

Management Pack for VMware 4.5.x Release Notes

The **Release Notes** document provides last-minute information about Management Pack for VMware 4.5.x, including relevant information on technical support, documentation, online resources and so on. The current version of Management Pack for VMware 4.5.x is available for download at:

<http://www.veeam.com/vmware-microsoft-esx-monitoring.html>, starting from April 2009.

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Management Pack for VMware 4.5.0. Release Notes

New Features

The following is a list of new features introduced in the Management Pack for VMware 4.5.0.

Scalability Improvements in Data Delivery into SCOM Agent

Change in method of delivering performance data for VMware objects into SCOM Agent means major improvement in max number of ESX Hosts that can be monitored from each VEM instance. (there is no evaluation at the moment).

Capture of VC Custom Attributes

Allows operator to group VM and HOST objects into custom groups defined in SCOM by operator.

VMware supports a facility called custom attributes (or sometimes Annotations), which is essentially name/value pairs that are maintained by virtual center. These can be updated using the VI Client or Veeam supplied utility. Two global VI attributes will need to be defined:

- **Veeam.segment** - A string that identifies a group of ESX servers and/or VMs. This classification is purely defined by the customer and not related to clusters, resource pools, etc. Examples might be department name, cost center, customer, etc.
- **Veeam.ems_node** - can be used to associate VM with the name of the SCOM Agent (if running inside VM). Note this is not a requirement for the creation of the link between SCOM Agent and VM in nworks Topology- VMware Tools inside the guestOS is the pre-req for that

Following steps need to be done by operator to enable the attribute capture:

- Create two global VI attributes (Veeam.segment, Veeam.ems_node)
- Fill in Veeam.segment attribute values for each HOST of VM which need to be included into some segment. This operation can be done via VI Client for each HOST or VM or in a batch mode using special utility (provided separately).

During next collection interval (e.g. "Resend" button was pressed) VEM system will retrieve Veeam.segment & Veeam.ems_node attributes and populate the same-named properties of ESX Hosts / VMs in SCOM.

End-user can then use standard SCOM method to create new Group(s), filtering by the new properties. These can be used in standard SCOM way (to create custom Dashboard Views etc).

Threshold Changes

- Monitor 'nworks VMware: VM CPU Usage has exceeded threshold' trigger values were changed to set Warning = 75% (previously 35%), Error = 90 % (previously 38%).

Rules and Monitors Changes

Rules changed into Monitors

- Following Monitor replaces Rules tracking VC events so reflects problem in State-change of ESX Host:

Monitor name> nworks VirtualCenter: ESX Host Connection Failed

Replaces Rules >

nworks VirtualCenter: Host Connected

nworks VirtualCenter: Host Connection Lost

nworks VirtualCenter: Host Connection Failed

- Following Monitor replaces Rule tracking LicenseServer Availability:

Monitor Name>nworks VirtualCenter: License server status

Replaces Rule>

nworks VirtualCenter: License server is unavailable

- Following Monitor replaces Rule tracking Cluster Failover Resourcing:

Monitor Name> nworks VirtualCenter: Insufficient resources to satisfy HA failover level in Cluster

Replaces Rules>

nworks VirtualCenter: Failover Level Restored

nworks VirtualCenter: Insufficient resources to satisfy HA failover level in Cluster

- Following Monitor replaces Rule tracking HA (DAS) Host Agent status:

Monitor Name> nworks VirtualCenter: Host HA Agent Error in Cluster

Replaces Rule>

nworks VirtualCenter: Host HA Agent Error

Update to ESX Host Disconnected Monitor

Following Monitor now tracks VC events (instead of Collector state-change table) to improve responsiveness of Topology updates:

Monitor Name> nworks VirtualCenter: ESX Host is Disconnected

Replaces Monitor(s)> nworks Collector: ESX Host is Disconnected

nworks Collector: ESX Host is Not Responding

New Monitor for VMware Tools status

Following Monitor tracks VMware tools status inside VM (agentlessly, this is delivered also through Vi-API connection):

Monitor Name > nworks VMware: VMware Tools Service Status

Alerting > WARNING alert will be raised for any of the following -
toolsNotRunning (VMtools service stopped)
toolsNotInstalled (VMtools not installed)
toolsOld (VMTools old version, compared to ESX build)

The Monitor will be resolved with a state-change to "toolsOK" from the VI-API.

Renamed VMware Tools HEARTBEAT Monitors

Monitors > nworks VMware Virtualized Server: Heartbeat Alarm

Renamed to > nworks VMware: VMware Tools Heartbeat Status changed to Red
nworks VMware: VMware Tools Heartbeat Status changed to Yellow

Note that previous two Monitors (for Red and Yellow status) had the same name, now the status is included in the name.

Event-Driven Discovery Changes

- Discovery of HardwareStatus objects (SMASH sensors) is now driven by events from the Collector, rather than on timed schedule (daily). This makes initial discovery, and updates, much more timely.
- Discovery of VMs has been added as a separate (3rd) stage to reduce cpu hit on VEM system during Topo rebuild.
 - Stage1: 'skeleton' Topology of Folders, Clusters, ESX Host (with no components)
 - Stage2: Host component discovery (CPUs, NICs, HBAs etc)
 - Stage3: VM discovery (inc. VM components)

Resolved Issues

- Fixed bug in MP Maintenance Mode Tasks for ESX Host: bug in passing Hostname parameter into 'enterMaintenanceMode' and 'exitMaintenanceMode' tasks in MP has been fixed.

Management Pack for VMware 4.5.1. Release Notes

Resolved Issues

- 4.5.1 release has an update to the Collector application to address a possible issue with connection to ESX 3.0.x hosts, that caused large vmspi logfiles and breaking of metric/topology gathering.
- 4.5.1 release has fix for issue in gathering of VirtualCenter custom attributes for VMs, it was possible that an attribute could be duplicated across multiple VMs, even if only set on one VM. Update to MP Topology discovery script has fixed this issue.

Management Pack for VMware 4.5.2. Release Notes

Resolved Issues

- 4.5.2 release has an update to Collector application to address possible issues with Virtual Center 2.0 systems and errors causing failure to build Topology (vmspi.log would show errors from 'Property-Watcher' module).

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues - we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified English speaking technical and customer support staff in the USA and Europe who will help you with any inquiry that you may have.

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Address:	6479 Reflections Drive, Suite 200 Columbus, Ohio 43017	Quatro House Lyon Way, Frimley Road Camberley, UK, GU16 7ER
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Technical Support

We offer email and phone technical support for customers on maintenance and assistance during the evaluation period.

To submit your support ticket, please do the following:

- Open VIC Configuration tool (**Start > All Programs > nworks > nworks VIC Configuration**) and click the **Help** button
- In the upper left corner of the screen, click the **Open Support Call** button.
- On the **Open Support Call** screen, select either **Email** or **Manual** submission method. Note that in order to use the **Email** submission method you need to know the fully qualified domain name of an SMTP server along with a valid user name and password.
- Enter information required depending on your submission method choice and then click **Submit**.
- Opening a support call creates a set of log files, zips them up, and sends them to support@nworks.com, along with the information entered into the **Open Support Call** screen. A link to the support zip file will be shown when the file is created.

Hint

Before contacting technical support, you may be able to find a resolution to your issue at Veeam community forums at: <http://www.veeam.com/forum/>.

Technical Documentation References

If you have any questions about Management Pack for VMware 4.5.x, you may use the following resources:

- Full documentation set: http://www.veeam.com/vmware-esx-server/nworks/documents_mp.html
- Datasheet: <http://www.veeam.com/vmware-esx-server/nworks/VMware%20MP%20Datasheet.pdf>
- Community forum: <http://www.veeam.com/forum/>