

Skyline Planning and Deployment Guide

VMware Skyline Collector

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

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Planning and Deploying VMware Skyline

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The VMware Skyline Planning and Deployment Guide assists you with deploying VMware Skyline Collector and VMware Skyline Advisor.

What is VMware Skyline

VMware Skyline™ is a proactive self-service support technology that helps you avoid issues in your environment before they occur and reduces the time it takes to resolve support requests. You can use VMware Skyline if you have an active VMware Production, VMware Premier, VMware Success 360, or VMware Aria Suite Universal (formerly vRealize Cloud Universal) contract.

How does VMware Skyline work

VMware Skyline Collector is a standalone virtual appliance that automatically and securely collects product usage data. Product usage data includes configuration, feature, and performance data. Skyline Collector collects the product usage data and sends the data to VMware for analysis. You can view this analyzed data in Skyline Advisor. You can access Skyline Advisor through VMware Cloud Services using a Customer Connect username and password.

Intended Audience

This information is intended for anyone who wants to adopt VMware Skyline. It is written for VMware® vSphere® administrators.

VMware Skyline Architecture

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A VMware Skyline deployment includes a VMware Cloud Services Organization, a VMware Skyline Collector, and VMware products that you have deployed within your environment.

- A Cloud Services Organization is a logical container for all your VMware Cloud services. Features include Identity & Access Management, Billing & Subscription, and Development and Support Centers.
- The VMware Skyline Collector is a virtual appliance that customers deploy within their environment which securely collects and transfers product usage and performance data to VMware.
- You add VMware products and solutions to the Skyline Collector. VMware Skyline collects diagnostic data about the vSphere, NSX for vSphere, Horizon, VMware Aria Operations (formerly vRealize Operations Manager), VMware Cloud Foundation, VMware Aria Automation (formerly vRealize Automation), VMware Aria Suite Lifecycle (formerly vRealize Suite Lifecycle Manager), and VMware Aria Operations for Logs (formerly vRealize Log Insight).

Read the following topics next:

- [Cloud Services Organization for VMware Skyline](#)
- [VMware Skyline Collector](#)
- [VMware Products and Solutions](#)

Cloud Services Organization for VMware Skyline

The minimum VMware Skyline deployment includes a single Cloud Services Organization, one VMware Skyline Collector, and a VMware vCenter Server.

Single Cloud Services Organization

A Cloud Services Organization is a logical container for all your VMware Cloud services. You can add VMware Skyline Advisor to your Cloud Services Organization, which appears under **My Services** in the Cloud Services console.

Cloud Services Roles

Using **Identity & Access Management**, you can grant additional users access to the Cloud Services Organization, and the VMware Skyline Advisor service.

There are two Cloud Services roles available, Organization Owner and Organization Member. For more details regarding permissions available for each role, see [Organization Roles and Permissions](#).

The following access is automatically granted to you when you create the Cloud Services Organization and registers the Skyline Collector with the Cloud Services Organisation:

- Cloud Services Organization Owner
- Skyline Administrator

The two roles available for Skyline Advisor are Skyline Administrator and Skyline User. For details regarding each role, see [Service Roles in Skyline Advisor Pro](#)

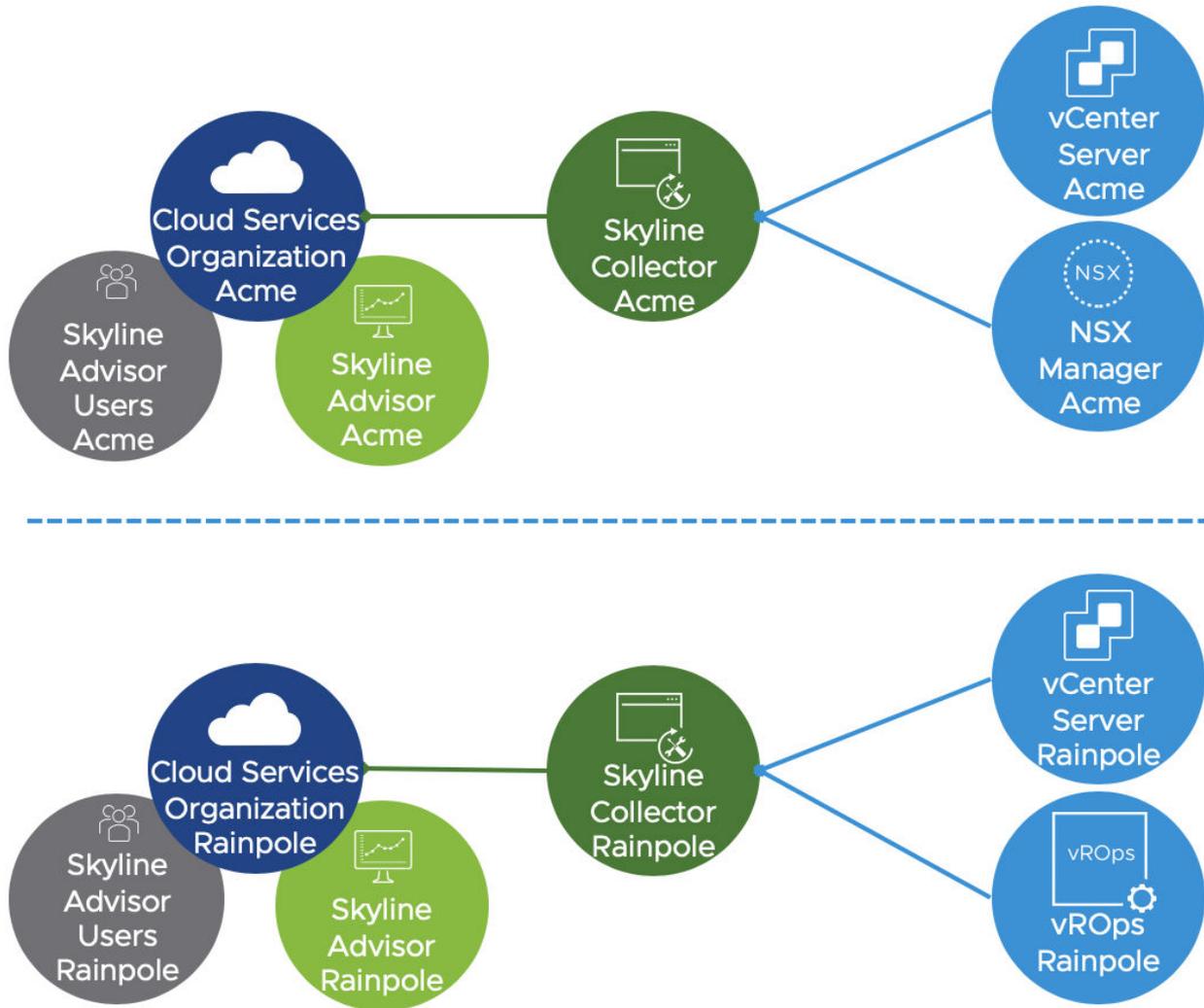
To create a Cloud Services Organization, see [Create a Cloud Services Organization](#).

Multiple Cloud Services Organizations

The combination of Cloud Services Organization, VMware Skyline Collector, and VMware products and solutions added to the Skyline Collector shows the data visible within Skyline Advisor. If you are granted access to VMware Skyline Advisor, you can view environment details, such as object names. Also, you can upload diagnostic data (support bundles) to VMware, for the purposes of troubleshooting for an open Support Request.

However, you may require that different teams, businesses, or organizations only see the VMware products and solutions that are relevant to them. To organize data across multiple teams, businesses, or organizations, you can create multiple Cloud Services Organizations.

The following image details multiple Cloud Services Organizations, for use by multiple lines-of-businesses for a single company:



In the above example, there are two lines-of-business (LOB), Acme, and Rainpole, that share a common Entitlement Agreement (EA) with VMware.

- Both Acme, and Rainpole, complete the process to [Create a Cloud Services Organization](#).
- They add users from each LOB to the appropriate Cloud Services Organization, with Skyline Advisor access.
- They each deploy Skyline Collector within their respective environments.
- They each add VMware products and solutions that they manage to their Skyline Collector.

You cannot access the vCenter Server, VMware Aria Operations, Skyline Advisor service for the Rainpole LOB, or the Cloud Services Organization for the Rainpole LOB if you are a member of the Acme LOB. Therefore, as an Acme LOB user, you can only see Acme products and data, and as a Rainpole LOB user, you can only see Rainpole products and data.

As an Entitlement Account (EA) can be associated with multiple Cloud Services Organization, you can create both Cloud Services Organizations (Acme & Rainpole).

VMware Skyline Collector

The Skyline Collector collects product usage and diagnostic data from these products and solutions, and securely transfers this data to VMware, for the purposes of providing an enhanced technical support experience.

Single Skyline Collector

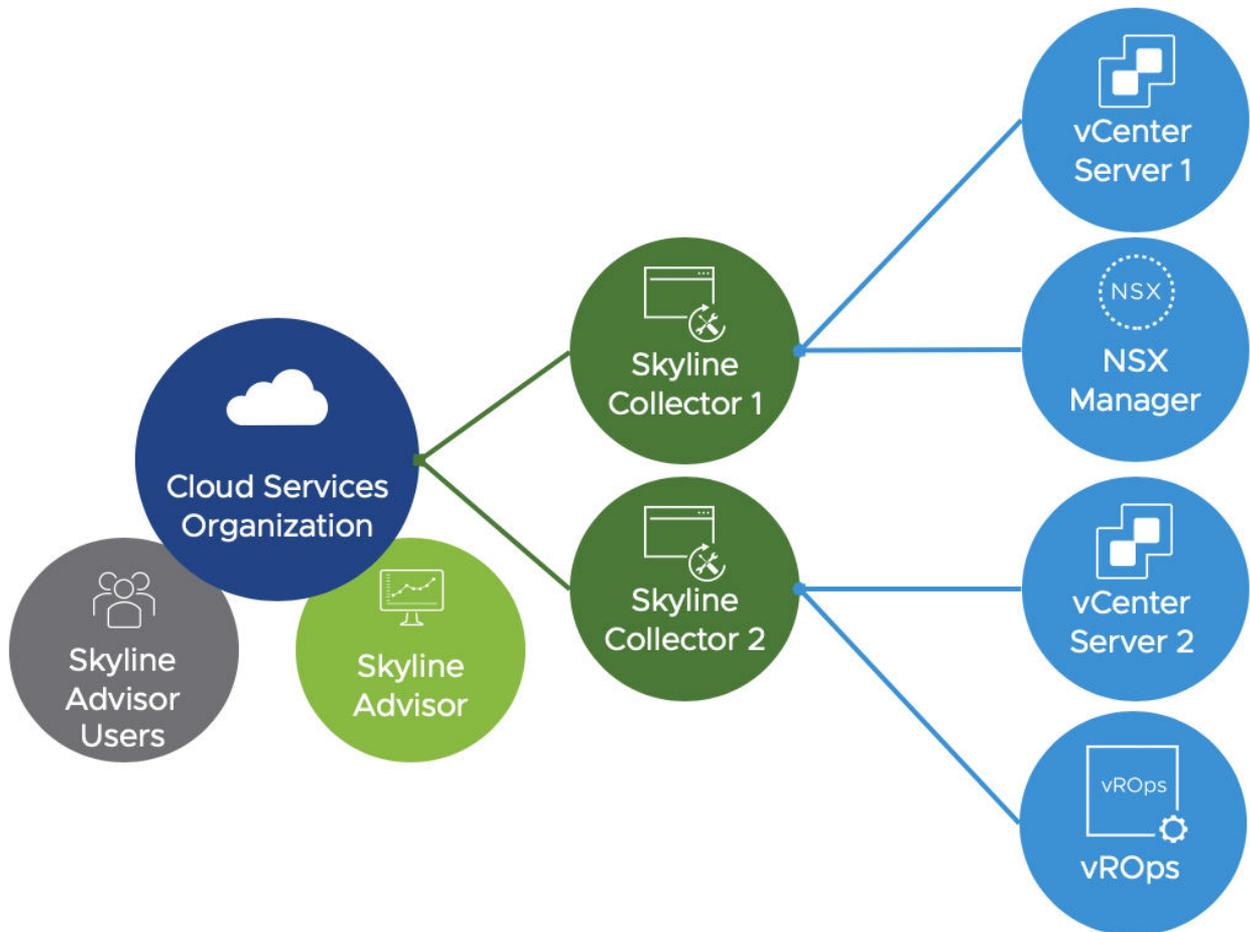
A single Skyline Collector is sufficient for most customers.

The deployment of a Skyline Collector is required, as-part of adopting VMware Skyline. Follow the [Install VMware Skyline Collector](#) steps to deploy a Skyline Collector within your environment.

Multiple Skyline Collectors

For customers with geographic disperse environments, we recommend deploying a Skyline Collector in each geographic disperse environment.

The following image shows multiple Skyline Collectors, deployed for a single Cloud Services Organization:



In the above example, you have two vCenter servers, each in a different geographic disperse data center. Also, you have a NSX Manager in one data center, and a VMware Aria Operations in the second data center.

In this scenario, you deploy two Skyline Collectors, one in each data center. You can then attach the VMware products and solutions within each data center to the VMware Skyline Collector deployed in the same data center.

Data center	VMware Skyline Collector	VMware Products and Solutions
Data center 1	Skyline Collector 1	vCenter Server 1 NSX Manager
Data center 2	Skyline Collector 2	vCenter Server 2 VMware Aria Operations

VMware Skyline Advisor Visibility

As detailed within the above image, both Skyline Collectors are registered with a single Cloud Services Organization. If visibility across both the data centers, and all the VMware products and solutions need not be limited, a single Cloud Services Organization can be used for both environments.

Also, the Skyline Advisor service for that Cloud Services Organization can see across both environments. You don't have to log in to two different VMware Skyline Advisor services to see details for both environments. The information provided within Skyline is aggregated from both Skyline Collectors, into a single Skyline Advisor service instance for you.

Granting Skyline users access to Skyline Advisor, within this single Cloud Services Organization, allows you to view information, and use Log Assist, for both environments.

VMware Products and Solutions

Add the listed VMware products and solutions to VMware Skyline Collector.

VMware Skyline supports the following products and solutions:

- VMware vSphere 5.5 and above.
- VMware vSAN 6.0 and above.
- VMware NSX-T 2.5 and above.
- VMware NSX-V 6.2 and above.
- VMware Horizon View 7.0 and above.
- VMware Aria Operations 7.5 and above.
- VMware Cloud Foundation 4.1 and above.
- VMware Aria Automation 8.1 and above.
- VMware Aria Suite Lifecycle 8.2 and above.

- VMware Aria Operations for Logs 8.6 and above.

For more information on the supported VMware Skyline Collector version for your product, see the see the [Skyline Collector User Guide](#) .

Getting Started with VMware Skyline

3

To begin using VMware Skyline, you must first create a Cloud Services Organization and link the entitlement accounts or SaaS subscriptions with your Cloud Services Organization. Then install, configure, and register the VMware Skyline Collector.

Perform the following steps:

- Create a Cloud Services Organization
- Link Entitlement Account or SaaS Subscription
- Download and install the Skyline Collector
- Register the Skyline Collector with your Cloud Services Organization

Read the following topics next:

- [Create a Cloud Services Organization](#)
- [Link Entitlement Account or SaaS Subscription](#)
- [Install VMware Skyline Collector](#)
- [Configure VMware Skyline Collector](#)
- [Add Products to Skyline Collector](#)

Create a Cloud Services Organization

A Cloud Services Organization is a logical container for all your VMware Cloud services.

A Cloud Services Organization allows for identity and access management, billing and subscriptions, development, and support center.

Prerequisites

Before you create a Cloud Services Organization:

- Verify that you created the My VMware or Customer Connect account. If you have not created a My VMware account, see [How do I Sign up for for VMware Cloud Services](#).
- Ensure you are using a My VMware account that is associated with the highest-tier of support entitlement that your company has purchased (Production / Premier), and is associated with all Entitlement Accounts (EAs) where you open Support Requests.

For more details regarding your My VMware account information, see [Knowledge Base Article 2011009](#).

Procedure

- 1 In a web browser, go to <https://skyline.vmware.com/get-started> and click **Get Started with Skyline**, a new web browser page, or tab, will open. Sign in using your VMware account.
- 2 If you are an existing VMware Cloud services Organization, you can choose an existing Cloud Services Organization for Skyline. Click the radio button next to the Organization to add the Skyline Advisor service, then click **Proceed to Service**.
- 3 Enter a **Organization Name**. Name your Organization something meaningful, that can be easily referenced by both you, and VMware. For example, name your Organization after your company, or business name. You can also append a line-of-business, division, or team, to the end of your company or business name.

Some examples for organization names are:

Company, LOB, Company LOB, Company-vSphere, Company-Desktop

- 4 Review the Cloud Services Terms of Service. To agree to the Terms of Service, select the check box.
- 5 Click **Create Organization and Complete Sign-Up**.
- 6 The Cloud Services Organization is created. Click **Continue** to begin the Skyline Setup wizard.
By default, your account is assigned the Skyline User service role for Skyline Advisor. To proceed with the Skyline Setup wizard, your account must be assigned the Skyline Administrator service role for Skyline Advisor. To assign the Skyline Administrator service role for Skyline Advisor, click **Continue**.

Results

You have successfully created your Cloud Services Organization. You can manage your Cloud Services Organization within the [Cloud Console](#).

Link Entitlement Account or SaaS Subscription

Associate your Entitlement Account or SaaS Subscription with your Cloud Services Organization.

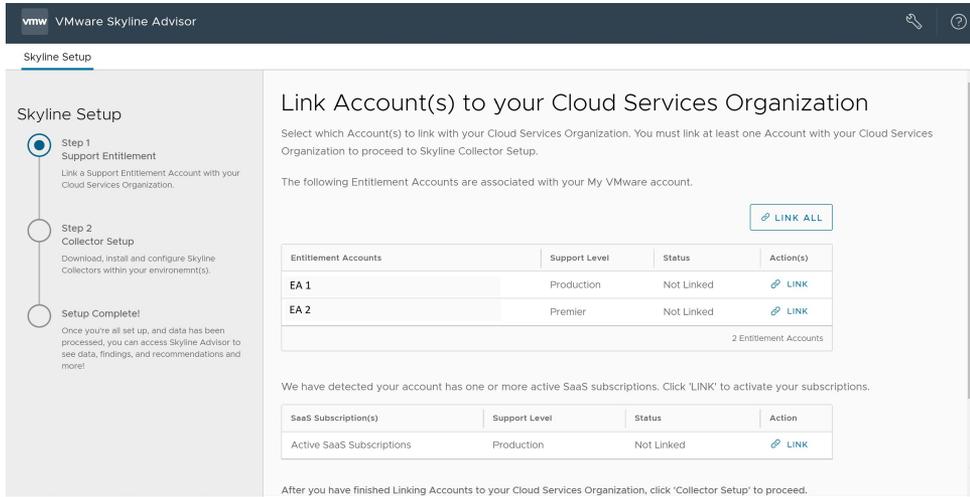
Perform the following steps provided within the Skyline Setup wizard:

Prerequisites

- Create a Cloud Services Organization. If you have not created a Cloud Services Organization, see [Create a Cloud Services Organization](#).

Procedure

- 1 On the VMware Skyline Advisor wizard, click **Link** next to the Entitlement Accounts or SaaS Subscriptions that you want to associate with your Cloud Services Organization.



Skyline Setup

Step 1 Support Entitlement
Link a Support Entitlement Account with your Cloud Services Organization.

Step 2 Collector Setup
Download, install and configure Skyline Collectors within your environment(s).

Setup Complete!
Once you're all set up, and data has been processed, you can access Skyline Advisor to see data, findings, and recommendations and more!

Link Account(s) to your Cloud Services Organization

Select which Account(s) to link with your Cloud Services Organization. You must link at least one Account with your Cloud Services Organization to proceed to Skyline Collector Setup.

The following Entitlement Accounts are associated with your My VMware account.

[LINK ALL](#)

Entitlement Accounts	Support Level	Status	Action(s)
EA 1	Production	Not Linked	LINK
EA 2	Premier	Not Linked	LINK

2 Entitlement Accounts

We have detected your account has one or more active SaaS subscriptions. Click 'LINK' to activate your subscriptions.

SaaS Subscription(s)	Support Level	Status	Action
Active SaaS Subscriptions	Production	Not Linked	LINK

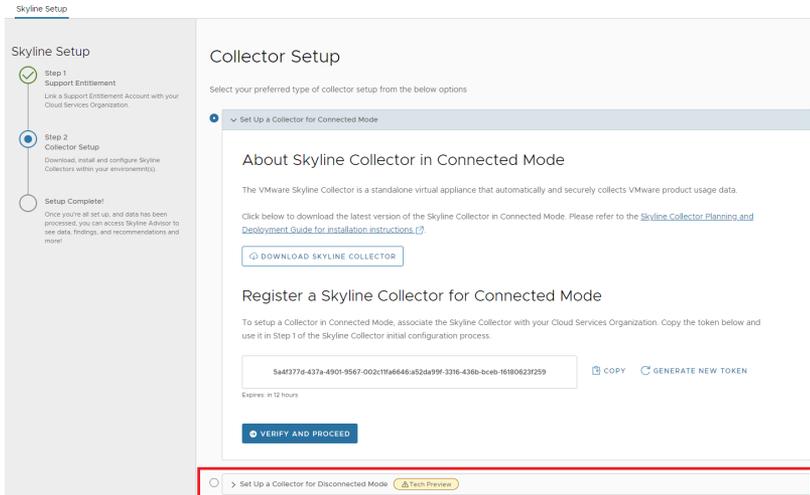
After you have finished Linking Accounts to your Cloud Services Organization, click 'Collector Setup' to proceed.

There are two important factors for choosing which available Entitlement Accounts or SaaS Subscriptions to link to your Cloud Services Organization. You must link a minimum of one Entitlement Account or SaaS Subscription to your Cloud Services Organization.

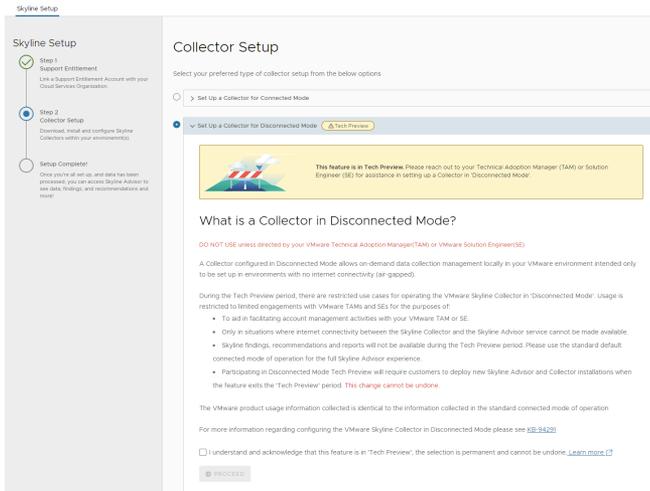
- **Support Level** - While Skyline is available to customers with an active Production and/or Premier Support contract, the Skyline service is tiered based upon the customer's support level. Premier Support customers receive all the features and functionality of Skyline, including Success 360 Insight Reports and have access to both Basic, and Advanced Findings. See [VMware KB Article 79286](#) for additional details.
- **Support Request visibility** - When you open a Support Request, it is linked with an Entitlement Account or SaaS Subscription. If you open a Support Request under an Entitlement Account or SaaS Subscription that is not linked with your Cloud Services Organization, that Support Request is not visible within Skyline Advisor. As a result, you are unable to transfer logs to VMware for the Support Request using Skyline Log Assist. Therefore, link any, and all Entitlement Accounts or SaaS Subscriptions to your Cloud Services Organization for which Support Requests are opened under.

Note Currently, Skyline has associated the SaaS Subscription with the Production Support level to your Cloud Services Organization.

- 2 After you link your Entitlement Accounts or SaaS Subscriptions, click **Collector Setup**.
- 3 On the Collector Setup page, you can select you preferred mode of Collector setup.



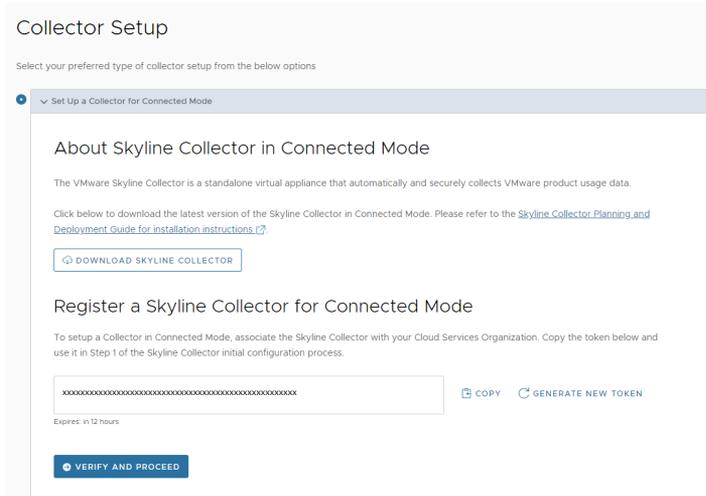
Important The **Set Up a Collector for Connected Mode** is selected by default.



Warning The **Set Up a Collector for Disconnected Mode** is part of a Tech Preview feature. **DO NOT USE** unless directed by your VMware Technical Adoption Manager(TAM) or VMware Solution Engineer(SE).

- 4 The **Collector Setup** page provides a hyperlink to this guide and the Skyline Collector download page on My VMware.
 - a Click the **Skyline Planning and Deployment Guide** to view documentation to assist you with deploying the Skyline Collector virtual appliance.
 - b Click the Skyline Collector download link to download the Skyline Collector virtual appliance in OVA format. Install the Skyline Collector using the vCenter Server - **Deploy OVF Template for VMware Skyline Collector** wizard. To complete configuration of the Skyline Collector, see **Configure VMware Skyline Collector**.

- c Copy the registration token already created. Use this registration token to register the Skyline Collector with your Cloud Services Organization. For additional details, see [Configure VMware Skyline Collector](#).
- d Click **Proceed**.
- e To verify the collector setup, click **Verify Collector Setup**.
- f After you have successfully registered your Skyline Collector, click **Verify and Proceed**.



- 5 The final step provides a hyperlink for quick access to [Skyline Advisor](#). Click **Continue** to open Skyline Advisor.

Results

Skyline Advisor Pro will begin displaying inventory details, and Findings & Recommendations, within 4 hours after you complete the initial configuration of your Skyline Collector.

Skyline Advisor will begin displaying inventory details, and Findings & Recommendations, 12-72 hours after you complete the initial configuration of your Skyline Collector.

This includes adding a minimum of 1 product to your Skyline Collector, such as a vCenter Server.

What to do next

To add users to Skyline Advisor, use **Identity & Access Management** within Cloud Services.

Install VMware Skyline Collector

Before you start deploying and configuring the Skyline Collector appliance, verify that your system meets the specific requirements.

System Requirements

You must ensure that your system meets the required system requirements before installing the Skyline Collector virtual appliance.

Compatibility

You must deploy the Skyline Collector virtual appliance using vCenter Server. VMware recommends deploying the Skyline Collector virtual appliance on a vSphere version that has not reached end of general support.

Virtual Hardware

You can run the Skyline Collector on any system that meets the minimum system requirements.

Resource Requirements

vCPU	RAM	Disk Space
2	8 GB	87 GB (1.1 thin-provisioned)

Supported Web Browser

Google Chrome is supported for accessing the Skyline Collector user interface.

Network Requirements

The Skyline Collector requires network access to VMware products and solutions within your environment, and external network access to VMware. Before you start deploying and configuring VMware Skyline Collector, ensure that the required network ports are opened and allow the proper communication between VMware Skyline Collector and all products and services.

To get a list of the required firewall ports to be opened, see [VMware Skyline Ports](#).

Skyline Collector Accounts

There are two built-in Skyline Collector accounts.

Account	Details
admin	The admin account is used to log in to the Skyline Collector. The default password for the admin account is default. The admin account password is required to be changed during the Initial Configuration of the Skyline Collector.
root	The password for the root account is set during the deployment of the virtual appliance using the vCenter Server - Deploy OVF Template wizard.

Note The root user password expiration policy can be modified within the Skyline Collector.

- You can activate or deactivate the root user password expiration.
- You can set the number of days after which the root user password expires. You can choose a few days from 7 to 365.

Log in to the Skyline Collector to modify, or update, the root user password expiration policy.

Install Client Integration Plug-In

The Client Integration Plug-in provides access to a virtual machine console in the vSphere Client.

To install a Client Integration Plug-in, perform the following steps:

Note If you are using vCenter Server 6.5, 6.7, or 7.0, you need not install the Client Integration Plug-In. For more information, see [VMware KB Article 2145066](#) for more details.

If you are using vCenter Server 5.5 or 6.0, follow the given steps to install the Client Integration Plug-In.

Procedure

- 1 Open the vSphere Web Client, and click **Download** the Client Integration Plug-in. The link provides the build details of the latest Client Integration Plug-in. Alternatively, you can download the Client Integration Plug-in from one of the following locations:

Note Uninstall any existing Client Integration Plug-in.

vCenter Server version	Information
vCenter Server 5.5	<ul style="list-style-type: none"> ■ Windows (Google Chrome): http://vsphereclient.vmware.com/vsphereclient/VMware-ClientIntegrationPlugin-5.6.0.exe ■ Macintosh (Google Chrome): http://vsphereclient.vmware.com/vsphereclient/VMware-ClientIntegrationPlugin-5.6.0.mac64.dmg
vCenter Server 6.0	<ul style="list-style-type: none"> ■ Windows (Google Chrome): http://vsphereclient.vmware.com/vsphereclient/1/2/3/0/3/8/6/9/VMware-ClientIntegrationPlugin-6.0.0-12303869.exe ■ Windows (default browsers): http://vsphereclient.vmware.com/vsphereclient/1/2/3/0/3/8/6/6/VMware-ClientIntegrationPlugin-6.2.0.exe ■ Macintosh (Google Chrome): http://vsphereclient.vmware.com/vsphereclient/1/2/3/0/3/8/6/9/VMware-ClientIntegrationPlugin-6.0.0-12303869.mac64.dmg ■ Macintosh (default browsers): http://vsphereclient.vmware.com/vsphereclient/1/2/3/0/3/8/6/6/VMware-ClientIntegrationPlugin-6.2.0.mac64.dmg ■ Linux: http://vsphereclient.vmware.com/vsphereclient/1/2/3/0/3/8/6/6/VMware-ClientIntegrationPlugin-6.2.0.x86_64.bundle

- 2 After the download completes, install the plug-in.
- 3 Restart your browser to complete the installation of the Client Integration Plug-In.

What to do next

If the browser blocks the installation either by issuing certificate errors or by running a pop-up blocker, follow the **Help** instructions for your browser to resolve the problem. If you are using Google Chrome and having issues with the Client Integration Plug-in, see [Knowledge Base Article 2130672](#).

Deploy OVF Template for VMware Skyline Collector

You can deploy the Skyline Collector using the **Deploy OVF Template** wizard in vCenter Server.

The Skyline Collector is available in the OVA format, and can be deployed in vCenter Server using the **Deploy OVF Template** wizard.

Prerequisites

- Verify that you have met the System and Network Requirements.
- Download the Skyline Collector OVA from My VMware.

Procedure

- 1 Log in to the vSphere Client with an account that has virtual machine deploy permissions.
- 2 In the vSphere Client, select an inventory object that is a valid parent object of a virtual machine such as a , folder, cluster, resource pool, or a host.
- 3 Click **Actions**, then click **Deploy OVF Template**. You can access the Actions menu by right-clicking on the selected object (, folder, cluster, resource pool, or host) or by selecting Actions in the top-center of the vSphere Client.
- 4 Enter the URL or select Local File and Browse to the Skyline Collector OVA, and click **Next**.
- 5 Enter a **name** for Skyline Collector and select a deployment location, such as a or folder, and click **Next**.
- 6 Select a host, cluster, or resource pool from where to run Skyline Collector, and click **Next**.
- 7 Review the template details, and click **Next**.
- 8 Read the VMware End User License Agreement (EULA) and click **Accept**, then click **Next**.

- 9 Select a location to store the Skyline Collector virtual disk files. Select the virtual disk format from the dropdown. The Skyline Collector supports thick provisioned lazy zeroed, thick provisioned eager zeroed, and thin provision disk formats.
 - a Select a VM storage policy, if applicable.
 - b Select the datastore, or datastore cluster, for where to store the Skyline Collector virtual disk files.
 - c Click **Next**.

Option	Description
Thick Provision Lazy Zeroed	Creates a virtual disk in a default thick format. Space required for the virtual disk is allocated when the virtual disk is created. Existing data on the physical device is not erased during creation but is zeroed out on first write from the virtual machine.
Thick Provision Eager Zeroed	A type of thick virtual disk that supports clustering features such as Fault tolerance. Space required for the virtual disk is allocated upon creation. In contrast to the lazy zeroed format, the data existing on the physical device is zeroed out when the virtual disk is created. Creating disks in this format might take much longer than creating other types of disks.
Thin Provision	Use this format to save hard disk space. For the thin disk, you provision as much data store space as the disk requires based on the value that you enter for the disk size. However, the thin disk starts small, and at first, uses only as much datastore space as the disk needs for its initial operations.

- 10 Select a network that provides the appropriate network access as described in [Network Requirements](#).
 - a Select a **Destination Network** from the drop-down menu for the Skyline Collector.
 - b Select a **IP Protocol** from the drop-down menu. The Skyline Collector supports both IPv4 and IPv6.
 - c Select **Next**.
- 11 Customize the deployment of the Skyline Collector. Customization includes creating a root password and entering static IP address information (optional).
 - a A root password is required. The password must be at least 8 characters long.
 - b To run the Skyline Collector in disconnected mode, check the **Run in disconnected mode (Tech Preview)** checkbox.

Warning DO NOT USE unless directed by your VMware Technical Adoption Manager(TAM) or VMware Solution Engineer(SE).

This will allow the Skyline Collector to run in disconnected mode, i.e. without communicating remotely with VMware Skyline Advisor.

- c To configure a dynamic IP address, leave all networking properties empty. To configure a static IP address, enter the information specific to your network. The appliance must resolve the hostnames for vCenter Server, Single Sign-On authentication, and any additional products.
 - d Click **Next** after you finish customizing the template.
- 12 Review the configuration data you provided for the Skyline Collector. Click **Finish** to complete the Deploy OVF Template wizard.

Results

The Skyline Collector virtual appliance will begin deploying in the vCenter Server. You can view the virtual appliance deployment progress within the **vSphere Client - Tasks** panel.

Power on VMware Skyline Collector

To begin the initial configuration of the Skyline Collector, you must first power on the Skyline Collector virtual appliance.

To power on the Skyline Collector virtual appliance:

Prerequisites

To access the Skyline Collector, you need the Skyline Collector FQDN or the IP address.

Procedure

- 1 Log in to the vSphere Client.
- 2 **Right-click** on the Skyline Collector virtual appliance you deployed. Select **Power** and then select **Power on**.
- 3 View the IP address of the Skyline Collector on the **Summary** tab in the vSphere Client. Refresh the vSphere Client to view the IP address of the Skyline Collector after powering it on.

Results

The Skyline Collector virtual appliance is powered-on. You can access it through a web-browser.

Configure VMware Skyline Collector

Perform initial configuration of the Skyline Collector.

To configure VMware Skyline Collector, you perform an initial configuration of the Skyline Collector that registers with the Cloud Service Organization.

Open a web-browser, and enter the FQDN/IP address of the Skyline Collector in the address bar.

Note A browser security warning may appear when accessing the Skyline Collector. The warning is expected behavior.

Register and Configure Network Settings for Collector

Register the Collector to Cloud Service Organization and set up hostname verification and a proxy for Skyline Collector communication with VMware.

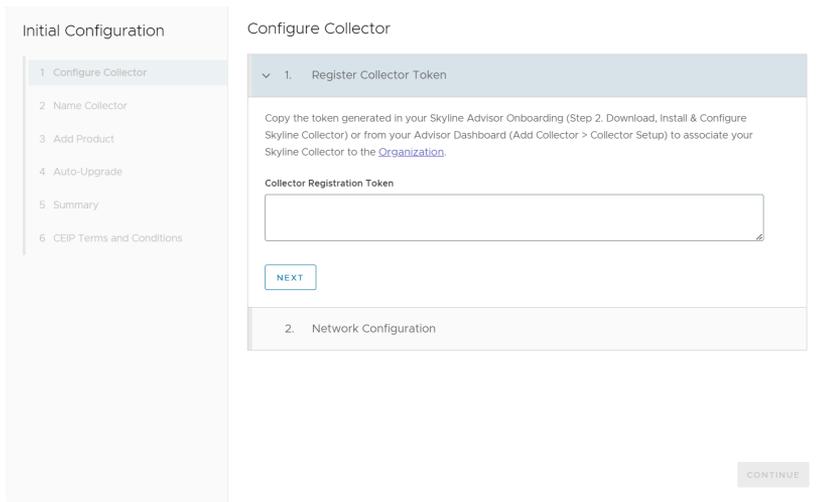
Hostname Verification verifies that the Skyline Collector is connecting to VMware (vcsa.vmware.com), by looking at the 'dnsName' and 'subjectAltName'. Hostname Verification ensures your product usage data is being sent to VMware.

Also, the Skyline Collector supports a proxy for accessing the Internet.

To configure the Skyline Collector, perform the following steps:

Procedure

- 1 Enter the registration token that you have copied from the Skyline Advisor onboarding setup or from **Skyline Advisor Dashboard >Add Collector > Collector Setup** to associate your Skyline Collector to your Organization. Click **Next**.



- 2 Under **Network Configuration**, to activate or deactivate the hostname verification, follow these steps:

Option	Description
Activate Hostname Verification	To activate hostname verification, toggle the switch to the right. The switch states Enabled , and turns Green[].
Deactivate Hostname Verification	To deactivate hostname verification, toggle the switch to the left. The switch states Disabled (Not Recommended) , and turns gray [].

3 To configure a Proxy for the Skyline Collector, follow these steps:

Option	Description
Activate Proxy	To activate a Proxy, toggle the switch to the right. The switch states Enabled, and turns Green[]. Follow the given steps to complete the Proxy configuration.
Deactivate Proxy	To deactivate a Proxy, toggle the switch to the left. The switch states Disabled, and turns gray []. No further action is needed.

- a Enter the Proxy **IP Address**.
- b Enter the Proxy **Port Number**.
- c If necessary to authenticate to the Proxy, toggle the Authentication switch to the right.

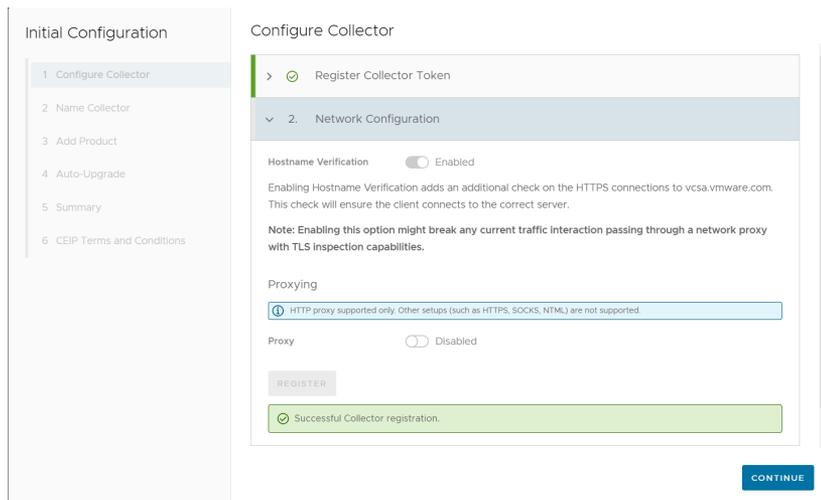
The switch states **Enabled**, and turns Green[].

The Skyline Collector supports basic access authentication.

The Skyline Collector does not support NTLM access authentication.

- d Enter the Proxy **Username**.
- e Enter the Proxy **Password**.

4 Click **Continue**.



Results

The Skyline Collector is now registered with your Cloud Services Organization.

Name Collector

For easy identification, enter a friendly name for your Skyline Collector.

To add a name for your Skyline Collector:

Procedure

- 1 Enter a **Friendly Name** for the Skyline Collector.

The collector name must have minimum of four to a maximum of thirty two characters. Letters, numbers, and the following symbols are allowed: period [.] , hyphen [-], and underscore [_].

- 2 Click **Name Collector**.

- 3 Click **Continue**.

The screenshot shows the 'Initial Configuration' sidebar on the left with steps 1 through 6. Step 2, 'Name Collector', is highlighted. The main content area is titled 'Name Collector' and contains the following text: 'Please enter a friendly name for the Skyline Collector. A friendly name should describe the Collector's environment and will make it easier for VMware Technical Support to identify the Collector and communicate with you.' Below this is an example: 'Example: Eastcoast-Production'. A 'Friendly Name' input field contains 'Demo-collector'. A 'NAME COLLECTOR' button is visible. A green success message at the bottom reads: 'Collector name successfully configured.' At the bottom right, there are 'BACK' and 'CONTINUE' buttons.

Add Product

Add at least one product to your Skyline Collector.

To add vSphere to the Skyline Collector, follow these steps:

Prerequisites

The following permissions are required for the account used to add the vCenter Server to the Skyline Collector. These permissions are sufficient for both collecting product usage data, and transferring support bundles with Log Assist.

- VMware vSphere
- vCenter Server Read-Only role
- RoleGlobal.Diagnostics ****
- Global.Health
- Global.Licenses
- Global.Settings
- Host profile.View
- Storage views.View ***

For detailed instructions for how to create a user account with the given permissions, see [Knowledge Base Article 59661](#).

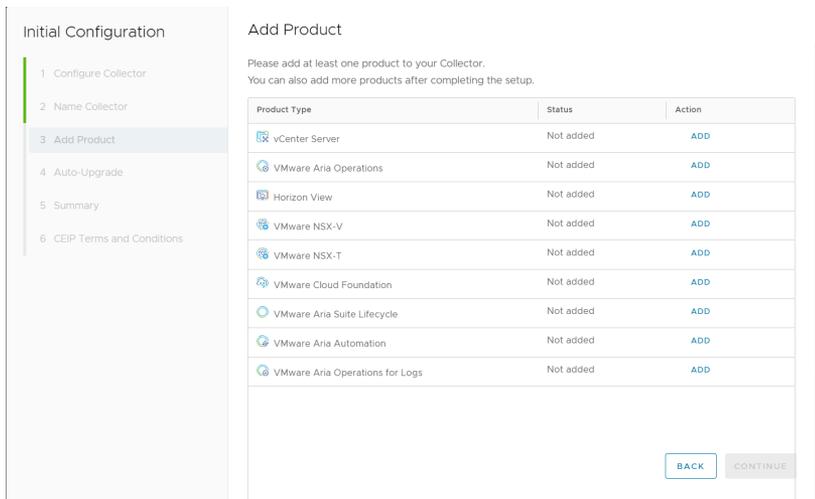
Important You must assign the required permission to a user account. Assigning the required permission to a group, and using a user account within that group to vCenter Server in the Skyline Collector fails the privileges check within the Skyline Advisor.

Important If you have enabled, ESXi Host Encryption, or vSAN Encryption, the **Cryptographic operations > Direct Access** permission is required to allow the successful transfer of encrypted support bundles.

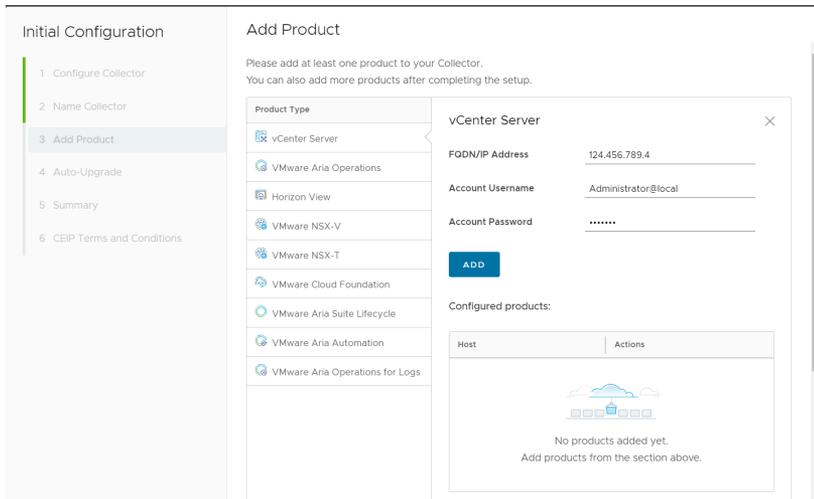
This permission does not apply to Virtual Machine Encryption.

Procedure

- 1 On the Add Product page, click **Add** next to the vCenter Server.



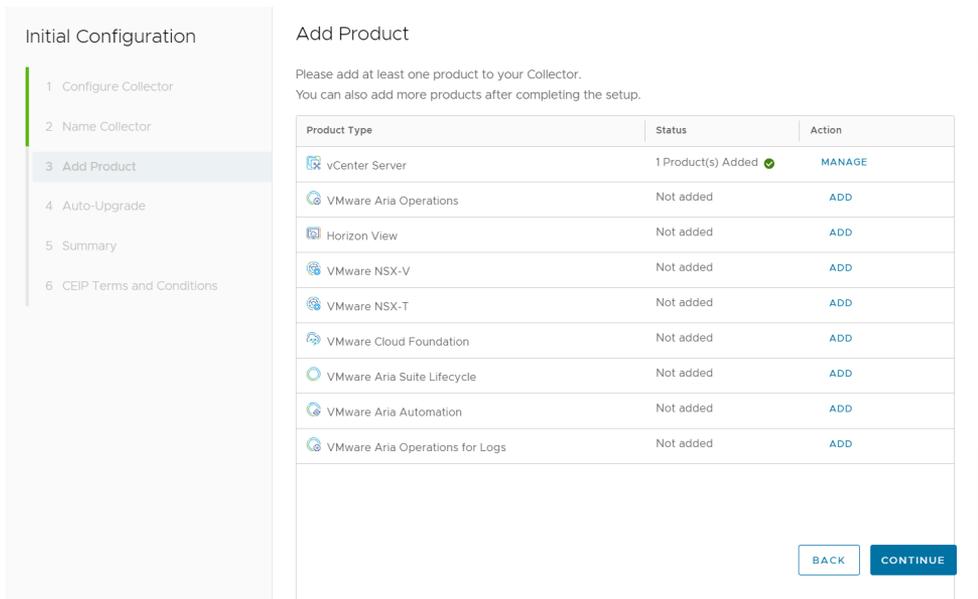
- 2 Enter the **FQDN/IP Address** of the vCenter Server.
- 3 Enter the **Account Username**.
- 4 Enter the **Account Password**.
- 5 To complete adding the vCenter Server to the Skyline Collector, click **Add**.



Note The close **X** icon in the **Add Product** pop-up can move out of view when configuring a product. If this happens, scroll up the pop-up until you see the **X** icon to close it.

The **Configured Products** section at the bottom displays the configured products of the currently selected product type (e.g., vCenter). It does not display the configured products for all supported product types.

- 6 Click **Continue**. vSphere has been added to the Skyline Collector.
- 7 Close the pop up window. To add another product, click **Add**. If you want to add other products later, click **Continue** to proceed.



You can add more products to the Skyline Collector after completing the setup.

Auto-Upgrade

Choose whether to enable the Skyline Collector to automatically upgrade when new versions of the Skyline Collector are available.

When a new version of the Skyline Collector becomes available, there are two options for upgrading your Skyline Collector.

1. Manually upgrade your Skyline Collector. For manual upgrade, see [Update Skyline Collector](#).
2. Automatically upgrade your Skyline Collector by enabling Auto-Upgrade within the Skyline Collector.

Enabling Auto-Upgrade means you no-longer have to complete the manual process of checking for, and upgrading your Skyline Collector.

Prerequisites

The Skyline Collector must communicate with `vapp-updates.vmware.com`.

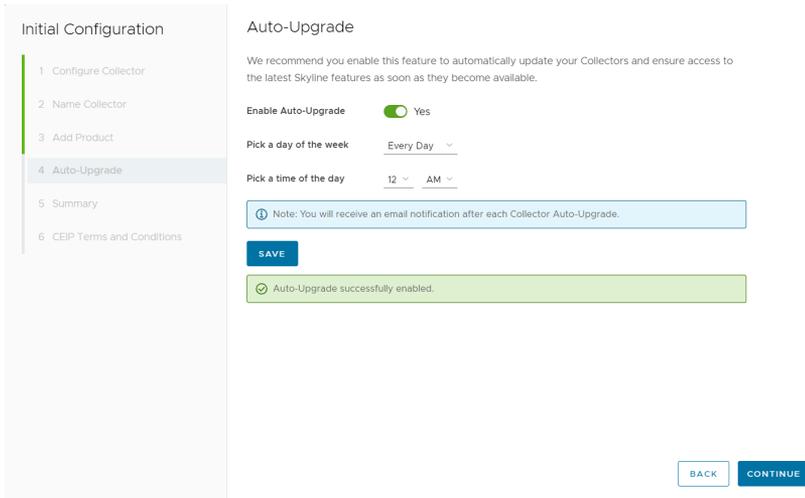
Procedure

- 1 To Enable Auto-Upgrade, toggle the switch to the right. The switch states **Yes**, and turns

green [].

- a Using the **dropdown menu**, pick a day of the week for the Skyline Collector to check for and install updates, if available.
- b Using the **dropdown menu**, pick a time of the day for the Skyline Collector to check for and install updates, if available.
- c Click **Save** to save your settings.

- 2 Click **Continue**.



The screenshot shows the 'Auto-Upgrade' configuration page. On the left, a sidebar titled 'Initial Configuration' lists steps: 1. Configure Collector, 2. Name Collector, 3. Add Product, 4. Auto-Upgrade (highlighted), 5. Summary, and 6. CEIP Terms and Conditions. The main area is titled 'Auto-Upgrade' and contains the following text: 'We recommend you enable this feature to automatically update your Collectors and ensure access to the latest Skyline features as soon as they become available.' Below this, there are three settings: 'Enable Auto-Upgrade' with a green toggle set to 'Yes', 'Pick a day of the week' with a dropdown menu set to 'Every Day', and 'Pick a time of the day' with a dropdown menu set to '12 AM'. A blue box contains a note: 'Note: You will receive an email notification after each Collector Auto-Upgrade.' Below the settings is a blue 'SAVE' button. A green box at the bottom of the settings area contains a checkmark and the text 'Auto-Upgrade successfully enabled.' At the bottom right of the page are two buttons: 'BACK' and 'CONTINUE'.

Results

If enabled, your Skyline Collector will check for updates on the day/time that you have chosen. If an update is available, your Skyline Collector will automatically be upgraded.

What to do next

You have successfully completed all your task. Review the tasks on the **Summary** page, then click **Continue**.

Customer Experience Improvement Program

Agree to participate in the Customer Experience Improvement Program Enhanced participation level.

As part of the Enhanced Customer Experience Improvement Program (CEIP), VMware collects technical information about our customer's use of such products for the following purposes given, such as to improve VMware products and services, and advise our customers on how best to deploy and use our products and services. The data collected through this Customer Experience Improvement Program (CEIP) is separate from the configuration, performance, usage, and consumption data that we collect and use to facilitate delivery of our products and services (such as tracking entitlements, providing infrastructure related support, monitoring the performance, integrity and stability of the infrastructure, and preventing or addressing service or technical issues) (Operational Data).

For additional information regarding the CEIP, see the Trust & Assurance Center at <https://www.vmware.com/solutions/trustvmware/ceip>.

Note: By configuring your VMware products to participate in the Skyline service, each product will be enabled to send product usage data to the Skyline services as part of the Customer Experience Improvement Program. You may add, remove, or modify your product configurations at any time. For detailed instructions, see our [Skyline Collector User Guide](#). To disable participation in the Customer Experience Improvement Program, you must Deregister the Skyline Collector. For instructions how to Deregister the collector, see [Knowledge Base \(KB\) article 74677](#).

Procedure

- ◆ Review the Customer Experience Improvement Program (CEIP). If you Agree to participate, click **Accept and Continue**.

Initial Configuration

- 1 Configure Collector
- 2 Name Collector
- 3 Add Product
- 4 Auto-Upgrade
- 5 Summary
- 6 CEIP Terms and Conditions

Customer Experience Improvement Program (CEIP)

As part of the Enhanced Customer Experience Improvement Program ("CEIP"), VMware Skyline collects certain technical data and product logs about your organization's use of VMware products and services on a regular basis.

The data collected may include device identifiers and information that identifies your users. This data is collected to enable VMware to diagnose and improve its products and services, fix product issues, provide proactive technical support and to advise you on how best to deploy and use our products.

For additional information regarding the CEIP, please see the Trust & Assurance Center at <https://www.vmware.com/solutions/trustvmware/ceip>.

Note: By configuring your VMware products to participate in the Skyline service, each product will be enabled to send product usage data to the Skyline services as part of the Enhanced Customer Experience Improvement Program. You may add, remove or modify your product configurations at any time. For detailed instructions see our [Skyline Collector User Guide](#). To disable participation in the Customer Experience Improvement Program, you must Deregister this Skyline Collector. For instructions how to Deregister a Skyline Collector, see [VMware Knowledge Base Article 74677](#).

ACCEPT AND CONTINUE

Results

You have successfully configured the Skyline Collector.

What to do next

You are on the Skyline Collector Dashboard. You can view the overall status of the Collector.

Go back to the Skyline Advisor Onboarding wizard, and perform the following steps:

- 1 Click **Verify** to check for successful Skyline Collector setup and onboarding.
- 2 Click **Continue to Skyline Advisor** to proceed and access Skyline Advisor Pro.

Add Products to Skyline Collector

Specific permissions are required for each account used to add products to the Skyline Collector.

There are two types of data collection with Skyline.

- 1 **Product Usage Data** - Used to notify you of potential issues, security vulnerabilities, impacts to usability, and configuration recommendations. This information is presented to you as Findings within Skyline.
- 2 **Diagnostic Data** - Used to assist in troubleshooting a VMware Support Request. This type of data is usually referred to as support bundles, or log bundles.

The following provides details for the minimum required privileges for each product to collect product usage data, and support bundles.

Important For some products, the required privileges to collect product usage data, and support bundles, may be different.

VMware Aria Operations (Optional)

You can add VMware Aria Operations to the Skyline Collector.

Note Skyline Log Assist does not support the transferring of support bundles to VMware GSS. Any VMware Aria Operations instances added to a Skyline Collector will not appear within Log Assist page of Skyline Advisor.

To add VMware Aria Operations to the Skyline Collector, follow these steps:

Prerequisites

The following permission is required for the account to add VMware Aria Operations to the Skyline Collector. This permission is sufficient for collecting product usage data.

- VMware Aria Operations Read-Only Role

Important You must assign the required role to a user account. Assigning the required role to a group, and using a user account within that group to add VMware Aria Operations to the Skyline Collector will fail the privileges check within Skyline Advisor.

Procedure

- 1 Enter the **FQDN/IP Address** of the VMware Aria Operations.
- 2 Enter a **Account Username**.
 - `user` - local user to VMware Aria Operations.
 - `user@WorkspaceONE` - user external to VMware Aria Operations, with authSource "WorkspaceONE" defined in any of the authentication types (VC, OPEN_LDAP, ACTIVE_DIRECTORY, VIDM)
 - `user@WorkspaceONE@@VIDM` - user external to VMware Aria Operations, with authSource "WorkspaceONE" defined in VIDM authType, where the same authSource exists in another authType.
- 3 Enter the **User Account Password**.
- 4 To complete adding the VMware Aria Operations to the Skyline Collector, click **Add**.

Results

VMware Aria Operations has been added to the Skyline Collector.

Horizon View (Optional)

You can add Horizon View to the Skyline Collector.

Important If you are using a Horizon Cloud POD architecture, only add a single Horizon Connection Server to the Skyline Collector. Adding multiple Horizon Connection Servers to the Skyline Collector will result in duplicate Horizon Connection Server entries within Skyline Advisor, in Inventory, Findings & Recommendations, and Log Assist.

Note: If the Horizon Connection Server added to the Skyline Collector is unavailable, Log Assist will not be available for any of the remaining Horizon Connection Servers within the Cloud POD architecture. In this situation, please use My VMware, or SFTP, to transfer support bundles to VMware for the remaining Horizon Connection Servers in the Cloud POD architecture.

Note: If the Horizon Connection Server added to the Skyline Collector is unavailable, product usage data for the remaining Horizon Connection Servers within the Cloud POD architecture will not be collected. Findings, and Affected Objects, will not be updated accurately within Skyline Advisor until the Horizon Connection Server added to the Skyline Collector is available again to Skyline.

To add Horizon to the Skyline Collector, follow these steps:

Prerequisites

The following permissions are required for the account used to add the Horizon Connection Server to the Skyline Collector. These permissions are sufficient for both collecting product usage data, and transferring support bundles with Log Assist.

- Administrator (read-only) Role
- Collect Operation Logs

Important Horizon version 7.10, or above, is required to transfer support bundles to VMware, using Skyline Log Assist.

If you are using Skyline Collector version 2.3, or below, you must create a new role for Horizon View with the Collect Operations Logs permission. The role must be named LogCollector.

If the role is not name LogCollector:

On the Collector Details page, the Status of Horizon is:Insufficient Privileges.

On the Initiate Log Transfer page, the Privileges check for Horizon fails.

You cannot transfer support bundles to VMware GSS using Skyline Log Assist. This role name requirement is removed in Skyline Collector version 2.4, and above.

For detailed instructions for how to create a user account with the given permissions, see [Knowledge Base Article 59661](#).

Procedure

- 1 Enter the **FQDN/IP Address** of the Horizon Connection Server.

- 2 Enter a **Account Username**.
- 3 Enter the **Account Password**.
- 4 To complete adding the Horizon Connection Server to the Skyline Collector, click **Add**.

Results

Horizon has been added to the Skyline Collector.

NSX-V (Optional)

You can add NSX-V to the Skyline Collector.

Prerequisites

For NSX-V version 6.4.5 and below, the NSX Auditor role does not have sufficient privileges to generate and collect support bundles from NSX-V objects. To generate and collect support bundles from NSX-V objects, a user account with the NSX Administrator role is required. Therefore, you have two options for adding NSX-V version 6.4.5 to a Skyline Collector.

For the collection of product usage data only:

- NSX Auditor

Important If an account with the NSX Auditor role is used to add NSX-V, the following is displayed within Skyline Advisor:

- On the Collector Details page, the Status of NSX-V is: Insufficient Privileges.
- On the Initiate Log Transfer page, the Privileges check for NSX-V, and all NSX-V components fail.

If using an account with the NSX Auditor role, you cannot transfer support bundles to VMware GSS using Skyline Log Assist.

For the collection of both product usage data, and transferring support bundles with Log Assist:

- NSX Administrator

For NSX-V version 6.4.6, and above:

The NSX Auditor role in NSX-V version 6.4.6 supports the ability to transfer NSX Edge support bundles. This capability was not available in NSX-V versions previous to 6.4.6. Therefore, a user account assigned the NSX Auditor role can be used for product usage data collection, and for the transferring of support bundles using Log Assist.

For the collection of both product usage data, and transferring support bundles with Log Assist:

- NSX Administrator

Important You must assign the required permission to a user account. Assigning the required permission to a group, and using a user account within that group to add NSX-V to the Skyline Collector will fail the privileges check within Skyline Advisor.

For detailed instructions for how to create a user account with the given permissions, see [Knowledge Base Article 59661](#).

To add NSX-V to the Skyline Collector, follow these steps:

Procedure

- 1 Enter the **FQDN/IP Address** of the NSX-V Manager.
- 2 Enter a **Account Username**.
- 3 Enter the **Account Password**.
- 4 To complete adding NSX-V to the Skyline Collector, click **Add**.

Results

NSX-V has been added to the Skyline Collector.

NSX-T (Optional)

You can add NSX-T to the Skyline Collector.

Attention Skyline supports adding local managers to Collector as part of federated setup and standard functionality will be enabled; adding global managers is not available for NSX-T.

Please note the following:

- Skyline Collector does not support adding global managers
 - Skyline Collector does not update the inventory view for NSX-T to depict federated setup
 - Skyline Collector does not collect data regarding federated setup
-

To add NSX-T to the Skyline Collector, follow these steps:

Prerequisites

For NSX-T, the NSX Auditor role does not have sufficient permissions to generate and collect support bundles from NSX-T objects. To generate and collect support bundles from NSX-T objects, a user account with the NSX Administrator role is required. For NSX-T version 3.2 and above, you can use NSX-T Support Bundle Collector role to generate and collect support bundles. Therefore, you have two options for adding NSX-T to a Skyline Collector.

For the collection of product usage data only:

- NSX Auditor

Important If an account with the NSX Auditor role is used to add NSX-T, the following is displayed within Skyline Advisor:

- On the Collector Details page, the Status of NSX-T is: *Insufficient Privileges*.
- On the Initiate Log Transfer page, the privileges check for NSX-T fails.

If using an account with the NSX Auditor role, you cannot transfer support bundles to VMware GSS using Skyline Log Assist.

For the collection of both product usage data and transferring support bundles with Log Assist:

- NSX Enterprise Administrator
- NSX Auditor + NSX-T Support Bundle Collector

Note The combination of NSX Auditor + NSX-T Support Bundle Collector role is only available in NSX-T versions 3.2 and later.

Important You must assign the required permission to a user account. Assigning the required permission to a group, and using a user account within that group to add NSX-T to the Skyline Collector fails the privileges check within the Skyline Advisor.

For detailed instructions for how to create a user account with the given permissions, see [Knowledge Base Article 59661](#).

Procedure

- 1 Enter the **FQDN/IP Address** of the NSX-T Manager nodes cluster virtual IP address (VIP).
See [Configure a Virtual IP Address for a Cluster](#) (NSX-T Data Center documentation) for more details.
- 2 Enter a **Account Username**.
- 3 Enter the **Account Password**.
- 4 To complete adding the NSX-T to the Skyline Collector, click **Add**.

Results

The NSX-T Manager has been added to the Skyline Collector.

VMware Cloud Foundation (Optional)

You can add VMware Cloud Foundation to the Skyline Collector.

To add VMware Cloud Foundation to the Skyline Collector, follow these steps:

Prerequisites

The following permissions are required for the account used to add SDDC Manager to the Skyline Collector. These permissions are sufficient for collecting product usage data.

- SDDC Manager **VIEWER** Role: This role is sufficient for collecting product usage data
- SDDC Manager **ADMIN** or **OPERATOR** Role: This role is sufficient for log assist

Note Log Assist is supported for VMware Cloud Foundation version 4.3.1 or higher.

Important You must assign the required permissions to the user account. Assigning the required permissions to a group, and using a user account within that group to add SDDC Manager to the Skyline Collector fails the privileges check within Skyline Advisor.

Procedure

- 1 Enter the **FQDN/IP Address** of the SDDC Manager.
- 2 Enter a **Account Username** for connecting to the SDDC Manager. This account must have the minimum required permissions.
- 3 Enter the **Account Password**.
- 4 To complete adding the SDDC Manager to the Skyline Collector, click **Add**.

Results

VMware Cloud Foundation has been added to the Skyline Collector.

What to do next

If you did not add the VMware Cloud Foundation components, such as NSX-T, or vRealize Operations to the Skyline Collector, please do so now. Skyline will not be able to provide VMware Cloud Foundation Findings unless all components of VMware Cloud Foundation have been added to the Skyline Collector.

You can add NSX-T, and vRealize Operations, to the Skyline Collector after completing the initial configuration of the Skyline Collector. After completing the initial configuration, login to the Skyline Collector, click **Configuration**, and the product to add to the Skyline Collector.

VMware Aria Suite Lifecycle (Optional)

You can add VMware Aria Suite Lifecycle to the Skyline Collector.

To add VMware Aria Suite Lifecycle to the Skyline Collector, follow these steps:

Prerequisites

There are no specific permissions required to add VMware Aria Suite Lifecycle to the Skyline Collector.

You can add VMware Aria Suite Lifecycle to Skyline Collector using local VMware Aria Suite Lifecycle user (such as admin@local).

To get a list of VMware Aria Automation Organizations associated with a VMware Aria Automation instance in Skyline Advisor, add VMware Aria Suite Lifecycle to Skyline Collector.

You must add VMware Aria Suite Lifecycle to Skyline Collector to enable Log Assist for VMware Aria Automation instances.

Important You must assign the required role to a user account. Assigning the required role to a group, and using a user account within that group to add VMware Aria Suite Lifecycle to the Skyline Collector will fail the privileges check within Skyline Advisor.

Procedure

- 1 Enter the **FQDN/IP Address** of the VMware Aria Suite Lifecycle.
- 2 Enter a **Account Username** for connecting to the VMware Aria Suite Lifecycle. This account must have the minimum required permissions.
- 3 Enter the **Account Password**.
- 4 Click **Add**.

Results

VMware Aria Suite Lifecycle has been added to the Skyline Collector. VMware Aria Automation instance gets automatically added when you add VMware Aria Suite Lifecycle.

VMware Aria Automation (Optional)

You can add VMware Aria Automation to the Skyline Collector.

To add VMware Aria Automation Organization to the Skyline Collector, follow these steps:

Prerequisites

The following permission is required for the account to add VMware Aria Automation Organization to the Skyline Collector. This permission is sufficient for collecting product usage data.

- Assembler Viewer (formerly Cloud Assembly Viewer)

Important You must assign the required role to a user account. Assigning the required role to a group, and using a user account within that group to add VMware Aria Automation Organization to the Skyline Collector will fail the privileges check within Skyline Advisor.

Procedure

- 1 Enter the **FQDN/IP Address** of the VMware Aria Automation Organization.
- 2 Enter a **Account Username** for connecting to the VMware Aria Automation Organization. This account must have the minimum required permissions.
- 3 Enter the **Account Password**.

4 Click **Add**.

Results

VMware Aria Automation Organization has been added to the Skyline Collector.

VMware Aria Operations for Logs (Optional)

You can add VMware Aria Operations for Logs to the Skyline Collector.

To add VMware Aria Operations for Logs to the Skyline Collector, follow these steps:

Prerequisites

The following role is recommended for the account to add the VMware Aria Operations for Logs to the Skyline Collector.

- View Only Admin

This pre-defined role contains all the permissions required by Skyline.

Alternatively, the following are the minimum permissions required to add VMware Aria Operations for Logs to the Skyline Collector:

- VIEW_CLUSTER: Management -> Cluster -> View
- VIEW_LICENSE: Management -> License -> View
- VIEW_VSPHERE_INTEGRATION: Integrations -> vSphere Integration -> View
- EDIT_INTERACTIVE_ANALYSIS: Explore Logs -> Edit

The VMware Aria Operations for Logs requires the following role to discover VMware Aria Operations endpoints.

- VIEW_VROPS_INTEGRATION

Note Skyline Collector 3.3 only supports local user authentication for VMware Aria Operations for Logs.

Procedure

- 1 Enter the **FQDN/IP Address** of the VMware Aria Operations for Logs.
- 2 Enter a **Account Username** for connecting to the VMware Aria Operations for Logs. This account must have the minimum required permissions.
 - `user` - Local user to VMware Aria Operations for Logs.
 - `user@domain@vIDM` - User with vIDM authentication type.
 - `user@domain@@ActiveDirectory` - User with ActiveDirectory authentication type.
- 3 Enter the **Account Password**.
- 4 Click **Add**.

Results

VMware Aria Operations for Logs is added to the Skyline Collector.