

vCenter Support Assistant User's Guide

vCenter Support Assistant 6.5

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vCenter Support Assistant User's Guide

vCenter Support Assistant User's Guide provides instructions for working with VMware® vCenter™ Support Assistant™. The document contains information about configuring proactive support, working with support requests, and a section about the privacy and security of the information VMware receives.

Intended Audience

This information is intended for anyone who wants to work with vCenter Support Assistant and use it. It is written for VMware® vSphere® administrators.

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <http://www.vmware.com/support/pubs>.

Proactive Support

vCenter Support Assistant proactive support automatically collects configuration and usage data for selected inventory objects, analyzes the information, and alerts you to potential problems. To use proactive support, you must configure it by using vSphere Web Client.

When you configure vCenter Support Assistant proactive support, it starts collecting configuration and usage data, and sends them to VMware on a regular basis. The usage data that VMware receives are analyzed automatically.

vCenter Support Assistant maintains a continuously updated database of known customer issues at VMware. vCenter Support Assistant analysis automatically checks your configuration and usage data for predefined patterns matching the known issues database.

- [Configure Proactive Support](#) on page 7
vCenter Support Assistant proactive support is disabled by default. To enable it, you must configure the collection of the configuration and usage data.
- [Using Proactive Support](#) on page 10
vCenter Support Assistant Proactive Support collects configuration and usage information from inventory objects, sends the data for analysis, and notifies you of any potential problems or deviations from standard guidelines.

Configure Proactive Support

vCenter Support Assistant proactive support is disabled by default. To enable it, you must configure the collection of the configuration and usage data.

You can use vSphere Web Client to select the frequency of the configuration and usage data that VMware receives. You can access all proactive support settings from vCenter Support Assistant.

Procedure

- 1 [Using One-Time Data Collection](#) on page 8
You can use Collect Now to start one-time data collection with vCenter Support Assistant.
- 2 [Enable Regular Data Collection](#) on page 8
By default, data collection is disabled. To use proactive support, you must enable data collection from the vSphere Web Client interface.
- 3 [Set Collection Date and Time](#) on page 8
You can schedule the time to collect configuration and usage data for vCenter Support Assistant to ensure your environment is regularly monitored for potential problems.
- 4 [Set Data Scrubbing](#) on page 9
You can select the type of data to obfuscate in the collected configuration and usage data.

- 5 [Select the Objects from Which to Collect Configuration and Usage Data](#) on page 10

Select the ESXi hosts and vCenter Server instances from which to collect configuration and usage data. Proactive support collects configuration and usage data from the vSphere objects in your environment. You can select the ESXi hosts and vCenter Server instances from which to collect usage data.

Using One-Time Data Collection

You can use Collect Now to start one-time data collection with vCenter Support Assistant.

Collect Now uses the Regular Data Collection configuration. If Regular Data Collection is not configured, the one-time data collection uses the default settings of vCenter Support Assistant. By default, data scrubbing is disabled and vCenter Support Assistant collects data from all vCenter Server instances and ESXi hosts.

NOTE If Regular Data Collection is currently running, Collect Now does not start the one-time data collection.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click the **Proactive Support** tab.
- 5 In the General section, click **Collect Now** to activate the one-time data collection.

Enable Regular Data Collection

By default, data collection is disabled. To use proactive support, you must enable data collection from the vSphere Web Client interface.

After the first vCenter Support Assistant installation, you must enable data collection manually.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click the **Proactive Support** tab.
- 5 In the General section, click **Enable** to activate Regular Data Collection.

What to do next

You must set the collection date and time to a value that is different from the default.

Set Collection Date and Time

You can schedule the time to collect configuration and usage data for vCenter Support Assistant to ensure your environment is regularly monitored for potential problems.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.

- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click the **Proactive Support** tab.
- 5 In the Regular collection settings section, click the **Edit** button.
The Date and Time settings page of the Edit Data Collection Settings dialog box appears.
- 6 From the **Start collecting at** drop down menu, select the starting time of the support bundle collection.
The collection time is synchronized with the time settings of the machine you are currently using.
- 7 (Optional) To limit the collection time and avoid excessive resource usage, select the **Stop collection if duration exceeds** check box, and select the maximum duration of the collection.
- 8 In the Occurs section, set the log gathering schedule.

Option	Action
Never	Disable the schedule for support bundle gathering. This is the default value.
Every X week(s) on Y	Set a weekly schedule, where X is a number and Y is a day of the week.
Every month on N	Set a monthly schedule on a specific day of the month.
On the X Y of the month	Set a monthly schedule, where X is an ordinal number and Y is a day of the week.

Changing the default value enables the automatic gathering of configuration and usage data.

- 9 Click **OK** to save the changes and close the window.

Set Data Scrubbing

You can select the type of data to obfuscate in the collected configuration and usage data.

You can obfuscate different types of data in the configuration and usage data. For example, email addresses, IP addresses, and MAC addresses are replaced with string values.



CAUTION Obfuscation has significant performance impact on the collection process, because data scrubbing operations are intense I/O operations. The average collection and scrubbing takes between one and two hours for each vSphere inventory object.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click the **Proactive Support** tab.
- 5 In the Data scrubbing section, click the **Edit** button.
The Data scrubbing section of the Edit Data Collection Settings dialog box appears.
- 6 Select the type of data to obfuscate, and click **OK** to save the changes and close the window.

Select the Objects from Which to Collect Configuration and Usage Data

Select the ESXi hosts and vCenter Server instances from which to collect configuration and usage data. Proactive support collects configuration and usage data from the vSphere objects in your environment. You can select the ESXi hosts and vCenter Server instances from which to collect usage data.

Prerequisites

Authorize all vCenter Server instances in the vCenter Support Assistant appliance to collect configuration and usage data from them.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click the **Proactive Support** tab.
- 5 In the Entities to collect data from section, click **Edit**.
The **Entity selection** section of the Edit Data Collection Settings dialog box appears.
- 6 (Optional) Select **Automatically collect data for newly added vCenter Server instances or ESXi hosts** to ensure that all newly added environment resources are included for configuration and usage data collection.
- 7 Select the vCenter Server instances and ESXi hosts.
Select does not work recursively. The vCenter Server instances and ESXi hosts are organized in a tree to show you the hierarchical structure. You must select each object separately.
- 8 Click **OK** to save the changes and close the dialog box.

Using Proactive Support

vCenter Support Assistant Proactive Support collects configuration and usage information from inventory objects, sends the data for analysis, and notifies you of any potential problems or deviations from standard guidelines.

You can see these notifications in the **Found Issues** view of vCenter Support Assistant or in the **Support Assistant Issues** tab of the affected inventory object.

Depending on the severity of the issue and the impact on your environment, vCenter Support Assistant might trigger an alarm. When you see such an alarm, you can check its details and take an action to prevent your system from potential problems.

If you do not see an alarm, you can still check for non-critical notifications such as deviations from standard practices or software updates.

- [Use vCenter Support Assistant Alarms to Resolve Potential Problems](#) on page 11
You can use the alarms that vCenter Support Assistant creates to discover and resolve potential issues in your environment.
- [Review All vCenter Support Assistant Issues](#) on page 11
You can see the last 1000 issues for all inventory objects that vCenter Support Assistant found in your environment in a single UI. The list includes both critical issues and non-critical notifications such as deviations from standard practices or software updates.

- [Provide Feedback for vCenter Support Assistant Issues](#) on page 12
You can provide feedback for vCenter Support Assistant issues to let VMware know which notifications are useful for you, and to help VMware improve the analysis.
- [Disable vCenter Support Assistant Issues](#) on page 12
If you do not want to receive alarms for certain vCenter Support Assistant issue types, you can disable the vCenter Support Assistant issue types that trigger the alarms.
- [Enable vCenter Support Assistant Issues](#) on page 13
To receive alarms for disabled vCenter Support Assistant issue types, you must enable the issues in the vSphere Web Client.
- [Delete vCenter Support Assistant Issues](#) on page 13
You can permanently delete vCenter Support Assistant issues by using the vSphere Web Client.
- [Subscribe to or Unsubscribe from Monthly Email Reports](#) on page 14
When you use vCenter Support Assistant proactive support, you can choose to subscribe to or unsubscribe from monthly email reports.

Use vCenter Support Assistant Alarms to Resolve Potential Problems

You can use the alarms that vCenter Support Assistant creates to discover and resolve potential issues in your environment.

When you use proactive support, it monitors your entities and collects configuration and usage data. vCenter Support Assistant sends the configuration and usage data to VMware for an automatic analysis. During the analysis, vCenter Support Assistant checks for potential issues in the objects that you monitor. If vCenter Support Assistant finds an issue with critical or serious impact on your environment, it triggers an alarm.

Prerequisites

Enable and configure proactive support. For information, see [Chapter 1, “Proactive Support,”](#) on page 7.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 In the Alarms pane, select the **vCenter Support Assistant Has found issues** alarm to view its details.
- 3 In the Alarm Details pop-up window, click the object name to navigate to the **Issues** tab for the object.
- 4 On the **Issues** tab, click **Support Assistant Issues**.
You see a list of vCenter Support Assistant issues for this inventory object.
- 5 Navigate to the issue that you want to resolve, and click the link to the KB article.
The knowledge base article opens in a new Web browser tab.
- 6 Follow the instructions in the KB article to resolve the issue.

Review All vCenter Support Assistant Issues

You can see the last 1000 issues for all inventory objects that vCenter Support Assistant found in your environment in a single UI. The list includes both critical issues and non-critical notifications such as deviations from standard practices or software updates.

Prerequisites

Enable and configure proactive support. For information, see [Chapter 1, “Proactive Support,”](#) on page 7.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under **Administration**, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click the **Monitor** tab.
- 4 Click **Found Issues**.

A list of the last 1000 issues vCenter Support Assistant has found in your environment is displayed. The list includes issues for all inventory objects ordered in reverse chronological order.

You can click an issue from the list to see more details about it, including a link to a KB article.

Provide Feedback for vCenter Support Assistant Issues

You can provide feedback for vCenter Support Assistant issues to let VMware know which notifications are useful for you, and to help VMware improve the analysis.

Prerequisites

Verify that vCenter Support Assistant has found at least one issue in your environment.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under **Administration**, click the vCenter Support Assistant icon.
- 3 Click **the Monitor** tab.
- 4 Click **Found Issues**.
- 5 Click the issue that you want to provide feedback for.
More details about the selected issue appear below the list.
You can see the **How helpful was this notification for you** prompt with the rating component.
- 6 Choose between 1 and 5 stars for your rating.

NOTE 1 star means "Not helpful at all" and 5 stars mean "Really helpful".

Disable vCenter Support Assistant Issues

If you do not want to receive alarms for certain vCenter Support Assistant issue types, you can disable the vCenter Support Assistant issue types that trigger the alarms.

When vCenter Support Assistant proactive support collects and analyzes your configuration and usage data and finds a problem, vCenter Support Assistant triggers an alarm. vCenter Support Assistant triggers an alarm for the inventory object for which the issue is detected.

You might receive alarms that you want to ignore temporarily, so that you can focus on more important problems in your environment. In such cases you might not want to receive alarms for issues of this type. vCenter Support Assistant uses the term issue type to refer to issues that have the same symptoms and solution.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 Select the inventory object for which a **Support Assistant has found issues** alarm is displayed.

- 3 Click the **Monitor** tab.
- 4 On the **Issues** tab, click **Support Assistant Issues**.
- 5 From the list select the issue you want to disable.
- 6 Right-click the issue and select **Disable** from the pop-up menu.
- 7 Read the message and confirm the operation.

vCenter Support Assistant disables and hides all issues of the selected type for the all inventory objects you monitor. You will no longer receive alarms for disabled issues in the vSphere Web Client.

What to do next

You must manually acknowledge the alarms that already exist for the disabled types of vCenter Support Assistant issues.

Enable vCenter Support Assistant Issues

To receive alarms for disabled vCenter Support Assistant issue types, you must enable the issues in the vSphere Web Client.

vCenter Support Assistant uses the term issue type to refer to issues that have the same symptoms and solution. You can restore the alarms notification for a selected vCenter Support Assistant issues type.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 Select an inventory object.
- 3 Click the **Monitor** tab.
- 4 On the **Issues** tab, click **Support Assistant Issues**.
- 5 Select the **Show disabled** filter.

In the table you see all Support Assistant issues including the disabled. Disabled Support Assistant issues are dimmed.

- 6 Select a disabled Support Assistant issue type that you want to enable.
- 7 Right-click the issue and select **Enable** from the pop-up menu .

The selected Support Assistant issue type is enabled for all inventory objects. If proactive support finds an issue of this type during the next support bundle analysis, you will receive an alarm in the vSphere Web Client.

Delete vCenter Support Assistant Issues

You can permanently delete vCenter Support Assistant issues by using the vSphere Web Client.

You can delete vCenter Support Assistant issues if you do not want to see them.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 Select an inventory object.
- 3 Click the **Monitor** tab.
- 4 On the **Issues** tab, click **Support Assistant Issues**.

- 5 From the list, select a Support Assistant issue.
You can select more than one Support Assistant issue at a time.
- 6 Right-click the selected Support Assistant issue, and click **Delete**.
- 7 Read and confirm the message to permanently delete the selected Support Assistant issue.
You must manually acknowledge the alarms that already exist for the deleted vCenter Support Assistant issues.

Subscribe to or Unsubscribe from Monthly Email Reports

When you use vCenter Support Assistant proactive support, you can choose to subscribe to or unsubscribe from monthly email reports.

Monthly email reports contain information about the results from the proactive support analysis of your configuration and usage data.

Prerequisites

Verify that vCenter Support Assistant proactive support is enabled.

Procedure

- 1 In a Web browser, navigate to the vCenter Support Assistant appliance and log in.
- 2 Click **Contact Details**.
- 3 (Optional) In the **Email addresses, one per line** text box, edit the email addresses.
 - Enter the address you want to subscribe to the monthly reports.
 - Remove the address you want to unsubscribe from the monthly email reports.
- 4 Click **Save**.

What to do next

For information about monthly reports, see [“Information in Monthly Email Reports,”](#) on page 16

Monitoring Information in vCenter Support Assistant

2

This chapter includes the following topics:

- [“Monitoring Proactive Support Information,”](#) on page 15
- [“Information in Monthly Email Reports,”](#) on page 16

Monitoring Proactive Support Information

The vCenter Support Assistant **Monitoring** tab contains information about the progress of data collection and usage data uploads.

Proactive Support Uploads

The Proactive Support Uploads section contains information about the last four configuration and usage data uploads. Before vCenter Support Assistant uploads the usage data, it filters the files in the configuration and usage data. The filtering process checks whether a file belongs to the included or excluded file patterns.

Table 2-1. Content Description of the Proactive Support Uploads Section

Column Name	Value	Description
Status	Successful	Collection, filter, and upload of the configuration and usage data is successful.
	Failed	A problem exists with the collection, filter, or usage data upload. See the vCenter Support Assistant log files.
	Running	Collection, filter, and upload of the configuration and usage data is in progress.
Collection Started	Date and time	Time when the collection process begins, according to the Date and Time settings you configure. “Set Collection Date and Time,” on page 8
Bundle Constructed	Date and time	Time when the bundle filtering is complete and the bundle is ready to be uploaded for analysis.
Obfuscated	Yes	Data in the bundle is masked.
	No	Data in the bundle is not masked.

Information in Monthly Email Reports

A monthly email report contains a summary of the vCenter Support Assistant analyses.

Monthly Email Overview

You can receive the email report on a monthly basis or when a new product update is available. You can subscribe to a monthly email during the installation process or later. For information about how to subscribe or unsubscribe from the monthly email report, see *Installing and Configuring vCenter Support Assistant*. Monthly email reports contain information, organized in sections.

Summary Section

The Summary section of the monthly report provides information about the collected configuration and usage data, and about the number of problems against which the configuration and usage data are analyzed.

Table 2-2. Information in the Configuration and Usage Data Bundle Table

Column	Description
Collection date	The date on which the configuration and usage data was collected
Problems found	The number of problems found for each bundle of configuration and usage data

The summary section of the report contains a table with information for each problem you fixed during the report period.

Table 2-3. Fixed Problems Information

Column	Description
Problem	A brief description of the fixed problem
Recommended Resolution	A link to a KB article or another source of information
Count	The number of alarms triggered for each problem

Critical Problems

The Critical Problems section of the report displays the critical problems found after the vCenter Support Assistant analysis of your environment.

Table 2-4. Critical Problems Information

Column	Description
Problem	A brief description of the problem
Recommended Resolution	A link to a KB article or another source of information
Count	The number of alarms triggered for each problem

Recommended Updates for the Products That You Use

The Recommended Updates for the Products That You Use section displays information about the available updates for vCenter Support Assistant and for other vSphere products that you use.

Manage Support Requests

vCenter Support Assistant lets you manage support requests by using the vSphere Web Client. You can create new support requests, or view and update existing ones.

This chapter includes the following topics:

- [“Create a Support Request,”](#) on page 17
- [“View Existing Support Request,”](#) on page 20
- [“Add a Comment to an Existing Support Request,”](#) on page 20
- [“Upload Attachments,”](#) on page 21
- [“Request to Close a Support Request,”](#) on page 22

Create a Support Request

You can use the vSphere Web Client to submit support requests for the vSphere products that you use.

Procedure

- 1 [Start the Create a New Support Request Wizard](#) on page 18
You must use the Create a New Support Request wizard to submit a new support request.
- 2 [Select My VMware Entitlement Account and Product for Which to Receive Technical Support](#) on page 18
To request support for a problem, provide the My VMware entitlement account and product information.
- 3 [Describe a Problem](#) on page 18
Information about the category of the problem and a brief description can help the correct routing and timely response to your support request.
- 4 [Provide Support Request Details](#) on page 18
To help VMware Technical Support understand your request and take precise actions to resolve your problem, provide more details.
- 5 [Provide Contact Details](#) on page 19
Providing contact details is important so that you can get feedback about your support request.
- 6 [Attach Log Files](#) on page 19
Attaching support bundles to your support request gives detailed information about the problems you have and improves the VMware Technical Support response time.

Start the Create a New Support Request Wizard

You must use the Create a New Support Request wizard to submit a new support request.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click **Support Requests**.
- 5 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 6 Click **Create a New SR**.

Select My VMware Entitlement Account and Product for Which to Receive Technical Support

To request support for a problem, provide the My VMware entitlement account and product information.

Procedure

- 1 From the Account list, select the My VMware entitlement account to use for submitting a support request.
- 2 From the Product list, select a product for which you want to submit a support request, and click **Next**.

Describe a Problem

Information about the category of the problem and a brief description can help the correct routing and timely response to your support request.

Procedure

- 1 In the Describe a Problem page of the Create a New Support Request wizard, from the Problem category list, select an item.
- 2 In the **Problem description** text box, provide a brief description of the problem you have.
As you type in the text box, the Suggested resources pane is populated with a list of links to related KB articles. Review the list to check whether your problem is a known issue.
- 3 Click **Next**.

Provide Support Request Details

To help VMware Technical Support understand your request and take precise actions to resolve your problem, provide more details.

Procedure

- 1 In the Provide Support Request Details step of the New Support Request wizard, from the Severity list, select the severity of the problem.
- 2 (Optional) In the **Problem** list text box, check whether the correct problem category is selected and change the category if necessary.

- 3 In the **Problem description** text box, check if the text is complete, and change it if necessary.
- 4 (Optional) In the **Additional notes** text box, provide additional information that can help VMware Technical Support process your support request, including information about your availability and additional contact details.
- 5 Click **Next**.

Provide Contact Details

Providing contact details is important so that you can get feedback about your support request.

Procedure

- 1 In the Provide Contact Details step of the New Support Request wizard, in the **Secondary email** text box, type one or more email addresses.
- 2 (Optional) Make sure that the correct phone number appears in the **Preferred phone number and extension** text box, and change it if needed.
- 3 (Optional) Provide additional contact information in the text boxes.
- 4 Click **Create Request**.

A message box showing the support request number and the expected response date appears.

- 5 To upload log files to your support request, click **Yes - Upload**.

Attach Log Files

Attaching support bundles to your support request gives detailed information about the problems you have and improves the VMware Technical Support response time.

Follow the steps of the Collect and Upload Logs wizard to attach support bundles.

Procedure

- 1 [Select Hosts to Include in the Support Request Bundle](#) on page 19
You must select the hosts for which you want to collect and upload log files that you will attach to your support request.
- 2 [Select System Log Files](#) on page 20
You can select the system log files to collect and include in the support request.
- 3 [Confirm and Initiate Upload](#) on page 20
Confirm that you are ready to start the support bundles collection and upload them.

Select Hosts to Include in the Support Request Bundle

You must select the hosts for which you want to collect and upload log files that you will attach to your support request.

Procedure

- 1 In the Select Hosts step of the Collect and Upload Logs wizard, from the vCenter Server list, select the vCenter Server instance for which you want to collect bundles.
- 2 From the list of vCenter Server instances and hosts, select the hosts to include in the support request bundle, and click **Next**.

Select System Log Files

You can select the system log files to collect and include in the support request.

Procedure

- 1 In the **Select System Logs** page of the Collect and Upload Logs wizard, select the system log files to collect and upload.
The recommended system log files are selected by default.
- 2 (Optional) Select **Gather performance data** to include performance data information in the log files.
You can set the duration and interval for which you want to collect performance data.
- 3 Click **Next**.

Confirm and Initiate Upload

Confirm that you are ready to start the support bundles collection and upload them.

Procedure

- ◆ Click **Start Collection and Upload** to initiate the log file collection and upload.

The Log Collection Progress dialog box appears. You can see the log file collection and upload progress. When the collection and upload is complete, you see a confirmation message. The log bundles are attached to the support request.

View Existing Support Request

You can view the support requests you have submitted from your My VMware account.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click **Support Requests**.
- 5 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 6 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 7 Select a support request from the list and click **Details**.

Add a Comment to an Existing Support Request

You can add comments to an existing support request to add details about the problem.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.

- 3 Click **Manage**.
- 4 Click **Support Requests**.
- 5 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 6 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 7 Select a support request from the list and click **Details**.
- 8 On the **Comments** tab, in the **Add a comment** text box, enter your comment.
- 9 Click **Add a comment**.
Your comment is visible on the **Comments** tab.

Upload Attachments

With vCenter Support Assistant, you can upload file attachments to your support requests.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click **Support Requests**.
- 5 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 6 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 7 Select a support request from the list and click **Details**.
- 8 Click **Upload Attachments**.
The Add Attachments page appears. You can view files that are attached to the support request.
- 9 Click **Add Files** to open a file browser.
- 10 Browse to the file to upload, select it, and click **Open**.
The file is listed on the Add Attachments page.
- 11 In the **Description** text box, enter a description of the file you want to upload as a support request attachment.
- 12 Click **Send Attachments** to send the file to VMware Technical Support.
The Attachment Upload Progress page displays the upload progress.

Request to Close a Support Request

In vCenter Support Assistant you can send a request to the VMware Technical Support to close an existing support request.

Procedure

- 1 In a Web browser, open the vSphere Web Client and log in.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click **Manage**.
- 4 Click **Support Requests**.
- 5 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 6 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 7 Select a support request from the list and click **Details**.
- 8 Click **Request to Close SR**.

A request to close the existing support request is sent to VMware Technical Support. The support request is closed after VMware Technical Support verifies the request.

Troubleshooting

vCenter Support Assistant User Interface SSL Verification Problem

If you are trying to use an invalid SSL certificate, you might receive an exception in the vCenter Support Assistant user interface.

Problem

When the SSL certificate verification fails you might get this exception in the vSphere Web Client:
`com.vmware.vim.vmomi.client.exception.SslException :com.vmware.vim.vmomi.core.exception.CertificateValidationException:Server certificate assertion not verified and thumbprint not matched.`

Cause

By default the vCenter Support Assistant appliance is using a self-signed SSL certificate. If you make network configuration changes, or other changes that make the SSL certificate invalid, you must renew your SSL certificate.

Solution

- 1 In a Web browser, go to the IP address of the appliance.
- 2 Log in to the vCenter Support Assistant virtual appliance.
- 3 Click the **VA Settings** tab.
- 4 Under Network Configuration, click **Save** to renew the SSL certificate according to the current vCenter Support Assistant appliance network settings.

If you have configured vCenter Support Assistant with your own SSL certificate, you should renew it.

- 1 In a Web browser, go to the IP address of the appliance.
- 2 Log in to the vCenter Support Assistant virtual appliance.
- 3 Click the **VA Settings** tab.
- 4 Under SSL Configuration, in the **Private key (.pem)** text box, click **Choose File**.
- 5 In the file browser window, navigate to the directory that contains your certificate, select the private key (*.pem) that matches the certificate chain, and click **Open**.
- 6 If your private key is protected by a password, in the **Key password** text box, type the password.
- 7 In the **Certificate chain (.pem, .p7b)** text box, click **Choose File** to select your certificate chain file.

- 8 In the file browser window, navigate to the directory that contains your certificate chain, select your SSL certificate chain (*.pem, *.p7b), and click **Open**.

NOTE If you attempt to add an expired certificate, a warning message states that you are not allowed to add the certificate.

- 9 Click **Apply** to apply the changes.

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