VMware: vSphere Base Pack PowerPack Release Notes

Version 300

Overview

Version 300 of the *VMware: vSphere Base Pack* PowerPack addresses the removal and transitioning of Dynamic Applications. In addition, this PowerPack contains the update of supported versions, environment enhancements, and security support.

- **Minimum Required Platform Version**: 8.14.1

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CAUTION: The Dynamic Applications that collect vSAN configuration information and statistics are not supported on CentOS 5 Data Collectors. These Dynamic Applications require Python version 2.7 or later, which is not supported on CentOS 5. See the latest ScienceLogic Release Notes for information about CentOS 5 compatibility and migration.

Before You Install or Upgrade

Ensure that you are running version 8.14.1 or later of SL1 before installing *VMware: vSphere Base Pack* version 300.

NOTE: For details on upgrading SL1, see the appropriate Release Notes.

Installation Process

To install or upgrade the *VMware: vSphere Base Pack* PowerPack, perform the following steps:

1. Familiarize yourself with the ***Known Issues*** for this release.
2. See the ***Before You Install or Upgrade*** section. If you have not done so already, upgrade your system to the 8.14.1 or later release.
3. Download *VMware: vSphere Base Pack* version 300 from the Support Site to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. When prompted, import *VMware: vSphere Base Pack* version 300.
5. Click the Install button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the ***PowerPacks*** manual.

Upgrade Process

To upgrade the PowerPack, perform the following steps:

TIP: By default, installing a new version of a PowerPack will overwrite 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 the new version of the PowerPack from overwriting local changes for some commonly customized fields.

NOTE: If you are currently using the Dynamic Applications in this PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

1. Familiarize yourself with the ***Known Issues*** for this release.
2. See the ***Before You Install or Upgrade*** section. If you have not done so already, upgrade your system to the 8.10.1 or latest release.
3. Go to the Support Site and download version 300 of the PowerPack to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. Import the PowerPack version 300. For details on importing PowerPacks, see the chapter on *Installing a PowerPack* in the ***PowerPacks*** manual.
5. Click the Install button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the ***PowerPacks*** manual.
6. See the manual ***Monitoring VMware*** for instructions on using the new PowerPack.

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in this PowerPack:

- Identified an issue in which the resources of the "VMware: HostSystem Root ResourcePool Performance" Dynamic Application collect metrics that are also currently found in these Dynamic Applications:
    - VMware: HostSystem CPU Performance DA: CPU Usage Average
    - VMware: HostSystem Memory Performance DA: Memory Usage Average, Memory Balloon Average, Memory Consumed Average, and Memory Swapped Average
- Updated the VMware execution environment in which a new execution environment is created. However, the old environment will not be deleted. Therefore, users must remove the old execution environment after upgrading to VMware 300.

NOTE: Any applications that have been removed in this PowerPack may still reference the old Execution Environment. Therefore, users must change their assigned Execution Environment, or delete the specific application.

To do this:

1. Go to **System> Customize > ScienceLogic Libraries > Actions >Execution Environments** and filter on "***VMware***".
2. Click the **Env GUID** labeled "0B01D6E38C4EB3E11BA0EBC67B22A23E" under the "Libs" column.
3. Click the **Remove** icon for all aligned libraries.
4. Next, go to **System > Manage > Applications** and select the following dynamic applications: "VMware: RetrieveServiceContent Metadata Performance", "VMware: Inventory Count Performance", "VMware: Inventory Cache Meta Performance", "VMware: Perf Metadata Performance", "VMware: QuickStats Cache", and "VMware: QuickStats Cache Meta Performance".
5. From the drop down menu in the bottom right-hand corner, select the option **Delete Application** and click **Go**.
6. Now, you can delete the Execution Environment.

NOTE: Unless deleted, these applications will remain in SL1 and aligned to the vCenter. If left aligned, they are expected to stop collecting data.

- Addressed an enhancement in which the *Collector Affinity* value should be changed to *Assigned Collector only* for "VMware Bulk Performance" Dynamic Applications (with the exception of the "VMware: HostSystem Datastore Performance", "VMware: ResourcePool Performance", and "VMware: VirtualMachine DataStore Performance" Dynamic Applications). The "VMware Configuration" Dynamic Applications must run on the VMware root device's Data Collector and their *Collector Affinity* values should remain set to *Root*.
- Fixed an issue in which the PowerPack did not support TTL for cache-entering.

- Updated the PowerPack's supported versions to ESXi 6.x, 7.x and vCenter 6.x, 7.x.
- Improved security for API session token-handling.
- Introduced an enhancement in the "VMware: Inventory Cache Configuration" Dynamic Application in which a user syncing vCenter from SL1 to ServiceNow can now have a vCenter Instance UUID available as a custom attribute. This attribute can be sent to ServiceNow as an identifier.
- Added the "Active Host Memory" collection object, for the eSXi Host, to the "VMware: HostSystem Memory Performance" Dynamic Application.
- The following Performance Dynamic Applications were transitioned to reflect the "QuickStats" Dynamic Application removal:
    - VMware: HostSystem Root ResourcePool Performance
    - VMware: ClusterComputeResource Root ResourcePool Performance
    - VMware: ResourcePool Performance
- Introduced an enhancement that improves built-in data caching.
- Added feature accessibility for new collections through snippet argument support.
- Addressed an issue in which some log messages didn't indicate which Dynamic Application or device is generating the message.
- Addressed an issue in which the "VMware: ResourcePool Performance" Dynamic Application detected devices from the host server that no longer exist.
- Added support for handling ASCII characters in the password and discovery process.
- Addressed an issue in which users weren't able to log out of an existing session that was not cache updated.
- Improved the collection process on these bulk-snippet performance applications:
    - VMware: ClusterComputeResource Performance
    - VMware: ClusterComputeResource Root ResourcePool Performance
    - VMware: Datastore Space Performance
    - VMware: ResourcePool Performance
    - VMware: HostSystem Root ResourcePool Performance
    - VMware: HostSystem Memory Performance
    - VMware: HostSystem CPU Performance
    - VMware: HostSystem Disk Performance
    - VMware: HostSystem Network Performance
    - VMware: VirtualMachine Disk Performance
    - VMware: VirtualMachine Storage Performance
    - VMware: VirtualMachine Uptime Performance
    - VMware: VirtualMachine Memory Performance
    - VMware: VirtualMachine Datastore Performance
    - VMware: VirtualMachine CPU Performance
    - VMware: VirtualMachine Network Performance

Known Issues

The following known issues are included in this PowerPack:

- Observed an issue in which inventory cache expirations did not update correctly. This error occurs during initial discovery when the Inventory Cache is being built. This exception does not affect collection.
- Observed an issue in which VMware v6.7's and VMware v7.2's hardware doesn't report a serial number for the VMware: HostSystem Configuration application.
- Addressed an issue in which several devices may report as “Unavailable” while the sessions reset and inventory is rebuilt. The length of this period will depend on the size of the vCenter, but is not expected to exceed 2 hours.
- The current PowerPack does not support NSX-T.

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