts. The dashboard can include data from up to four hosts in each graph. This allows users to find correlations between hosts in data drops or spikes, making it easier for users to identify and diagnose issues.

The dashboard displays the following widgets:



Context Quick Selector. This widget is located along the top of the dashboard and contains:

- *Time span presets*. Users select the time span over which they want to view data. Selections range from 6 hours to 90 days.
- vCenter Selector. If a user has multiple vCenters, this drop-down list allows the user to select one or several vCenters for which they want to view data.
- Organizations Selector. This drop-down list allows a user to select specific organizations for which they want to view data.
- IT Services Selector. If a user has an ITSM service (for example, for e-commerce), the IT Services Selector drop-down list allows them to select an IT service for which they want to view data.

Host Status. Displays the IP address of each VMware ESX/ESXi server and its status with a color-coded "traffic light" icon. When you select one or more VMware ESX/ESXi server, the four performance widgets are populated with data from that host server(s). The status of each host is indicated as follows:

- Critical. Host has a serious problem that requires immediate attention.
- Major. Host has a problem that requires immediate attention.
- Minor. Host has a less-serious problem.
- Notice. Host has an informational event associated with it.
- Healthy. Host is running with no problems.

NOTE: More than four hosts can be selected in the **Host Status** widget, but the dashboard will only display data from the first four that have been selected.

VMware Inventory. This widget displays information based on the user's credentials. The widget displays inventory information about the following:

- vCenters
- Clusters
- Resource Pools
- Hosts
- VMs
- Total CPU Cores
- Total RAM
- Platform

The following four widgets measure different aspects of VMware performance. Select one or more hosts in the *Host Status* widget to view data in these widgets:

• VMware Host CPU & Memory Utilization. Displays overall and average CPU and Memory Utilization in percent. Displays a line graph with a line each for CPU Utilization and Memory Utilitization over the time period selected in the Context Quick Selector by percent.

- VMware Host Disk Read Performance. Displays the Disk Read Performance of the selected host in a line graph.
- VMware Host Network Utilization. Displays the Network Utilization of the selected host in a line graph.
- VMware Host Disk Write Performance. Displays the Disk Write Performance of the selected host in a line graph.

Each of the four performance widgets has the following features:

- The X-axis of each widget displays time selected in the Context Quick Selector by hours or days.
- For the selected VMware ESX/ESXi server, the Y-axis displays either performance or utilization by percentage or in a format that is auto-converted to the most consumable value based on the server.
- You can hide a data series by selecting the label in the legend that appears at the bottom of the widget. To show a hidden data series, select the label again.
- You can zoom in on a section of the graph by clicking, holding, and dragging your mouse across the section you want to view. If you are zoomed in on a section of the graph, you can revert to the original time span by selecting *Reset zoom* in the top-right corner of the graph.
- Hovering the cursor over a single line reveals details about specific data points. If you select a data point, the **Device Performance** page will open in a separate window with the graph for the selected metric displayed.

VMware vCenter Overview Dashboard

The VMware vCenter Overview dashboard allows users to have visibility into their VMware environment. Users can view how their VMs and hosts are performing over a given period of time. The dashboard allows diagnostics with its overlay capability. By selecting up to four hosts, the usage average of those devices and hosts can reveal correlations in spikes or drops in data, allowing the user to quickly diagnose issues.



Context Quick Selector. This widget contains the time span presets buttons, vCenter Selector, VMware VM Selector, Organizations Selector, and IT Services Selector.

• *Time span presets*. Users select the time span over which they want to view data. Selections range from 6 hours to 90 days.

- vCenter Selector. If a user has multiple vCenters, this drop-down list allows the user to select one or several vCenters for which they want to view data
- VMware Host Selector. This drop-down list allows a user to select up to four VMware Hosts for which they want to view data.
- Organizations Selector. This drop-down list allows a user to select specific organizations for which they want to view data
- IT Services Selector. If a user has an ITSM service for e-commerce, for example, the IT Services Selector drop-down list allows them to select an IT service for which they want to view data.

Host Status. Displays the IP address of each VMware server and its status with a color-coded "traffic light" icon. When one or more are selected, the graphs will be populated with data from that host server(s). The status of each host is indicated as follows:

- Critical. Host has a serious problem that requires immediate attention.
- Major. Host has a problem that requires immediate attention.
- Minor. Host has a less-serious problem.
- Notice. Host has an informational event associated with it.
- Healthy. Host is running with no problems.

NOTE: More than four hosts can be selected in the *Host Status* widget, but the dashboard will only display data from the first four that have been selected. It is recommended that you select VMware devices from the *VMware VM Selector* drop-down list in the *Quick Context Selector* widget.

VMware Inventory. This widget displays information based on the user's credentials. The widget displays inventory information about the following:

- vCenters
- Clusters
- Resource Pools
- Hosts
- VMs
- Total CPU Cores
- Total RAM
- Platform

VM CPU Utilization. Displays the 10 guest VMs with the highest average CPU utilization over the selected time period. The widget displays a bar graph with percentage utilized as the Y-axis.

VM Memory Top 10. Displays the 10 guest VMs with the highest average memory utilization over the selected time period. The widget displays a bar graph with percentage utilized as the Y-axis.

VM Disk IO Top 10. Displays the 10 guest VMs with the highest average disk usage over the selected time period. The widget displays a bar graph with disk utilization as the Y-axis.

VM Network Transmit Top 10. Displays the 10 guest VMs with the highest average outbound network utilization over the selected time period. The widget displays a bar graph with outbound network utilization as the Y-axis.

VM Network Receive Top 10. Displays the 10 guest VMs with the highest average inbound network utilization over the selected time period. The widget displays a bar graph with inbound network utilization as the Y-axis.

Detailed Performance Graph. The widget in the bottom-right of the dashboard displays data when a bar on any of the other graphs in this dashboard is selected. When a bar is selected, it displays the selected metric over time. You can select up to eight metrics to display in this graph by holding down the **<Ctrl>** key when you select each bar.

VMware Device Dashboards

The VMware: vSphere Base Pack PowerPack includes device dashboards that provide summary information for VMware component devices. Each of these device dashboards is aligned as the default device dashboard for its equivalent device class.

VMware: Cluster

Device Dashboard	d: VMware: Cluster 💌				
Device N	iame Cluster1	Managed	d Type	Component Device	
	D 7292	Cat	tegory	Servers.VMware	
CI	Class VMware	Sub-	-Class	Cluster	
Organiza	ation System	L. L. L.	Uptime	0 days, 00:00:00	Cluster Compute Resources
Root De	evice flexpod-vcenter	Group / Col	liector C	CUG AWSdevAIO	
Parent Dev	evice Hosts				Chustard
Device Hostna	name				Cluster
Vitals [Current]					Elements
Overall Health	h Healthy				Active Events 🦺
Availability	y Okay				Cleared Events 27 🥼
Latency	There	e are no events or ticl	kets for t	his device	Active Tickets [OWP] 😲
Vitals [Average]					Resolved Tickets 👪
Avail. (24 Hr.)) 100%				Log Messages 36
Latency (24 ml.)	J 0.00 ms				Software Titles
					Processes -
					Sandara (1)
Cluster Effective	CPU Average (Mhz) (Last 12 hours)	R	oot Res	ourcePool CPU Usage Average (Mbz) (Last 12 hours)	ICP Ports
				,	
20000Mhz 10000Mhz		50	000Mhz	halalala	
0Mhz	03:00 06:00 09:00	12:00	0Mhz -	02:00 04:00 06:00 08	00 10:00 12:00
	Olyster Effective OBU Average (Alter)			ODULUSES Average (A	14
	- Cluster Ellective CPU Average (Mhz)			- CPO Osage Average (i	112)
Cluster Effective	Memory Average and Total (Last 12 hours)	Ro	oot Res	ourcePool Memory Performance (Last 12 hours)	
10000			-		
TUUGB					
		10	GB		
50GB			-	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	minh
		0	GB	02'00 04'00 06'00 08'0	0 10:00 12:00
0GB 02:0	00 04:00 06:00 08:00 10:00	12:00			
	Cluster Effective Memory Average (MB) — Memory Total Average (MB	3)		Memory Swapped Average (MB) — Memory Memory Balloon Average (MB) — Memory	Active Average (MB)

The VMware: Cluster device dashboard displays the following information:

- The basic information about the cluster
- The current health, availability, and latency for the cluster
- A list of active events and open tickets associated with the cluster
- A count of, and links to, the elements associated with the cluster
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Cluster Effective CPU Average
 - CPU Usage Average
 - Cluster Effective Memory Average
 - Memory Total Average
 - Memory Swapped Average
 - Memory Consumed Average

- Memory Balloon Average
- Memory Active Average

VMware: Datastore



The VMware: Datastore device dashboard displays the following information:

- The basic information about the datastore
- The current health, availability, and latency for the datastore
- A list of active events and open tickets associated with the datastore
- A count of, and links to, the elements associated with the datastore
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Datastore Throughput Usage
 - Datastore Throughput Contention
 - Datastore Capacity
 - Datastore Free Space
 - Datastore Space Used
 - Datastore Uncommitted Space

- Datastore Utilization
- Datastore Host Total IOPS
- Datastore Host Read IOPS
- Datastore Host Write IOPS
- Datastore VM Total IOPS
- Datastore VM Read IOPS
- \circ $\,$ Datastore VM Write IOPS $\,$
- Storage I/O Control Aggregate IOPS
- Virtual Disk Average Read IOPS
- Virtual Disk Average Write IOPS

VMware: Datastore Cluster

Device Dashboard: VMware: Datastore Cluster 📼													
Device Name DS Cluster						Managed Type	Component Device						
D 7306					Category	Virtual.Infrastructure					4.4	R	
Class VMware					Sub-Class Datastore Cluster								в
Organization System						Uptime 0 days, 00:00:00						Datastore C	luster
Root Device flexpod-vcenter					Group / Collector	CUG AWSdevAlO						1.0	
Parent Device Datastores											DS Chu	stor	
Device	e Hostname											US Cit.	
Datastore Cluster Canacity (Last 12 hours)					_						Elements		
									Active Events 🦺				
476.84GiB												Cleared Events	20 🔥
						There are no events or tickets for this device						Active Tickets (OWP)	
238.42GiB	-											Resolved Tickets	
												Log Messages	21
0GiB	-	04:00	08:00	12:00						Software Titles	- 0		
		04.00	00.00	12.00								Drocesses	
	Da	tastore Cluster	Capacity (kiB) Space Used (kiB)									Septiere	
	 Datastore Cluster Space Osed (kB) Datastore Cluster Space Allocated (kB) 											TCD Derte	
Datastore Cluster IOPS (Last 12 hours)				Datastore Cluster Space (Last 12 hours)				Datastore Cluster Latency (Last 12 hours)					
0.07IOPs			,	_								,	
									20ms		-		
0.06IOPs					476.84GiB								
									17.5ms				
0.05IOPs					381.47GiB				15ms		_		
0.04IOPs					296 1Cip -				12.5ms -				
					200.1015				10ms		-		
0.03IOPs													
					190.73GiB				7.5ms -				
0.02IOPs									5ms				_
					95.367GiB						- 11		
0.01IOPs									2.5ms				
					0.CIP				0ms				
0IOPs		04:00	00:00	10:00	- UGIB	04:00	08:00	12:00	onis	04:00		08:00	12:00
	- Stora	age I/O Control	Aggregate IOPs (IOPs)	12:00		 Datastore Cluster Spa Datastore Cluster Cap Datastore Cluster Spa 	uster Space Allocated (kiB) uster Capacity (kiB) uster Space Used (kiB)			 Virtual Disk Virtual Disk Virtual Mach 	Average Read Latency (ms) Average Write Latency (ms) hine Observed Latency (ms)		

The VMware: Datastore Cluster device dashboard displays the following information:

- The basic information about the datastore cluster
- A list of active events and open tickets associated with the datastore cluster
- A count of, and links to, the elements associated with the datastore cluster

- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Datastore Cluster Capacity
 - Datastore Cluster Space Used
 - Datastore Cluster Space Allocated
 - Storage I/O Control Aggregate IOPS
 - Virtual Disk Average Read Latency
 - Virtual Disk Average Write Latency
 - Virtual Machine Observed Latency

VMware: Host



The VMware: Host device dashboard displays the following information:

- The basic information about the host
- A list of active events and open tickets associated with the host
- A count of, and links to, the elements associated with the host
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Availability

4

- CPU (%)
- Memory (%)
- CPU Usage Average
- Memory Swap Used Average
- Memory Consumed Average
- Memory Balloon Average
- Memory Active Average
- Network Transmitted Average
- Network Received Average
- Disk Total Write Latency Average
- Disk Total Read Latency Average
- Disk Commands Aborted Summation
- Datastore Average Read Commands
- Datastore Average Write Commands
- Datastore Write Latency
- Datastore Read Latency

VMware: Resource Pool



The VMware: Resource Pool device dashboard displays the following information:

- The basic information about the resource pool
- A count of, and links to, the elements associated with the resource pool
- Two instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - CPU Usage Average
 - Memory Active Average
 - Memory Swap Used Average
 - Memory Consumed Average
 - Memory Balloon Average
- A topology map that shows the devices that are directly related to the resource pool

VMware: Virtual App



The VMware: Virtual App device dashboard displays the following information:

- The basic information about the virtual app
- A count of, and links to, the elements associated with the virtual app

- Two instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - CPU Usage Average
 - Memory Active Average
 - Memory Swap Used Average
 - Memory Consumed Average
 - Memory Balloon Average
- A topology map that shows the devices that are directly related to the virtual app

VMware: Virtual Machine



The VMware: Virtual Machine device dashboard displays the following information:

- The basic information about the virtual machine
- The current health, availability, latency, CPU, and memory for the virtual machine
- A list of active events and open tickets associated with the virtual machine
- A count of, and links to, the elements associated with the virtual machine
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Availability

- CPU (%)
- Memory (%)
- Memory Swapped Average
- Memory Consumed Average
- Memory Balloon Average
- Memory Active Average
- Network Transmitted Average
- Network Received Average
- Storage Committed
- Storage Uncommitted
- Disk Read Average
- Disk Write Average
- Disk Commands Aborted Summation
- Datastore Read Rate
- Datastore Write Rate
- Datastore Read Latency
- Datastore Write Latency

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