

vCenter Support Assistant User's Guide

vCenter Support Assistant 5.5

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition. To check for more recent editions of this document, see <http://www.vmware.com/support/pubs>.

EN-001346-00

vmware[®]

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

<http://www.vmware.com/support/>

The VMware Web site also provides the latest product updates.

If you have comments about this documentation, submit your feedback to:

docfeedback@vmware.com

Copyright © 2014 VMware, Inc. All rights reserved. [Copyright and trademark information.](#)

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

Contents

vCenter Support Assistant User's Guide	5	
1	Configuring Proactive Support	7
	Enable Log File Gathering	7
	Set Collection Date and Time	8
	Set Data Scrubbing	8
	Select the Objects from Which to Collect Support Bundles	9
2	Monitoring Information in vCenter Support Assistant	11
	Monitoring Information	11
	Monthly Email Information	12
	Monitor vCenter Support Assistant Alarms in the vSphere Web Client	13
	Hide the Support Assistant Has Found Issues Issue	13
3	Support Requests Management	15
	Create a Support Request	15
	View Existing SR	18
	Add a Comment to an Existing Support Request	18
	Upload Attachments	19
	Request to Close a Support Request	20
4	vCenter Support Assistant Information Security and Privacy	21
	Using the Collected Information	22
	Sharing Your Information	23
	Security Assessment	23
	vCenter Support Assistant Data Encryption	23
5	Troubleshooting	25
	vCenter Support Assistant User Interface SSL Verification Problem	25
	Index	27

vCenter Support Assistant User's Guide

vCenter Support Assistant User's Guide provides instructions for configuring and monitoring VMware® vCenter™ Support Assistant™ proactive support, support requests management, and information about privacy and security.

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>.

Configuring Proactive Support

You must configure the type of support bundles to collect and the frequency of the support bundles collection in vSphere Web Client.

vCenter Support Assistant sends selected support bundles to VMware Technical Support on a regular basis. You must configure the log file collection details. By default, the log file gathering is disabled. You must enable it to use proactive support. You can access all proactive support settings in vCenter Support Assistant from the **Proactive Support** tab.

- [Enable Log File Gathering](#) on page 7
By default, log gathering is disabled. To use proactive support, you must enable log gathering from the vSphere Web Client interface.
- [Set Collection Date and Time](#) on page 8
You can schedule the support bundle collection times for vCenter Support Assistant to ensure your environment is regularly monitored for potentially emerging problems.
- [Set Data Scrubbing](#) on page 8
You can select the type of data to obfuscate in the collected log files.
- [Select the Objects from Which to Collect Support Bundles](#) on page 9
Select the ESXi hosts and vCenter Server instances from which to collect support bundles.

Enable Log File Gathering

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

After the first vCenter Support Assistant installation, you must enable log gathering 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 On the **Manage** tab, click the **Proactive Support** tab.
- 4 In the General section, click **Enable** to activate log gathering.

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 support bundle collection times for vCenter Support Assistant to ensure your environment is regularly monitored for potentially emerging 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 the **Manage** tab.
- 4 Click the **Proactive Support** tab.
- 5 In the Date and Time settings section, click the **Edit** button.
The Date and Time settings page of the Edit Log Gathering Settings dialog box appears.
- 6 From the **Start collecting at** drop down menu, select the starting time of the support bundle collection.
- 7 In the **Collect for a maximum of** box, select the duration of the support bundle gathering.
- 8 Set the log gathering schedule.

Option	Action
Never	Support bundle gathering schedule is turned off. 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.
Every X week of the month on Y	Select on which day and week of each month to collect support bundles.

Changing the default value enables the automatic support bundles gathering.

- 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 log files.

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



CAUTION Obfuscating data can severely affect the accuracy and the content of the proactive alerts that vCenter Support Assistant generates. Obfuscation can also cause delays in the VMware Technical Support response time. Obfuscation has significant performance impact on the support bundle collection process, because data scrubbing operations are intense I/O operations. The average support bundle collection and scrubbing takes between one and two hours for each vSphere inventory object.

If you have questions or concerns about submitting your support bundles, or otherwise using vCenter Support Assistant, consult your legal counsel.

Procedure

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

- 4 Click the **Proactive Support** tab.
- 5 In the Data scrubbing section, click the **Edit** button.
The Data scrubbing section of the Edit Log Gathering 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 Support Bundles

Select the ESXi hosts and vCenter Server instances from which to collect support bundles.

Proactive support collects support bundles from the vSphere objects in your environment. You can specify from which ESXi hosts and vCenter Server instances to collect support bundles.

Procedure

- 1 In a Web browser open vSphere Web Client.
- 2 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 3 Click the **Manage** tab.
- 4 Click the **Proactive Support** tab.
- 5 In the Entities to collect data from section, click **Edit**.
The Entity selection section of the Edit Log Gathering 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 support bundles collection.
- 7 Select the vCenter Server instances and ESXi hosts from the object selector data grid.
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.

Monitoring Information in vCenter Support Assistant

2

This chapter includes the following topics:

- [“Monitoring Information,”](#) on page 11
- [“Monthly Email Information,”](#) on page 12
- [“Monitor vCenter Support Assistant Alarms in the vSphere Web Client,”](#) on page 13
- [“Hide the Support Assistant Has Found Issues Issue,”](#) on page 13

Monitoring Information

The vCenter Support Assistant **Monitoring** tab shows information on the collected support bundles, included, and excluded file patterns.

Proactive Support Uploads

The Proactive Support Uploads section shows information about the last four bundle uploads.

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

Column Name	Value	Description
Status	Successful	Collection, filter, and upload of the log bundles is successful.
	Failed	A problem exists with the collection, filter, or bundle upload. See the vCenter Support Assistant log files.
	Running	Collection, filter, and upload of the log bundles is in progress.
Collection Started	<i>Date and time</i>	Time when the collection process begins, according to the Date and Time settings.
Bundle Constructed	<i>Date and time</i>	Time when the bundle filtering is complete and the bundle is ready to be uploaded for analysis.
Obfuscated	True	Data in the bundle is obfuscated.
	False	Data in the bundle is not obfuscated.

Included File Patterns

The Included File Patterns section on the **Monitoring** tab contains a list with all file patterns collected with the bundle. This is the set of files that VMware needs to analyze your environment. Because the needs constantly change, to provide you quality support, the list of file patterns is dynamic.

Excluded File Patterns

The Excluded File Patterns section contains a list of files that VMware excludes from the collected bundles.

Files that are missing from both included and excluded file pattern lists are deleted from the support bundles, and are not sent to VMware. Files that are in both included and excluded file pattern lists are also deleted from the support bundles.

Monthly Email Information

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

Summary Section

The Summary provides information about the collected bundles and about the number of problems, against which the bundles are analyzed.

Table 2-2. Bundle Table Information

Column	Description
Collection date	Date on which the bundle was collected.
Problems found	Number of problems found for each bundle.

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

Table 2-3. Fixed Problems Information

Column	Description
Problem	Brief description of the fixed problem.
Recommended Resolution	Link to a KB article, or another source of information.
Count	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. It contains information for fixed and open problems.

Table 2-4. Critical Problems Information

Column	Description
Problem	Brief description of the fixed problem.
Recommended Resolution	Link to a KB article, or another source of information.
Count	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.

Monitor vCenter Support Assistant Alarms in the vSphere Web Client

When you install vCenter Support Assistant, it creates a new alarm in vSphere. The name of the alarm that vCenter Support Assistant creates is **Support Assistant has found issues**.

When vCenter Support Assistant collects and analyzes support bundles, and finds an issue for an object it monitors, the **Support Assistant has found issues** alarm appears in the vSphere Web Client Alarms pane.

In the vSphere Web Client, you can hide the issue after you resolve the problem. Hiding the issue also hides the alarm for the vSphere inventory object.

If vCenter Support Assistant finds another issue during the next support bundle collection and analysis for the same object, the alarm and issue appear again.

Hide the Support Assistant Has Found Issues Issue

You can hide the **Support Assistant has found issues** alarm after you resolve a problem with a monitored object.

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 Click **Issues**, and click **All Issues**.
- 5 Select **Support Assistant has found issues**.
- 6 Click **Hide**.

Support Requests Management

This chapter includes the following topics:

- [“Create a Support Request,”](#) on page 15
- [“View Existing SR,”](#) on page 18
- [“Add a Comment to an Existing Support Request,”](#) on page 18
- [“Upload Attachments,”](#) on page 19
- [“Request to Close a Support Request,”](#) on page 20

Create a Support Request

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

Procedure

- 1 [Start the Create New Support Request Wizard](#) on page 16
To submit a new support request by using vCenter Support Assistant, you must start the New Support Request wizard.
- 2 [Select Account and Product for Which to Receive Support](#) on page 16
To request support for the problem, provide the account and product information.
- 3 [Describe a Problem](#) on page 16
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 16
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 17
Providing contact details is important so that you can get feedback about your support request.
- 6 [Attach Log Files](#) on page 17
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 New Support Request Wizard

To submit a new support request by using vCenter Support Assistant, you must start the New Support Request wizard.

Procedure

- 1 In a Web browser, navigate to **https://vSphere_web_ui_address:port/vSphere_client**
By default the port is 9443.
- 2 Log in with your vCenter Server user name and password.
- 3 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 4 Click the **Manage** tab.
- 5 Click the **Support Requests** tab.
- 6 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 7 Click **Create a New SR**.

Select Account and Product for Which to Receive Support

To request support for the problem, provide the account and product information.

Procedure

- 1 From the Account list, select the My VMware account to use to submit 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 step of the 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.
- 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.

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 From the datagrid, 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 update the duration and interval time for which you want the data collected.

- 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 SR

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

Procedure

- 1 In a Web browser, navigate to **https://vSphere_web_ui_address:port/vSphere_client**.
By default the port is 9443.
- 2 Log in with your vCenter Server user name and password.
- 3 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 4 Click **Manage**.
- 5 Click **Support Requests**.
- 6 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 7 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 8 Select a support request from the list and click **Details**.
The support request appears and you can view its details.

Add a Comment to an Existing Support Request

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

Procedure

- 1 In a Web browser, navigate to **https://vSphere_web_ui_address:port/vSphere_client**.
By default the port is 9443.
- 2 Log in with your vCenter Server user name and password.
- 3 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 4 Click **Manage**.
- 5 Click **Support Requests** and 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**.
The Support Request appears and you can view its details.
- 8 On the **Comments** tab, in the **Add a comment** text box, type your comment.
- 9 Click **Add a comment**.
Your comment is posted 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, navigate to **https://vSphere_web_ui_address:port/vSphere_client**.
By default the port is 9443.
- 2 Log in with your vCenter Server user name and password.
- 3 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 4 Click **Manage**.
- 5 Click **Support Requests**.
- 6 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 7 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 8 Select a support request from the list and click the **Details** button.
The selected support request appears and you can view its details.
- 9 Click **Upload Attachments**.
The Add Attachments page appears. You can view files that are attached to the support request.
- 10 Click **Add Files** to open a file browser.
- 11 Browse to the file to upload, select it, and click **Open**.
The file is listed on the Add Attachments page.
- 12 In the **Description** text box, provide a description of the file to upload as a support request attachment.
- 13 Click **Send Attachments** to send the file to VMware Technical Support.
The Attachment Upload Progress page appears, where you can view 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, navigate to **`https://client-hostname:port/vsphere-client`**.
By default the port is 9443.
- 2 Log in with your vCenter Server user name and password.
- 3 On the **Home** tab, under Administration, click the vCenter Support Assistant icon.
vCenter Support Assistant opens.
- 4 Click **Manage**.
- 5 Click **Support Requests**.
- 6 Log in with your My VMware username and password.
The View or Create Support Request page opens.
- 7 Click **View or Modify Existing SR**.
The Select Support Request list appears.
- 8 Select a support request from the list and click **Details**.
The selected support request appears and you can view its details.
- 9 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.

vCenter Support Assistant Information Security and Privacy

4

vCenter Support Assistant collects different types of information. VMware handles the information in a secure way to ensure your privacy protection.

VMware have built high levels of security and privacy features, limiting account privileges, encrypting data at rest with strong encryption, and using SSL for all data transfers. vCenter Support Assistant was subjected to rigorous internal audits and external penetration testing. VMware welcomes customer feedback and enhances features as appropriate. Customers should use the vCenter Support Assistant community forum and surveys to send feedback.

- vCenter Support Assistant does not collect personally identifiable information (PII).
- vCenter Support Assistant gathers only information at the infrastructure level.
- vCenter Support Assistant uses the following types of security when transporting your log bundles:
 - SSL connection when using reactive support
 - SSL connection, together with bundle encryption, when using both reactive and proactive support
- vCenter Support Assistant uses FTP and HTTPS protocols for data transfer.
- vCenter Support Assistant gathers support information that is used only for support purposes.
- Your vCenter Server instances are accessed with limited permissions. For information about granting permissions to vCenter Support Assistant, see *Authorize vCenter Server Instances* topic from the *Installing and Configuring vCenter Support Assistant* guide.
- The vCenter Support Assistant uses a secure SSL connection to vmware.com.

IMPORTANT Do not use vCenter Support Assistant in situations where support data might contain highly confidential or highly sensitive information. Such information includes, but is not limited to credit card information, financial information, protected health information, government classified information, or any other regulated data.

This chapter includes the following topics:

- [“Using the Collected Information,”](#) on page 22
- [“Sharing Your Information,”](#) on page 23
- [“Security Assessment,”](#) on page 23
- [“vCenter Support Assistant Data Encryption,”](#) on page 23

Using the Collected Information

To improve your support experience, vCenter Support Assistant collects support bundles directly from your ESXi hosts.

The information might be used for the following purposes:

- To address a specific support request when it is filed with vCenter Support Assistant
- By VMware technical support engineers to provide you with faster and more efficient technical support
- To deliver proactive alerts, if you have registered for the proactive alerts service
- In aggregated, anonymized form to help improve VMware products and understand the product usage trends

Log Files and Diagnostic Data

The information includes selected log files and diagnostic output from vSphere and vCenter Server diagnostic log bundles. For example, error and warning information, output of diagnostic commands, and information about your hosts, vCenter Server instances, virtual machines, network switches, and datastores.

Configuration Information

The following example is from a `vmkernel.log`.

```
<host>
<hardware-info>
<value name="bios-uuid" type="string">0x44
0x45 0x4c 0x4c 0x36 0x0 0x10 0x59 0x80 0x52
0xca 0xc0 0x4f 0x33 0x46 0x31 </value>
```

Inventory Information

Wherever possible, vCenter Support Assistant collects identifiers for entities in the inventory and not their names.

Product Licensing Information

vCenter Support Assistant collects vCenter Server and host licensing information used only for support purposes.

The information might be used to associate support data with your My VMware account to provide proactive alerts to the right vCenter Server and to expedite problem resolution when you file a support request.

Email Addresses

To receive proactive alerts, you can provide your email address to vCenter Support Assistant when you register for vCenter Support Assistant proactive alerts service. Email addresses are used only to notify you when VMware detects a problem. The email addresses collected through vCenter Support Assistant are not used for any other purpose, including sales or marketing purposes.

Sharing Your Information

VMware service providers might view your support information.

VMware might share support data with its service providers and suppliers to the extent needed to deliver vCenter Support Assistant benefits and services, respond to a customer support request or to otherwise support your business needs. Third-party service providers and suppliers who receive support information are required to keep confidential the support information they receive from VMware. They cannot use the information for any purpose other than as originally intended.

VMware is not in the business of selling or renting your information to others and does not share your support data with other third parties without your permission, unless required by, or in connection with, law enforcement action, subpoena or other litigation, applicable law or in connection with a prospective or actual sale, merger, transfer, or other reorganization of all or parts of our business, or within the group of affiliated VMware companies, if and to the extent legally permissible.

Location of Support Information

Information that vCenter Support Assistant collects might be transferred, stored, and processed by VMware in the United States or any other country in which VMware or its affiliates, subsidiaries, or service providers maintain facilities.

Security Assessment

VMware uses a number of techniques during its software development cycle to improve the security of its products.

The standard techniques VMware uses include:

- Threat modeling
- Static code analysis
- Incident response planning
- Penetration testing

VMware uses internal and external security expertise. VMware has an established software security engineering group that integrates these techniques with the software development cycle, provides security expertise, guidance on the latest security threats and defensive techniques, and training in the development organization. This group is also responsible for driving VMware products through external security accreditations and certifications. VMware is an active participant in the Building Security in Maturity Model (BSIMM) industry software security forum at <http://bsimm.com>.

vCenter Support Assistant Data Encryption

When you use proactive support, the information is encrypted before sending support bundles to VMware.

To improve the security of your support bundle information during transportation, the log files are encrypted using an AES symmetric key.

For each upload vCenter Support Assistant generates and uses a new key. The key is 128 bits long. Data is split into chunks of 8192 bits and then encrypted. The symmetric key is then encrypted using an RSA certificate. This certificate is 2048 bits long. The certificate is self-signed by VMware and is maintained in the vCenter Support Assistant infrastructure.

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.

Index

A

about this guide 5

B

bundles collection and upload initiating 18

C

collection date, setting 8
collection schedule, setting 8
collection time, setting 8
configuring, proactive support 7
contact details, providing 17
critical problems, viewing 12

D

data obfuscation, setting 8
data scrubbing, setting 8
data encrypting 23

E

environment information, monitoring 11
ESXi hosts, selecting 9
excluded file patterns, viewing 11

F

file attachments
 adding 19
 uploading 19
files attaching 19

H

hosts selecting 17

I

included file patterns, viewing 11
information handling 21
information security 21
information privacy protecting 21
intended audience 5
issues
 managing 13
 viewing 13

L

licensing information collecting 22
log files, attaching 17
log gathering, enabling 7

M

monthly reports, understanding 12
My VMware account, selecting 16

P

proactive support 7
proactive support uploads, monitoring 11
problem, describing 16

R

reports, understanding 12

S

software security assessing 23
SSL verification, troubleshooting 25
suggested support information, viewing 16
support bundles
 attaching 17
 selecting 17
support request, creating 16
support request details, providing 16
support request problem, describing 16
Support Assistant has found issues hiding 13
support bundles collection
 enabling 7
 scheduling 8
support bundles collection objects, selecting 9
support information, sharing 23
support information collecting 22
support request closing 20
support request product, selecting 16
support request wizard, starting 16
support request contact details, providing 16, 17
support requests, creating 15
support requests viewing 18
support requests comments adding 18
system logs, selecting 17

U

upload confirming 18
uploads status, viewing 11

V

vCenter Server instances, selecting 9

