VMware: vSphere Base Pack PowerPack Release Notes

Version 306

Overview

version 306 of the *VMware: vSphere Base Pack* PowerPack addresses issues with virtual machine inventory and reporting.

- **Minimum Required SL1 Version**: 10.2.0
- **Minimum Required VMware vSphere PowerPack Version**: 215

CAUTION: Upgrading from versions of this PowerPack prior to 215 may cause some VMware collections to stop working or cause outages. It is recommended to first upgrade to version 215 of the PowerPack before upgrading to this release.

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Before You Install or Upgrade

Ensure that you are running version 10.2.0 or later of SL1 before installing *VMware: vSphere Base Pack* version 306.

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

Additionally, if you are upgrading from a previous version, you might need to take the following actions depending on which version of the PowerPack you currently have installed:

- If you are upgrading from a version prior to 303, then you must manually remove these Dynamic Applications, which were removed in that version:
    - VMware: RetrieveServiceContent Metadata Performance
    - VMware: InventoryCountPerformance
    - VMware: InventoryCacheMetaPerformance

- VMware: PerfMetadataPerformance
- VMware: QuickStatsCache
- VMware: QuickStatsCacheMetaPerformance
- VMware: Remove Session Cookies
- VMware: Performance Counter Lookup Configuration

NOTE: For instructions on deleting Dynamic Applications, see the section on "Performing Other Tasks in the Dynamic Application Manager Page " in the ***Dynamic Application Development***manual.

- If you are upgrading from a version prior to 304, then you must delete an obsolete snippet (ResourcePoolResourceAllocation) from the "VMware: ResourcePool Performance" Dynamic Application, as it can cause fail events. In addition, you must also delete the following collection objects from the "VMware: ResourcePool Performance" Dynamic Application:

  - CPU Limit
  - CPU Max Usage (Mhz)
  - CPU Reservation
  - CPU Shares
  - Memory Limit
  - Memory Max Usage (Bytes)
  - Memory Reservation
  - Memory Shares

NOTE: For instructions on deleting Collection Objects, see the section on "Performing Bulk Actions on Collection Objects" in the ***Dynamic Application Development*** manual.

Installation Process

To install this PowerPack:

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 10.2.0 or later release.
3. Download the *VMware: vSphere Base Pack* version 306 PowerPack 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 306.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the ***PowerPacks*** manual.

Upgrade Process

NOTE: You must have *VMware: vSphere*PowerPack version 215 or higher installed to do this upgrade.

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.

To upgrade the 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 10.2.3 or latest release.
3. Go to the Support Site and download version 306 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 306. 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

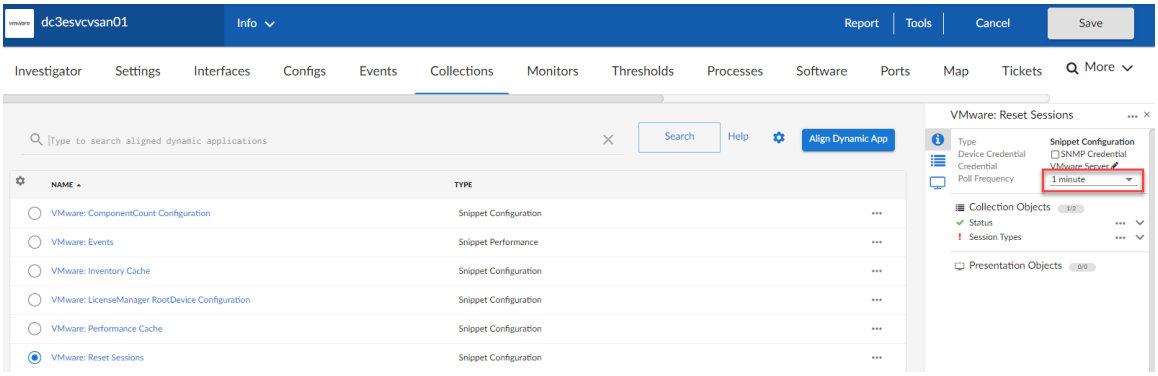
the ***PowerPacks*** manual.

6. See the manual ***Monitoring VMware*** for instructions on using the new PowerPack.

Purging Inventory for a VMware vCenter Device

If you are upgrading due to one of the issues addressed as part of this release, also perform the following steps:

1. Go to the **Devices** page and search for the VMware vCenter device you would like to purge.
2. Click on the device to open the **Device Investigator**.
3. Click on the **[Collections]** tab.
4. Click the **[Edit]** button.
5. Select **VMware: Reset Sessions**. In the **VMware: Reset Sessions** panel, change the Poll Frequency to 1 minute, and click **Save**. Wait for a minute to allow the Dynamic Application to run.



6. Click the **[Edit]** button.
7. Select **VMware: Reset Sessions**. In the **VMware: Reset Sessions** panel, change the Poll Frequency back to Default (24 hours), and click **Save**.
8. Click on the **[Thresholds]** tab.
9. Go to **Dynamic App Thresholds | VMware: Reset Sessions** and verify that all thresholds are set to 0 except Raw Data Retention.
10. Set the Purge Inventory threshold to 1 and click **Save**.
11. Click on the **[Collections]** tab.
12. Click the **[Edit]** button.
13. Select **VMware: Inventory Cache**. In the **VMware: Inventory Cache** panel, change the Poll Frequency to 24 hours, and click **Save**. Wait for 2-3 minutes.
14. Click the **Actions** icon (···) next to **VMware: Reset Sessions** and select **Run Now**.
15. Click on the **[Thresholds]** tab, go to **Dynamic App Thresholds | VMware: Reset Sessions**, and change the Purge Inventory threshold back to 0.
16. Click **Save**.
17. Click on the **[Collections]** tab.
18. Click the **[Edit]** button.

19. Select **VMware: Inventory Cache**. In the **VMware: Inventory Cache** panel, change the Poll Frequency back to Default (1 minute), and click **Save**.

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 306 of the *VMware: vSphere Base Pack* PowerPack:

- Addressed an issue that prevented ESXi Hosts from fully modeling their component devices. (Case: 00313873)
- Addressed an issue that was causing deleted virtual machines to reappear in SL1 inventory pages. (Case: 00311244)
- Addressed an issue that was preventing accurate availability reporting for powered off virtual machines. (Case: 00308622)
- Addressed an issue where configuration data was not being updated when configuration changes were made in vCenter.

Known Issues

Please see the requirements and limitations that apply to specific functionality in the *VMware: vSphere Base Pack* PowerPack in ***Monitoring VMware Systems***.

The following known issues affect version 306 of the of the *VMware: vSphere Base Pack* PowerPack:

- After upgrading, component devices may report as "Unavailable" while a session reset takes place. These devices should return as the inventory is rebuilt.

NOTE: The length of time that devices are unavailable depends on the size of the vCenter you are running. For example: For a vCenter of 12,000 devices or less, this length of time should not exceed 2 hours. ScienceLogic recommends you file a Support case if devices remain unavailable for longer than 2 hours.

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