

# VMware vCenter Support Assistant 5.5 Release Notes

vCenter Support Assistant 5.5 | 21 JANUARY 2014 | Build 1549662

Check frequently for additions and updates to these release notes.

## What's in the Release Notes

The release notes cover the following topics:

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## vCenter Support Assistant 5.5 Overview

VMware vCenter Support Assistant 5.5 is a free plug-in that enhances your support experience by providing prevention and accelerated resolution of critical technical problems in VMware products.

- **Prevention**  
By collecting support information on a regular basis from your vSphere environment, and matching it to a continuously updated list of known customer problems, vCenter Support Assistant identifies problems before they cause outages. The problems that vCenter Support Assistant discovers are reported as alarms in your vSphere Web Client.

vCenter Support Assistant sends monthly email reports that give you a summary of your environment status.

You can configure the frequency of support bundles collection and the vCenter Servers and ESXi hosts which will be monitored.

- **Accelerated resolution**  
When problems occur, vCenter Support Assistant allows you to create new support requests (SRs) within vSphere Web Client, and generate and attach support bundles or other files to those SRs.

You can set vCenter Support Assistant to collect support bundles for vCenter and vSphere automatically.

You can file support requests for any VMware product, for which you have purchased support from VMware.

## Scalability

vCenter Support Assistant 5.5 is tested for the following environment though it might support a larger scale:

- 5 vCenter Server instances
- 1 000 ESXi hosts
- 15 000 Virtual machines

## System Requirements

vCenter Support Assistant is distributed as a virtual appliance, which is 678MB.

Hardware requirements

You can run vCenter Support Assistant on any system that meets the minimum hardware requirements.

Minimum hardware requirements for vCenter Support Assistant vary depending on the number of vCenter Server instances and ESXi hosts for which vCenter Support Assistant will collect data.

- 2 vCPU
- 2GB vRAM
- Minimum 65GB. The disk space is calculated by the equation: Disk space = 50GB + (number of vCenter Server instances \* 300MB + number of ESXi hosts)\*50MB

Support Resources

Knowledge Base

Support Tools

Security Center

Documentation

VMware vSphere 5

VMware vSphere 4

VMware SDK & API

VMware vCloud Director

VMware vCloud Networking & Security

vFabric Suite

vFabric Data Director

vFabric Application Director

vFabric AppInsight

vCenter Operations Manager

VMware Horizon View

VMware Horizon Workspace

VMware Horizon Mirage

vCenter Log Insight

vCenter Configuration Manager

vCenter Site Recovery Manager

VMware vSphere Data Protection

vCenter Server Heartbeat

vCenter Converter Standalone

vCenter Application Discovery Manager

vCenter Chargeback

VMware ThinApp

VMware Workstation

VMware Player

VMware Fusion (for the Mac)

Communities

Product Licensing

## Interoperability

vCenter Support Assistant 5.5 works with vSphere 5.1 and vSphere 5.5.

vCenter Support Assistant supports vCenter Server 5.1, vCenter Server 5.5, ESXi 5.0, ESXi 5.1, and ESXi 5.5 and can be used only with the vSphere Web Client.

vCenter Support Assistant 5.5 works with Microsoft Internet Explorer, Google Chrome, and Mozilla Firefox with the latest version of Adobe Flash Player.

## Internationalization Support

vCenter Support Assistant 5.5 can run on a non-English OS, does not accept non-English characters as input, and is not localized.

## Resolved Issues

- When you try to save a new static network configuration with one DNS Server, an error message is displayed in the Network configuration section of the VA Settings tab. When vCenter Support Assistant is configured to work with one DNS Server, and when you try to change the Network configuration, an error message is displayed.
- The Grant Permissions step during the vCenter Support Assistant initial configuration might take a few minutes  
The Grant Permissions step might take a few minutes, because vCenter Support Assistant configures at about 20 alarms for each one of the selected vCenter Server instances.
- If you change the IP of the vCenter Support Assistant appliance, you receive a certificate error in the vSphere Web Client  
If, for some reason, you change the IP of the vCenter Support Assistant appliance, you receive a `client.exception.SslException` error in the vSphere Web Client.
- Sometimes the hostname validation in the SSL Configuration section of the VA Settings tab is not working properly.  
Sometimes an error message saying that the certificate hostname is not suitable for the vCenter Support Assistant Virtual Appliance might be displayed, even if the certificate hostname is correct.
- When configuring vCenter Server instances authorization you might receive an error message: Cannot assign vCenter Support Assistant permissions to this vCenter Server instance. The vCenter Server uses an invalid SSL certificate. Configure a valid SSL certificate for vCenter Server.

In the Authorize vCenter Server Instances step of the vCenter Support Assistant configuration wizard, when you try to authorize a vCenter Server instance with invalid SSL certificate, an error message appears.

## Known Issues

- When you try to attach a file from your local system to the Support Request, you might receive an error **#2038**  
When you try to attach a file from your local system to the Support Request, and your vSphere Web Client is loaded in Mozilla Firefox, you might receive an error message #2038, and you are forced to reload the application which prevents you from attaching the file. The upload functionality does not work with Mozilla Firefox browser.

Workaround: Use Internet Explorer or Google Chrome with the latest Adobe Flash player plug-in installed (11.7.xxx.xxx). The latest Adobe Flash player plug-in version that the upload functionality officially supports is version 11.7.700.255.

- The Date/Time settings might be displayed incorrectly when you set them for the first time  
Because of a problem in the date and time calculation logic related to time zones and daylight saving time, the first time you configure the Date/Time collection setting in the vCenter Support Assistant plug-in, the settings displayed after the operation might differ (usually with one hour, or whatever the DST offset is) from the settings that you entered.  
Workaround: Configure the Date/Time settings again.
- An exception message might be displayed on the Monitor tab of the vCenter Support Assistant plug-in  
When there is a network issue between the vCenter Support Assistant appliance and the VMware Web site an exception message is displayed in the vSphere Web Client and you see it on the Monitor tab of the vCenter Support Assistant plug-in.  
Causes of connectivity problems:

- vmware.com server downtime.
- No network connectivity between vCenter Support Assistant Appliance and vmware.com. The VMware Production server address is `vcsa.vmware.com`.

Workaround: Verify that the proxy settings are correct and the connectivity test succeeds.

1. Navigate to the IP address of the vCenter Support Assistant appliance in a Web browser: `http://your_vcenter_support_assistant_appliance_IP`.
2. On the Proxy tab, verify that the proxy settings are correct or edit them as necessary.

3. Click Test connectivity to verify that the settings are correct.

- After you click the Configure log gathering and collection settings link on the Configure tab of the vCenter Support Assistant Web console, you are not redirected to the vCenter Support Assistant plug-in. When vCenter Support Assistant is configured to work with a vSphere Web Client, installed on a Microsoft Windows operating system which does not have a resolvable FQDN, the link to the vCenter Support Assistant plug-in location in the vSphere Web Client does not work.

Workaround: Manually navigate to the vCenter Support Assistant plug-in of the vSphere Web Client to configure the log gathering and collection settings:

1. Log in to the vSphere Web Client.
2. On the Home page, click vCenter Support Assistant.
3. On the Manage tab, click Proactive Support.
4. Click Edit and configure the log gathering and collection settings as appropriate.

- The vCenter Support Assistant UI might stop responding or you might receive a Channel disconnected error in the UI

Because of an overload of the vCenter Support Assistant appliance, the vCenter Support Assistant service cannot process the UI requests in a timely manner. The overload might occur if the vCenter Support Assistant appliance has insufficient resources.

Workaround: There are two ways to solve this problem:

- Wait for 15-20 minutes and reload vCenter Support Assistant UI.
- Change the vCenter Support Assistant hardware configuration to use 2 CPUs and 4GB RAM and restart the vCenter Support Assistant appliance.
- The Edit buttons on the Proactive support subtab of the Manage tab in the vCenter Support Assistant plug-in might disappear. In case of connectivity issues between vCenter Server and the vCenter Support Assistant appliance, the Edit buttons on the Proactive support subtab of the Manage tab might disappear and you cannot configure any of the collection settings.

Workaround: Log out of the vSphere Web Client and log in again.

- Attaching large files from a local file system cannot complete. If you try to attach large files to a support request, you might receive an error message of the type `An error uploading files occurred. Please check the connectivity between your machine and the Support Assistant Appliance.` This issue occurs because the Java Virtual Machine of the appliance does not have enough free memory.

Workaround: To upload a large amount of data successfully, split the files in smaller pieces with a maximum size of approximately 200MB. If the problem persists and the upload is still not successful, restart the vCenter Support Assistant Appliance.

#### Resources

[Product Support Centers](#)  
[Knowledge Base](#)  
[Product Documentation](#)  
[Training & Certification](#)  
[Consulting Services](#)  
[Support Insider Blog](#)  
[KBTV](#)  
[Support Resources](#)  
[Support Tools](#)

#### Get Support

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