

vRealize Operations Manager Customization and Administration Guide

vRealize Operations Manager 6.2

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Updated Information

This *vRealize Operations Manager Customization and Administration Guide* is updated with each release of the product or when necessary.

This table provides the update history of the *vRealize Operations Manager Customization and Administration Guide*.

Revision	Description
EN-001937-01	<ul style="list-style-type: none">■ Dashboards, views, and reports section updated to improve topic titles and structure of the content.■ Widgets section updated to improve topic titles.■ Updated trademarks for vCenter.■ Included section named Add a Network Share Plug-In for vRealize Operations Manager Reports to the section named Add Outbound Notification Plug-Ins in vRealize Operations Manager.■ Updated references of vRealize Operations Manager Documentation Center to vRealize Operations Manager Information Center.■ Additional REST alert output fields in “Add a REST Plug-In for vRealize Operations Manager Outbound Alerts,” on page 66.
EN-001937-00	Initial release.

About Customization and Administration

The VMware *vRealize Operations Manager Customization and Administration Guide* describes how to configure and monitor your environment. It shows you how to connect vRealize Operations Manager to external data sources and analyze the data collected from them, ensure that users and their supporting infrastructure are in place, configure resources to determine the behavior of your objects, and format the content that appears in vRealize Operations Manager.

To help you maintain and expand your vRealize Operations Manager installation, this information describes how to manage nodes and clusters, configure NTP, view log files, create support bundles, and add a maintenance schedule. It provides information about license keys and groups, and shows you how to generate a passphrase, review the certificates used for authentication, run the describe process, and perform advanced maintenance functions.

Intended Audience

This information is intended for vRealize Operations Manager administrators, virtual infrastructure administrators, and operations engineers who install, configure, monitor, manage, and maintain the objects in your environment.

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 Users and Groups in vRealize Operations Manager

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As a system administrator, you must ensure that users and their supporting infrastructure are in place. You establish and maintain user access to your instance of vRealize Operations Manager, control user preferences, and manage settings for the email server.

User Access Control

To ensure security of the objects in your vRealize Operations Manager instance, and the actions that a user can perform to the objects and to the system, you manage all aspects of user access control .

vRealize Operations Manager assigns access permissions to users and user groups. Access privileges are organized into roles. You control users and user groups access to objects in the system, by specifying the privileges they can perform on selected objects. When you assign a role to a user, you are determining not only what actions the user can perform in the system, but also the objects upon which he can perform those actions. You can assign users a role that gives them complete access to all objects in the system.

Alternatively, you can assign users a role that gives them read-only privileges on virtual machines. Since users and user groups can hold more than one role, the same user may have complete access to all the virtual machines on one cluster, but read-only access to the virtual machines on another.

User Preferences

To determine the display options for vRealize Operations Manager, such as colors for the display and health chart, the number of metrics and groups to display, and whether to synchronize system time with the host machine, you configure the user preferences on the top toolbar.

This chapter includes the following topics:

- [“Managing Users and Access Control in vRealize Operations Manager,”](#) on page 12
- [“Managing Custom Object Groups in VMware vRealize Operations Manager,”](#) on page 23
- [“Managing Application Groups,”](#) on page 26

Managing Users and Access Control in vRealize Operations Manager

To ensure security of the objects in your vRealize Operations Manager instance, as a system administrator you can manage all aspects of user access control. You create user accounts, assign each user to be a member of one or more user groups, and assign roles to each user or user group to set their privileges.

Users must have privileges to access specific features in the vRealize Operations Manager user interface. Access control is defined by assigning privileges to both users and objects. You can assign one or more roles to users, and enable them to perform a range of different actions on the same types of objects. For example, you can assign a user with the privileges to delete a virtual machine, and assign the same user with read-only privileges for another virtual machine.

User Access Control

You can authenticate users in vRealize Operations Manager in several ways.

- Create local user accounts in vRealize Operations Manager.
- Use VMware vCenter Server® users. After the vCenter Server is registered with vRealize Operations Manager, configure the vCenter Server user options in the vRealize Operations Manager global settings to enable a vCenter Server user to log in to vRealize Operations Manager. When logged into vRealize Operations Manager, vCenter Server users access objects according to their vCenter Server-assigned permissions.
- Add an authentication source to authenticate imported users and user group information that resides on another machine.
 - Use LDAP to import users or user groups from an LDAP server. LDAP users can use their LDAP credentials to log in to vRealize Operations Manager. For example, use Active Directory on a Windows machine to log into vRealize Operations Manager through LDAP, by adding the Active Directory server as an LDAP server.
 - Create a single sign-on source and import users and user groups from a single sign-on server. Single sign-on users can use their single sign-on credentials to log in to vRealize Operations Manager and vCenter Server. You can also use Active Directory through single sign-on by configuring the Active Directory through single sign-on and adding the single sign-on source to vRealize Operations Manager.

Users of vRealize Operations Manager

Each user has an account to authenticate them when they log in to vRealize Operations Manager.

The accounts of local users and LDAP users are visible in the vRealize Operations Manager user interface when they are set up. The accounts of vCenter Server and single sign-on users only appear in the user interface after a user logs in for the first time. Each user is assigned one or more roles, and is an authenticated member of one or more user groups.

Local Users in vRealize Operations Manager

When you create user accounts in a local vRealize Operations Manager instance, vRealize Operations Manager stores the credentials for those accounts in its global database, and authenticates the account user locally.

Each user account must have a unique identity, and can include any associated user preferences.

If you are logging in to vRealize Operations Manager as a local user, and on occasion receive an invalid password message, try the following workaround. In the Login page, change the Authentication Source to **All vCenter Servers**, change it back to **Local Users**, and log in again.

vCenter Server Users in vRealize Operations Manager

vRealize Operations Manager supports vCenter Server users. To log in to vRealize Operations Manager, vCenter Server users must already be valid users in vCenter Server.

Roles and Associations

A vCenter Server user must have either the vCenter Server Admin role or one of the vRealize Operations Manager privileges, such as PowerUser which needs to be assigned at root level in vCenter Server, to log in to vRealize Operations Manager. vRealize Operations Manager uses only the vCenter privileges, meaning the vRealize Operations Manager roles, at the root level, and applies them to all the objects to which the user has access. After login, vCenter Server users can view all of the objects in vRealize Operations Manager that they can already view in vCenter Server.

Logging In to vCenter Server Instances and Accessing Objects

vRealize Operations Manager enables users to access either a single vCenter Server instance or multiple vCenter Server instances, depending on the authentication source they select when logging in to vRealize Operations Manager. If users select a single vCenter Server instance as the authentication source, they have permission to access the objects in that vCenter Server instance. After the user has logged in, an account is created in vRealize Operations Manager with the specific vCenter Server instance serving as the authentication source.

If users select **All vCenter Servers** as the authentication source, and they have identical credentials for each and every vCenter Server, they will see all the objects in all the vCenter Server instances. Log in will only succeed if the user is authenticated by all the vCenter Servers. After the user has logged in, an account is created in vRealize Operations Manager with all vCenter Server instances serving as the authentication source.

vRealize Operations Manager does not support linked vCenter Server instances. Instead, you must add the vCenter Server adapter for each vCenter Server instance, and register each vCenter Server instance to vRealize Operations Manager.

Only objects from a specific vCenter Server instance appear in vRealize Operations Manager. If a vCenter Server instance has other linked vCenter Server instances, the data does not appear.

vCenter Server Roles and Privileges

You cannot view or edit vCenter Server roles or privileges in vRealize Operations Manager. vRealize Operations Manager sends roles as privileges to vCenter Server as part of the vCenter Server Global privilege group. A vCenter Server administrator must assign vRealize Operations Manager roles to users in vCenter Server.

vRealize Operations Manager privileges in vCenter Server have the role appended to the name. For example, vRealize Operations Manager ContentAdmin Role, or vRealize Operations Manager PowerUser Role.

Read-Only Principal

A vCenter Server user is a read-only principal in vRealize Operations Manager, which means that you cannot change the role, group, or objects associated with the role in vRealize Operations Manager. Instead, you must change them in the vCenter Server instance. The role applied to the root folder applies to all of the objects in vCenter Server to which a user has privileges. vRealize Operations Manager does not apply individual roles on objects. For example, if a user has the PowerUser role to access the vCenter Server root folder, but has read-only access to a virtual machine, vRealize Operations Manager applies the PowerUser role to the user to access the virtual machine.

Refreshing Permissions

When you change permissions for a vCenter Server user in vCenter Server, the user must log out and log back in to vRealize Operations Manager to refresh the permissions and view the updated results in vRealize Operations Manager. Alternatively, the user can wait for vRealize Operations Manager to refresh. The permissions refresh at fixed intervals, as defined in the `$ALIVE_BASE/user/conf/auth.properties` file. The default refreshing interval is half an hour. If required, you can change this interval for all nodes in the cluster.

Single Sign-On and vCenter Users

When vCenter Server users log into vRealize Operations Manager through single sign-on, they are registered on the vRealize Operations Manager User Accounts page. If you delete a vCenter Server user account that has logged into vRealize Operations Manager through single sign-on, or remove the user from a single sign-on group, the user account entry still appears on the User Account page and you must delete it manually.

Backward Compatibility for vCenter Server Users in vRealize Operations Manager

vRealize Operations Manager provides backward compatibility for users of the earlier version of vRealize Operations Manager, so that users of vCenter Server who have privileges in the earlier version in vCenter Server can log in to vRealize Operations Manager.

When you register vRealize Operations Manager in vCenter Server, certain roles become available in vCenter Server.

- The Administrator account in the previous version of vRealize Operations Manager maps to the PowerUser role.
- The Operator account in the previous version of vRealize Operations Manager maps to the ReadOnly role.

During registration, all roles in vRealize Operations Manager, except for vRealize Operations Manager Administrator, Maintenance, and Migration, become available dynamically in vCenter Server. Administrators in vCenter Server have all of the roles in vRealize Operations Manager that map during registration, but these administrator accounts only receive a specific role on the root folder in vCenter Server if it is specially assigned.

Registration of vRealize Operations Manager with vCenter Server is optional. If users choose not to register vRealize Operations Manager with vCenter Server, a vCenter Server administrator can still use their user name and password to log in to vRealize Operations Manager, but these users cannot use the vCenter Server session ID to log in. In this case, typical vCenter Server users must have one or more vRealize Operations Manager roles to log in to vRealize Operations Manager.

When multiple instances of vCenter Server are added to vRealize Operations Manager, user credentials become valid for all of the vCenter Server instances. When a user logs in to vRealize Operations Manager, if the user selects all vCenter Server options during login, vRealize Operations Manager requires that the user's credentials are valid for all of the vCenter Server instances. If a user account is only valid for a single vCenter Server instance, that user can select the vCenter Server instance from the login drop-down menu to log in to vRealize Operations Manager.

vCenter Server users who log in to vRealize Operations Manager must have one or more of the following roles in vCenter Server:

- vRealize Operations Content Admin Role
- vRealize Operations General User Role 1
- vRealize Operations General User Role 2
- vRealize Operations General User Role 3
- vRealize Operations General User Role 4

- vRealize Operations Power User Role
- vRealize Operations Power User without Remediation Actions Role
- vRealize Operations Read Only Role

For more information about vCenter Server users, groups, and roles, see the vCenter Server documentation.

External User Sources in vRealize Operations Manager

You can obtain user accounts from external sources so that you can use them in your vRealize Operations Manager instance.

There are two types of external user identity sources:

Lightweight Directory Access Protocol (LDAP)	Use the LDAP source if you want to use Active Directory or LDAP servers as authentication sources. Note that the LDAP source does not support multi domains even when there is a two way trust between Domain A and Domain B.
Single Sign-On (SSO)	Use a single sign-on source to perform single sign-on with any application that supports vCenter single sign-on, including vRealize Operations Manager. For example, install a standalone vCenter Platform Services Controller (PSC) and use it to communicate with an Active Directory server. This is useful when the Active Directory has a complex setup, and the simple LDAP source in vRealize Operations Manager cannot handle the set up, or is experiencing slow performance issues. In addition, if the PSC is configured to use Active Directory with integrated Windows authentication mode, SSO users can log in using Windows authentication.

Roles and Privileges in vRealize Operations Manager

vRealize Operations Manager provides several predefined roles to assign privileges to users. You can also create your own roles.

You must have privileges to access specific features in the vRealize Operations Manager user interface. The roles associated with your user account determine the features you can access and the actions you can perform.

Each predefined role includes a set of privileges for users to perform create, read, update, or delete actions on components such as dashboards, reports, administration, capacity, policies, problems, symptoms, alerts, user account management, and adapters.

Administrator	Includes privileges to all features, objects, and actions in vRealize Operations Manager.
ReadOnly	Users have read-only access and can perform read operations, but cannot perform write actions such as create, update, or delete.
PowerUser	Users have privileges to perform the actions of the Administrator role except for privileges to user management and cluster management. vRealize Operations Manager maps vCenter Server users to this role.
PowerUserMinusRemediation	Users have privileges to perform the actions of the Administrator role except for privileges to user management, cluster management, and remediation actions.
ContentAdmin	Users can manage all content, including views, reports, dashboards, and custom groups in vRealize Operations Manager

GeneralUser-1 through GeneralUser-4

These predefined template roles are initially defined as ReadOnly roles. vCenter Server administrators can configure these roles to create combinations of roles to give users multiple types of privileges. Roles are synchronized to vCenter Server once during registration.

AgentManager

Users can deploy and configure Endpoint Operations Management agents.

User Scenario: Manage User Access Control

As a system administrator or virtual infrastructure administrator, you manage user access control in vRealize Operations Manager so that you can ensure the security of your objects. Your company just hired a new person, and you must create a user account and assign a role to the account so that the new user has permission to access specific content and objects in vRealize Operations Manager.

In this scenario you will learn how to create user accounts and roles, and assign roles to the user accounts to specify access privileges to views and objects. You will then demonstrate the intended behavior of the permissions on these accounts.

You will create a new user account, named Tom User, and a new role that grants administrative access to objects in the vRealize Operations Clusters. You will apply the new role to the user account.

Finally, you will import a user account from an external LDAP user database that resides on another machine to vRealize Operations Manager, and assign a role to the imported user account to configure the user's privileges.

Prerequisites

Verify that the following conditions are met:

- vRealize Operations Manager is installed and operating properly, and contains objects such as clusters, hosts, and virtual machines.
- One or more user groups are defined.

Procedure

- 1 [User Scenario: Create a New Role](#) on page 16
You use roles to manage access control for user accounts in vRealize Operations Manager.
- 2 [User Scenario: Create a User Account](#) on page 17
As an administrator you assign a unique user account to each user so that they can use vRealize Operations Manager. While you set up the user account, you assign the privileges that determine what activities the user can perform in the environment, and upon what objects.
- 3 [User Scenario: Import a User Account and Assign Permissions](#) on page 18
You can import user accounts from external sources, such as an LDAP database on another machine, or a single sign-on server, so that you can give permission to those users to access certain features and objects in vRealize Operations Manager.

What to do next

Create a new role.

User Scenario: Create a New Role

You use roles to manage access control for user accounts in vRealize Operations Manager.

In this procedure, you will add a new role and assign administrative permissions to the role.

Prerequisites

Verify that you understand the context of this scenario. See [“User Scenario: Manage User Access Control,”](#) on page 16.

Procedure

- 1 In vRealize Operations Manager, select **Administration** in the left pane and click **Access Control**.
- 2 Click the **Roles** tab.
- 3 Click the **Add** icon on the toolbar to create a new role.

The **Create Role** dialog box appears.

- 4 For the role name, type **admin_cluster**, then type a description and click **OK**.

The **admin_cluster** role appears in the list of roles.

- 5 Click the **admin_cluster** role.
- 6 In the Details grid below, on the Permissions pane, click the **Edit** icon.

The **Assign Permissions to Role** dialog box appears.

- 7 Select the **Administrative Access - all permissions** check box.
- 8 Click **Update**.

This action gives this role administrative access to all the features in the environment.

What to do next

Create a user account, and assign this role to the account.

User Scenario: Create a User Account

As an administrator you assign a unique user account to each user so that they can use vRealize Operations Manager. While you set up the user account, you assign the privileges that determine what activities the user can perform in the environment, and upon what objects.

In this procedure, you will create a user account, assign the **admin_cluster** role to the account, and associate the objects that the user can access while assigned this role. You will assign access to objects in the vRealize Operations Cluster. Then, you will test the user account to confirm that the user can access only the specified objects.

Prerequisites

Create a new role. See [“User Scenario: Create a New Role,”](#) on page 16.

Procedure

- 1 In vRealize Operations Manager, select **Administration** in the left pane and click **Access Control**.
- 2 Click the **User Accounts** tab.
- 3 Click the **Add** icon to create a new user account, and provide the information for this account.

Option	Description
User Name	Type the user name to use to log in to vRealize Operations Manager.
Password	Type a password for the user.
Confirm Password	Type the password again to confirm it.
First Name	Type the user's first name. For this scenario, type Tom .
Last Name	Type the user's last name. For this scenario, type User .
Email Address	(Optional). Type the user's email address.

Option	Description
Description	(Optional). Type a description for this user.
Disable this user	Do not select this check box, because you want the user to be active for this scenario.
Require password change at next login	Do not select this check box, because you do not need to change the user's password for this scenario.

- 4 Click **Next**.

The list of user groups appears.

- 5 Select a user group to add the user account as a member of the group.
- 6 Click the **Objects** tab.
- 7 Select the **admin_cluster** role from the drop-down menu.
- 8 Select the **Assign this role to the user** check box.
- 9 In the Object Hierarchies list, select the **vRealize Operations Cluster** check box.
- 10 Click **Finish**.

You created a new user account for a user who can access all the vRealize Operations Cluster objects. The new user now appears in the list of user accounts.

- 11 Log out of vRealize Operations Manager.
- 12 Log in to vRealize Operations Manager as Tom User, and verify that this user account can access all the objects in the vRealize Operations Cluster hierarchy, but not other objects in the environment.
- 13 Log out of vRealize Operations Manager.

You used a specific role to assign permission to access all objects in the vRealize Operations Cluster to a user account named Tom User.

What to do next

Import a user account from an external LDAP user database that resides on another machine, and assign permissions to the user account.

User Scenario: Import a User Account and Assign Permissions

You can import user accounts from external sources, such as an LDAP database on another machine, or a single sign-on server, so that you can give permission to those users to access certain features and objects in vRealize Operations Manager.

Prerequisites

- Configure an authorization source. See the vRealize Operations Manager Information Center.

Procedure

- 1 Log out of vRealize Operations Manager, then log in as a system administrator.
- 2 In vRealize Operations Manager, select **Administration**, and click **Access Control**.
- 3 On the toolbar, click the **Import Users** icon.

- 4 Specify the options to import user accounts from an authorization source.
 - a On the Import Users page, from the **Import From** drop-down menu, select an authentication source.
 - b In the **Domain Name** drop-down menu, type the domain name from which you want to import users, and click **Search**.
 - c Select the users you want to import, and click **Next**.
 - d On the **Groups** tab, select the user group to which you want to add this user account.
 - e Click the **Objects** tab, select the **admin_cluster** role, and select the **Assign this role to the user** check box.
 - f In the Object Hierarchies list, select the **vRealize Operations Cluster** check box, and click **Finish**.
- 5 Log out of vRealize Operations Manager.
- 6 Log in to vRealize Operations Manager as the imported user.
- 7 Verify that the imported user can access only the objects in the vRealize Operations Cluster.

You imported a user account from an external user database or server to vRealize Operations Manager, and assigned a role and the objects the user can access while holding this role to the user.

You have finished this scenario.

Configure a Single Sign-On Source in vRealize Operations Manager

As a system administrator or virtual infrastructure administrator, you use single sign-on to enable SSO users to log in securely to your vRealize Operations Manager environment.

After the single sign-on source is configured, users are redirected to an SSO identity source for authentication. When logged in, users can access other vSphere components such as the vCenter Server without having to log in again.



Create Single Sign-On Source and Import User Groups in vRealize Operations Manager
(http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_create_sso)

Prerequisites

Verify that the server system time of the single sign-on source and vRealize Operations Manager are synchronized. If you need to configure the Network Time Protocol (NTP), see “[vRealize Operations Manager Cluster and Node Maintenance](#),” on page 125.

Procedure

- 1 Log in to vRealize Operations Manager as an administrator.
- 2 Select **Administration > Authentication Sources**, and click the **Add** icon on the toolbar.
- 3 In the Add Source for User and Group Import dialog box, provide information for the single sign-on source.

Option	Action
Source Display Name	Type a name for the import source.
Source Type	Verify that SSO SAML is displayed.
Host	Enter the IP address or FQDN of the host machine where the single sign-on server resides. If you enter the FQDN of the host machine, verify that every non-remote collector node in the vRealize Operations Manager cluster can resolve the single sign-on host FQDN.

Option	Action
Port	Set the port to the single sign-on server listening port. By default, the port is set to 443.
User Name	Enter the user name that can log into the SSO server.
Password	Enter the password.
Grant administrator role to vRealize Operations Manager for future configuration?	Select Yes so that the SSO source is reregistered automatically if you make changes to the vRealize Operations Manager setup. If you select No , and the vRealize Operations Manager setup is changed, single sign-on users will not be able to log in until you manually reregister the single sign-on source.
Automatically redirect to vRealize Operations single sign-on URL?	Select Yes to direct users to the vCenter single-sign on log in page. If you select No , users are not redirected to SSO for authentication. This option can be changed in the vRealize Operations Manager Global Settings.
Import single sign-on user groups after adding the current source?	Select Yes so that the wizard directs you to the Import User Groups page when you have completed the SSO source setup. If you want to import user accounts, or user groups at a later stage, select No .
Advanced options	If your environment uses a load balancer, enter the IP address of the load balancer.

- 4 Click **Test** to test the source connection, and then click **OK**.
The certificate details are displayed.
- 5 Select the **Accept this Certificate** check box, and click **OK**.
- 6 In the Import User Groups dialog box, import user accounts from an SSO server on another machine.

Option	Action
Import From	Select the single sign-on server you specified when you configured the single sign-on source.
Domain Name	Select the domain name from which you want to import user groups. If Active Directory is configured as the integrated Windows Authentication (WA) source in the Platform Services Controller (PSC), and you are importing user groups from an Active Directory tree, verify that the groups are not domain local groups. Domain local groups are only visible within a single domain, unless the domain is the one in which the PSC is configured. If Active Directory is configured as the LDAP source in the PSC, you can only import universal groups and domain local groups if the vCenter Server resides in the same domain.
Result Limit	Enter the number of results that are displayed when the search is conducted.
Search Prefix	Enter a prefix to use when searching for user groups.

- 7 In the list of user groups displayed, select at least one user group, and click **Next**.
- 8 In the Roles and Objects pane, select a role from the **Select Role** drop-down menu, and select the **Assign this role to the group** check box.
- 9 Select the objects users of the group can access when holding this role.
To assign permissions so that users can access all the objects in vRealize Operations Manager, select the **Allow access to all objects in the system** check box.
- 10 Click **OK**.

- 11 Familiarize yourself with single-sign on and confirm that you have configured the single sign-on source correctly.
 - a Log out of vRealize Operations Manager.
 - b Log in to the vSphere Web Client as one of the users in the user group you imported from the single sign-on server.
 - c In a new browser tab, enter the IP address of your vRealize Operations Manager environment.
 - d If the single sign-on server is configured correctly, you are logged in to vRealize Operations Manager without having to enter your user credentials.

Edit a Single Sign-On Source

Edit a single sign-on source if you need to change the administrator credentials used to manage the single sign-on source, or if you have changed the host of the source.

When you configure an SSO source, you specify either the IP address or the FQDN of the host machine where the single sign-on server resides. If you want to configure a new host, that is, if the single sign-on server resides on a different host machine than the one configured when the source was set up, vRealize Operations Manager removes the current SSO source, and creates a new source. In this case, you must reimport the users you want to associate with the new SSO source.

If you want to change the way the current host is identified in vRealize Operations Manager, for example, change the IP address to the FQDN and the reverse, or update the IP address of the PSC if the IP address of the configured PSC has changed, vRealize Operations Manager updates the current SSO source, and you are not required to reimport users.

Procedure

- 1 Log in to vRealize Operations Manager as an administrator.
- 2 Select **Administration**, and then select **Authentication Sources**.
- 3 Select the single sign-on source and click the **Edit** icon.
- 4 Make changes to the single sign-on source, and click **OK**.
If you are configuring a new host, the New Single Sign-On Source Detected dialog box appears.
- 5 Enter the administrator credentials that were used to set up the single sign-on source, and click **OK**.
The current SSO source is removed, and a new one created.
- 6 Click **OK** to accept the certificate.
- 7 Import the users you want to associate with the SSO source.

Audit Users and the Environment in vRealize Operations Manager

At times you might need to provide documentation as evidence of the sequence of activities that took place in your vRealize Operations Manager environment. Auditing allows you to view the users, objects, and information that is collected. To meet audit requirements, such as for business critical applications that contain sensitive data that must be protected, you can generate reports on the activities of your users, the privileges assigned to users to access objects, and the counts of objects and applications in your environment.

Auditing reports provide traceability of the objects and users in your environment.

User Activity Audit	Run this report to understand the scope of user activities, such as logging in, actions on clusters and nodes, changes to system passwords, activating certificates, and logging out.
User Permissions Audit	Generate this report to understand the scope of user accounts and their roles, access groups, and access privileges.
System Audit	Run this report to understand the scale of your environment. This report displays the counts of configured and collecting objects, the types and counts of adapters, configured and collecting metrics, super metrics, applications, and existing virtual environment objects. This report can help you determine whether the number of objects in your environment exceeds a supported limit.

Reasons for Auditing Your Environment

Auditing in vRealize Operations Manager helps data center administrators in the following types of situations.

- You must track each configuration change to an authenticated user who initiated the change or scheduled the job that performed the change. For example, after an adapter changes an object, which is associated with a specific object identifier at a specific time, the data center administrator can determine the principal identifier of the authenticated user who initiated the change.
- You must track who made changes to your data center during a specific range of time, to determine who changed what on a particular day. You can identify the principal identifiers of authenticated users who were logged in to vRealize Operations Manager and running jobs, and determine who initiated the change.
- You must determine which objects were affected by a particular user during a time specific range of time.
- You must correlate events that occurred in your data center, and view these events overlayed so that you can visualize relationships and the cause of the events. Events can include login attempts, system startup and shutdown, application failures, watchdog restarts, configuration changes of applications, changes to security policy, requests, responses, and status of success.

Managing Custom Object Groups in VMware vRealize Operations Manager

A custom object group is a container that includes one or more objects. vRealize Operations Manager uses custom groups to collect data from the objects in the group, and report on the data collected.

Why Use Custom Object Groups?

You use groups to categorize your objects and have vRealize Operations Manager collect data from the groups of objects and display the results in dashboards and views according to the way you define the data to appear.

You can create static groups of objects, or dynamic groups with criteria that determines group membership as vRealize Operations Manager discovers and collects data from new added to the environment.

vRealize Operations Manager provides commonly used object group types, such as World, Environment, and Licensing. vRealize Operations Manager uses the object group types to categorize groups of objects. You assign a group type to each group so that you can categorize and organize the groups of objects that you create.

Types of Custom Object Groups

When you create custom groups, you can use rules to apply dynamic membership of objects to the group, or you can manually add the objects to the group. When you add an adapter to vRealize Operations Manager, the groups associated with the adapter become available in vRealize Operations Manager.

- Dynamic group membership. To dynamically update the membership of objects in a group, define rules when you create a group. vRealize Operations Manager adds objects to the group based on the criteria that you define.
- Mixed membership, which includes dynamic and manual.
- Manual group membership. From the inventory of objects, you select objects to add as members to the group.
- Groups associated with adapters. Each adapter manages the membership of the group. For example, the vCenter Server adapter adds groups such as datastore, host, and network, for the container objects in the vSphere inventory. To modify these groups, you must do so in the adapter.

Administrators of vRealize Operations Manager can set advanced permissions on custom groups. Users who have privileges to create groups can create custom groups of objects and have vRealize Operations Manager apply a policy to each group to collect data from the objects and report the results in dashboards and views.

When you create a custom group, and assign a policy to the group, vRealize Operations Manager can use the criteria defined in the applied policy to collect data from and analyze the objects in the group. vRealize Operations Manager reports on the status, problems, and recommendations for those objects based on the settings in the policy.

How Policies Help vRealize Operations Manager Report On Object Groups

vRealize Operations Manager analyzes the objects in the object group and reports on the workload, capacity, stress, anomalies, and faults of the object group, among other attributes.

When you apply a policy to an object group, vRealize Operations Manager uses threshold settings, metrics, super metrics, attributes, properties, alert definitions, and problem definitions that you enabled in the policy to collect data from the objects in the group, and report the results in dashboards and views.

When you create a new object group, you have the option to apply a policy to the group.

- To associate a policy with the custom object group, select the policy in the group creation wizard.
- To not associate a specific policy with the object group, leave the policy selection blank. The custom object group will be associated with the default policy. If the default policy changes, this object group will be associated with the new default policy.

vRealize Operations Manager applies policies in priority order, as they appear on the Active Policies tab. When you establish the priority for your policies, vRealize Operations Manager applies the configured settings in the policies according to the policy rank order to analyze and report on your objects. To change the priority of a policy, you click and drag a policy row. The default policy is always kept at the bottom of the priority list, and the remaining list of active policies starts at priority 1, which indicates the highest priority policy. When you assign an object to be a member of multiple object groups, and you assign a different policy to each object group, vRealize Operations Manager associates the highest ranking policy with that object.

User Scenario: Creating Custom Object Groups

As a system administrator, you must monitor the capacity for your clusters, hosts, and virtual machines. vRealize Operations Manager must monitor them at different service levels to ensure that these objects adhere to the policies established for your IT department, and discover and monitor new objects added to the environment. You will have vRealize Operations Manager apply policies to the object groups to analyze, monitor, and report on the status of their capacity levels.

To have vRealize Operations Manager monitor the capacity levels for your objects to ensure that they adhere to your policies for your service levels, you will categorize your objects into Platinum, Gold, and Silver object groups to support the service tiers established.

You will create a group type, and create dynamic object groups for each service level. You will define membership criteria for each dynamic object group to have vRealize Operations Manager keep the membership of objects current. For each dynamic object group, you will assign the group type, and add criteria to maintain membership of your objects in the group. To associate a policy with the custom object group, you can select the policy in the group creation wizard.

Prerequisites

- Know the objects that exist in your environment, and the service levels that they support.
- Understand the policies required to monitor your objects.
- Verify that vRealize Operations Manager includes policies to monitor the capacity of your objects.

Procedure

- 1 To create a group type to identify service level monitoring, select **Content** and click **Group Types**.
- 2 On the Group Types toolbar, click the plus sign and type **Service Level Capacity** for the group type.
Your group type appears in the list.
- 3 Select **Environment**, and click **Custom Groups**.

A folder named Service Level Capacity appears in the list of custom groups in the navigation pane, and the Environment Overview displays the **Groups** tab.

- 4 To create a new object group, click the plus sign on the Groups toolbar.

The New Group workspace appears where you define the data and membership criteria for the dynamic group.

- a In the Name text box, type a meaningful name for the object group, such as **Platinum_Objects**.
- b In the **Group Type** drop-down menu, select **Service Level Capacity**.

- c (Optional) In the **Policy** drop-down menu, select your service level policy that has thresholds set to monitor the capacity of your objects.

To associate a policy with the custom object group, select the policy in the group creation wizard. To not associate a specific policy with the object group, leave the policy selection blank. The custom object group will be associated with the default policy. If the default policy changes, this object group will be associated with the new default policy.
 - d Select the **Keep group membership up to date** check box so that vRealize Operations Manager can discover objects that meet the criteria, and add those objects to the group.
- 5 Define the membership for virtual machines in your new dynamic object group to monitor them as platinum objects.
- a From the **Select Object** drop-down menu, select **vCenter Adapter**, and select **Virtual Machine**.
 - b From the empty drop-down menu for the criteria, select **Metrics**.
 - c From the **Pick a metric** drop-down menu, select **Disk Space** and double-click **Current Size**.
 - d From the conditional value drop-down menu, select **is less than**.
 - e From the **Metric value** drop-down menu, type **10**.
- 6 Define the membership for host systems in your new dynamic object group to monitor them as platinum objects.
- a Click **Add another criteria set**.
 - b From the **Select Object** drop-down menu, select **vCenter Adapter**, and select **Host System**.
 - c From the empty drop-down menu for the criteria, select **Metrics**.
 - d From the **Pick a metric** drop-down menu, select **Disk Space** and double-click **Current Size**.
 - e From the conditional value drop-down menu, select **is less than**.
 - f From the **Metric value** drop-down menu, type **100**.
- 7 Define the membership for cluster compute resources in your new dynamic object group.
- a Click **Add another criteria set**.
 - b From the **Select Object** drop-down menu, select **vCenter Adapter**, and select **Cluster Compute Resources**.
 - c From the empty drop-down menu for the criteria, select **Metrics**.
 - d From the **Pick a metric** drop-down menu, select **Disk Space** and double-click **capacityRemaining**.
 - e From the conditional value drop-down menu, select **is less than**.
 - f From the **Metric value** drop-down menu, type **1000**.
 - g Click **Preview** to determine whether objects already match this criteria.
- 8 Click **OK** to save your group.
- When you save your new dynamic group, the group appears in the Service Level Capacity folder, and in the list of groups on the **Groups** tab.
- 9 Wait five minutes for vRealize Operations Manager to collect data from the objects in your environment.

vRealize Operations Manager collects data from the cluster compute resources, host systems, and virtual machines in your environment, according to the metrics that you defined in the group and the thresholds defined in the policy that is applied to the group, and displays the results about your objects in dashboards and views.

What to do next

To monitor the capacity levels for your platinum objects, create a dashboard, and add widgets to the dashboard. See [“Using vRealize Operations Manager Dashboards,”](#) on page 29.

Managing Application Groups

An application is a container construct that represents a collection of interdependent hardware and software components that deliver a specific capability to support your business. vRealize Operations Manager builds an application to determine how your environment is affected when one or more components in an application experiences problems, and to monitor the overall health and performance of the application. Object membership in an application is not dynamic. To change the application, you manually modify the objects in the container.

Reasons to Use Applications

vRealize Operations Manager collects data from components in the application and displays the results in a summary dashboard for each application with a real-time analysis for any or all of the components. If a component experiences problems, you can see where in the application the problems arise, and determine how problems spread to other objects.

User Scenario: Adding an Application

As the system administrator of an online training system, you must monitor components in the Web, application, and database tiers of your environment that can affect the performance of the system. You build an application that groups related objects together in each tier. If a problem occurs with one of the objects, it is reflected in the application display and you can open a summary to investigate the source of the problem further.

In your application, you add the DB-related objects that store data for the training system in a tier, Web-related objects that run the user interface in a tier, and application-related objects that process the data for the training system in a tier. The network tier might not be needed. Use this model to develop your application.

Procedure

- 1 Click **Environment** in the left pane.
- 2 Click the **Applications** tab and click the plus sign.
- 3 Click **Basic n-tier Web App** and click **OK**.

The Application Management page that appears has two rows. Select objects from the bottom row to populate the tiers in the top row.

- 4 Type a meaningful name such as **Online Training Application** in the Application text box.
- 5 For each of the Web, application, and database tiers listed, add the objects to the Tier Objects section.
 - a Select a tier name. This is the tier that you populate.
 - b To the left of the object row, select object tags to filter for objects that have that tag value. Click the tag name once to select the tag from the list and click the tag name again to deselect the tag from the list. If you select multiple tags, objects displayed depend on the values that you select.

You can also search for the object by name.

- c To the right of the object row, select the objects to add to the tier.
 - d Drag the objects to the Tier Objects section.
- 6 Click **Save** to save the application.

The new application appears in the list of applications on the Environment Overview Applications page. If any of the components in any of the tiers develops a problem, the application displays a yellow or red status.

What to do next

To investigate the source of the problem, click the application name and evaluate the object summary information. See the *vRealize Operations Manager User Guide*.

Customizing How vRealize Operations Manager Displays Your Data

2

You format the content in vRealize Operations Manager to suit your information needs, using views, reports, dashboards and widgets.

Views display data, based on an object type. You can select from various view types to see your data from a different perspective. Views are reusable components that you can include in reports and dashboards. Reports can contain predefined or custom views and dashboards in a specified order. You build the reports to represent objects and metrics in your environment. You can customize the report layout by adding a cover page, a table of contents, and a footer. You can export the report in a PDF or CSV file format for further reference.

You use dashboards to monitor the performance and state of objects in your virtual infrastructure. Widgets are the building blocks of dashboards and display data about configured attributes, resources, applications, or the overall processes in your environment. You can also incorporate views in dashboards using the vRealize Operations Manager View Widget.

This chapter includes the following topics:

- [“Using vRealize Operations Manager Dashboards,”](#) on page 29
- [“Using vRealize Operations Manager Widgets,”](#) on page 34
- [“Using vRealize Operations Manager Views,”](#) on page 38
- [“Using vRealize Operations Manager Reports,”](#) on page 42

Using vRealize Operations Manager Dashboards

Dashboards present a visual overview of the performance and state of objects in your virtual infrastructure. You use dashboards to determine the nature and timeframe of existing and potential issues with your environment.

You start with several predefined dashboards in vRealize Operations Manager. You can create additional ones that meet your specific needs using widgets, views, badges, and filters to change the focus of the information. You can clone and edit the predefined dashboards or start from scratch. To display data that shows dependencies, you can add widget interactions in dashboards. You can provide role-based access to various dashboards for better collaboration in teams.



Create Custom Dashboards (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_create_dashboards_vrom)

User Scenario: Create and Configure Dashboards and Widgets

As a virtual infrastructure administrator, you monitor your vCenter Server environment to detect problematic resources. You must identify the problems and take action.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

You will create a dashboard to monitor the overview status of vCenter Server instance objects. You will create another dashboard to view detailed information about the objects. You will link the widgets on the two dashboards and create a way to link the widgets from one dashboard to the other.

Procedure

- 1 [User Scenario: Create a Dashboard to View Object Status](#) on page 30
To view the status of all objects of a vRealize Operations Manager instance, create a dashboard.
- 2 [User Scenario: Create a Detailed Object Status Dashboard](#) on page 31
To see the issues that might cause problems for an object in a vRealize Operations Manager instance, create a dashboard.
- 3 [User Scenario: Configure Dashboard Navigation](#) on page 32
To link the widgets from one dashboard to another, you create dashboard navigations.
- 4 [User Scenario: Work with Dashboard Navigations](#) on page 33
To verify that the dashboard navigation works as expected, you must test it.

User Scenario: Create a Dashboard to View Object Status

To view the status of all objects of a vRealize Operations Manager instance, create a dashboard.

Each widget in a dashboard has a specific configuration. For more information about the widgets, see [“Widget Definitions List,”](#) on page 34.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Dashboards**.
- 2 Click the plus sign to create a dashboard. Configure the dashboard.

Option	Description
Dashboard name	Enter Environment Health .
Dashboard default	Select whether this dashboard is the default for this vRealize Operations Manager instance.

- 3 Click **Widget List**.
- 4 In the widgets list, select the Environment Overview widget and drag it to the right panel to add it to the dashboard.
- 5 In the upper-right corner of the widget, click the pencil icon and configure the widget.

Option	Action
Widget title	Retain the default.
Refresh Content	Select On . The widget refreshes its data depending on the refresh interval.

Option	Action
Self Provider	Select On . <ul style="list-style-type: none"> ■ On. You define the objects for which data appears in the widget. ■ Off. You configure other widgets to provide the objects to the widget using the dashboard widget interactions options.
Refresh interval value	Retain the default

- 6 Click the **Config** tab.
- 7 In the **Filter** text box, enter **vCenter Server**.
The filter limits the list to only vCenter Server instances.
- 8 In the objects list, select a vCenter Server instance to monitor.
The **Selected Object** text field shows the selected object.
- 9 Click **Save**.
- 10 In the widgets list, select the Health Chart widget and drag it to the left panel to add it to the dashboard.
- 11 Click **Widget Interactions**.
- 12 From the **Selected Object(s)** drop-down menu next to Health Chart, select **Environment Overview** and click **Apply Interactions**.
The Health Chart widget updates its information based on the object selected in the Environment Overview widget.
- 13 Click **Save**.

What to do next

Create a dashboard that shows the detailed status for a selected object. See [“User Scenario: Create a Detailed Object Status Dashboard,”](#) on page 31.

User Scenario: Create a Detailed Object Status Dashboard

To see the issues that might cause problems for an object in a vRealize Operations Manager instance, create a dashboard.

Each widget has a specific configuration. For more information about the widgets, see [“Widget Definitions List,”](#) on page 34. For more information about widget interactions, see [“Widget Interactions,”](#) on page 36.

Prerequisites

Create a dashboard that shows the objects and their health status for a vCenter Server. See [“User Scenario: Create a Dashboard to View Object Status,”](#) on page 30.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Dashboards**.
- 2 Click the plus sign to create a dashboard and configure the dashboard.

Option	Action
Dashboard name	Enter Detailed Object Status .
Dashboard default	Select whether this dashboard is the default for this vRealize Operations Manager instance.

- 3 Click **Widget List**.

- 4 Drag the widgets in the right panel to add them to the dashboard.

Option	Description
Object List	Shows a list of all defined resources.
Metric Chart	Shows a line chart with the recent performance of the selected metrics.
Alert List	Shows a list of alerts for the objects that the widget is configured to monitor. If no objects are configure, the list displays all alerts in your environment.
Mashup Chart	Brings together disparate pieces of information for a resource. It shows a health chart, an anomaly count graph, and metric graphs for key performance indicators (KPIs). This widget is typically used for a container.

- 5 Click **Widget Interactions**.
- 6 From the **Selected Object(s)** drop-down menu next to the Metric Chart, Mashup Chart, and Alert List, select **Object List**.

The widgets update depending on the object selected in the Object List widget.
- 7 Click **Apply Interactions**.
- 8 Click **Save**.

What to do next

Create a dashboard to dashboard navigation. See [“User Scenario: Configure Dashboard Navigation,”](#) on page 32.

User Scenario: Configure Dashboard Navigation

To link the widgets from one dashboard to another, you create dashboard navigations.


You can use dashboard navigation to move from one dashboard to another, and to apply sections or context from one dashboard to another. You can connect a widget to widgets on other dashboards to investigate problems or better analyze the provided information.

Prerequisites


- Create a dashboard that shows the objects and their health status of a vCenter Server instance. See [“User Scenario: Create a Dashboard to View Object Status,”](#) on page 30.
- Create a dashboard that shows detailed status for a selected object. See [“User Scenario: Create a Detailed Object Status Dashboard,”](#) on page 31.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Dashboards**.
- 2 From the dashboards list, click the **Environment Health** dashboard and click the pencil icon.
- 3 Click **Dashboard Navigation**.
- 4 From the Environment Overview widget **Destination Dashboard** drop-down menu select the **Detailed Object Status** dashboard.
- 5 From the Detailed Object Status dashboard widgets, select **Metric Chart** and **Mashup Chart**.

The Dashboard Navigation icon () appears in the top menu of the Environment Overview widget and leads to the Detailed Object Status dashboard. The Metric Chart and Mashup Chart update depending on the selected object in the Environment Overview widget.

- 6 From the Health Chart widget **Destination Dashboard** drop-down menu select the **Detailed Object Status** dashboard.
- 7 From the Detailed Object Status dashboard widgets, select **All widgets**.

The Dashboard Navigation icon () appears in the top menu of the Health Chart widget and leads to the Detailed Object Status dashboard. All the widgets update depending on the Health Chart widget.

- 8 Click **Apply Navigations**.
- 9 Click **Save**.

What to do next

Test the dashboard navigation. See [“User Scenario: Work with Dashboard Navigations,”](#) on page 33.

User Scenario: Work with Dashboard Navigations

To verify that the dashboard navigation works as expected, you must test it.

Prerequisites

Create a dashboard to dashboard navigation. See [“User Scenario: Configure Dashboard Navigation,”](#) on page 32.

Procedure

- 1 On the vRealize Operations Manager home page, click the **Dashboard List** drop-down menu and click the **Environment Health** dashboard.
The **Dashboard List** drop-down menu is a list that contains all dashboards that are visible on the home page. You can use it for quick navigation through your dashboards.
- 2 On the Environment Overview widget, select the **Workload** badge.
The widget refreshes with the workload status of the objects in the vCenter Server instance.
- 3 From the **Status** menu on the right, deselect the green **Good** icon.
The widget filters and hides the objects whose workload status is Good.
- 4 In the widget main panel, select an object.
For example, a Resource Pool.
- 5 Click the **Dashboard Navigation** icon and click the **Detailed Object Status** dashboard.
The Detailed Object Status dashboard opens and the Metric Chart and Mashup Chart widget show information about the selected object.
- 6 From the **Dashboard List** drop-down menu select the **Environment Health** dashboard.
- 7 On the Health Chart main panel, select an object line.
You set a context for the Dashboard Navigation option.
- 8 On the Health Chart widget, click the **Dashboard Navigation** icon and click the **Detailed Object Status** dashboard.
The Detailed Object Status dashboard opens and all the widgets show information about the selected object.

Dashboards

The Dashboard provides a quick overview of the performance and condition of your virtual infrastructure.

vRealize Operations Manager Home Page

vRealize Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. The data and analysis are presented through alerts, in configurable dashboards, on predefined pages, and in several predefined dashboards.

Table 2-1. vRealize Operations Manager Home Page Menus

Menu	Description
Dashboard List	Lists all dashboards that are visible on the home page. You can use this menu for a quick navigation through your dashboards.
Actions	Available dashboard actions, such as create, edit, delete, and set as default. These actions are applied directly to the dashboard that you are on.

Using vRealize Operations Manager Widgets

Widgets are the panes on your dashboards. They show information about attributes, resources, applications, or the overall processes in your environment.

You can configure widgets to reflect your specific needs. The available configuration options vary depending on the widget type. You must configure some of the widgets before they display any data. Many widgets can provide or accept data from one or more widgets. You can use this feature to set the data from one widget as filter and display related information on a single dashboard.



Configure Widgets (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_configure_widgets_vrom)

Widget Definitions List

A widget is a pane on a dashboard that contains information about configured attributes, resources, applications, or the overall processes in your environment. Widgets can provide a holistic, end-to-end view of the health of all of the objects and applications in your enterprise. If your user account has the necessary access rights, you can add and remove widgets from your dashboards.

Table 2-2. Summary of Widgets

Widget Name	Description
Alert List	Shows a list of alerts for the objects that the widget is configured to monitor. If no objects are configured, the list displays all alerts in your environment.
Alert Volume	Shows a trend report for the last seven days of alerts generated for the objects it is configured to monitor.
Anomalies	Shows a chart of the anomalies count for the past 6 hours.
Anomaly Breakdown	Shows the likely root causes for symptoms for a selected resource.
Capacity	Shows a chart of the Capacity values for a specific resources over the past 7 days.
Capacity Utilization	Shows the capacity or workload utilization for objects so that you can identify problems with capacity and workload. Indicates objects that are underutilized, optimal, and overutilized, and indicates why they are constrained.
Container Details	Shows the health and alert counts for each tier in a single selected container.

Table 2-2. Summary of Widgets (Continued)

Widget Name	Description
Container Object List	Shows a list of all defined resources and object types.
Container Overview	Shows the overall health and the health of each tier for one or more containers.
Current Policy	Shows the highest priority policy applied to a custom group.
Data Collection Results	Shows a list of all supported actions specific for a selected object.
Density	Shows the density breakdown as charts for the past 7 days for a specific resource.
Efficiency	Shows the status of the efficiency-related alerts for the objects that it is configured to monitor. Efficiency is based on generated efficiency alerts in your environment.
Environment	Lists the number of resources by object or groups them by object type.
Environment Overview	Shows the performance status of objects in your virtual environment and their relationships. You can click an object to highlight its related objects and double-click an object to view its Resource Detail page.
Environment Status	Shows statistics for the overall monitored environment.
Faults	Shows a list of availability and configuration issues for a selected resource.
Forensics	Shows how often a metric had a particular value, as a percentage of all values, within a given time period. It can also compare percentages for two time periods.
Geo	Shows where your objects are located on a world map, if your configuration assigns values to the Geo Location object tag.
Health	Shows the status of the health-related alerts for the objects that it is configured to monitor. Health is based on generated health alerts in your environment.
Health Chart	Shows health information for selected resources, or all resources that have a selected tag.
Heat Map	Shows a heat map with the performance information for a selected resource.
Mashup Chart	Brings together disparate pieces of information for a resource. It shows a health chart, an anomaly count graph, and metric graphs for key performance indicators (KPIs). This widget is typically used for a container.
Metric Chart	Shows a chart with the workload of the object over time based on the selected metrics.
Metric Picker	Shows a list of available metrics for a selected resource. It works with any widget that can provide resource ID.
Object List	Shows a list of all defined resources.
Object Relationship	Shows the hierarchy tree for the selected object.
Object Relationship (Advanced)	Shows the hierarchy tree for the selected objects. It provides advanced configuration options.
Property List	Shows the properties and their values of an object that you select.
Reclaimable Capacity	Shows a percentage chart representing the amount of reclaimable capacity for a specific resource that has consumers.
Risk	Shows the status of the risk-related alerts for the objects that it is configured to monitor. Risk is based on generated risk alerts in your environment.
Rolling View Chart	Cycles through selected metrics at an interval that you define and shows one metric graph at a time. Miniature graphs, which you can expand, appear for all selected metrics at the bottom of the widget.
Scoreboard	Shows values for selected metrics, which are typically KPIs, with color coding for defined value ranges.
Scoreboard Health	Shows color-coded health or workload scores for selected resources.
Sparkline Chart	Shows graphs that contain metrics for an object. If all of the metrics in the Sparkline Chart widget are for an object that another widget provides, the object name appears at the top right of the widget.

Table 2-2. Summary of Widgets (Continued)

Widget Name	Description
Stress	Shows a weather map of the average stress over the past 6 weeks for a specific resource.
Tag Picker	Lists all defined resource tags.
Text Display	Reads text from a Web page or text file and shows the text in the user interface.
Time Remaining	Shows a chart of the Time Remaining values for a specific resources over the past 7 days.
Top Alerts	Lists the alerts most likely to negatively affect your environment based on the configured alert type and objects.
Top-N	Shows the top or bottom N number metrics or resources in various categories, such as the five applications that have the best or worst health score.
Topology Graph	Shows multiple levels of resources between nodes.
View	Shows a defined view depending on the configured resource.
Weather Map	Uses changing colors to show the behavior of a selected metric over time for multiple resources.
Workload	Shows workload information for a selected resource.

Widget Interactions

Widget interactions are the configured relationships between widgets in a dashboard where one widget provides information to a receiving widget. When you are using a widget in the dashboard, you select data on one widget to limit the data that appears in another widget, allowing you to focus on a smaller subset data.

How Interactions Work

If you configured interactions between widget at the dashboard level, you can then select one or more objects in the providing widget to filter the data that appears in the receiving widget, allowing you to focus on data related to an object.

To use the interaction option between the widgets in a dashboard, you configure interactions at the dashboard level. If you do not configure any interactions, the data that appears in the widgets is based on how the widget is generally configured.

When you configure widget interaction, you specify the providing widget for the receiving widget. For some widgets, you can define two providing widgets, each of which can be used to filter data in the receiving widget.

For example, if you configured the Object List widget to be a provider widget for the Top-N widget, you can select one or more objects in the Object List widget and the Top-N displays data only for the selected objects.

For some widgets, you can define more than one providing widget. For example, you can configure the Metric Chart widget to receive data from a metrics provider widget and an objects providing widget. In such case, the Metric Chart widget shows data for any object that you select in the two provider widgets.

Add a Resource Interaction XML File

A resource interaction file is a custom set of metrics that you want to display in widgets that support the option. You can configure one or more files that define different sets of metrics for particular object types so that the supported widgets are populated based the configured metrics and selected object type.

The following widgets support the resource interaction mode:

- Metric Chart
- Property List

- Rolling View Chart
- Scoreboard
- Sparkline Chart
- Topology Graph

To use the metric configuration, which displays a set of metrics that you defined in an XML file, the dashboard and widget configuration must meet the following criteria:

- The dashboard **Widget Interaction** options are configured so that another widget provides objects to the target widget. For example, an Object List widget provides the object interaction to a chart widget.
- The widget **Self Provider** option is set to **Off**.
- The custom XML file in the **Metric Configuration** drop-down menu is in the following directory and has been imported into the global storage using the import command.
 - vApp or Linux. The XML file is in /usr/lib/vmware-vcops/tools/opscli.
 - Windows. The XML file is in C:\vmware\vcenter-operations\vmware-vcops\tools\opscli.

If you add an XML file and later modify it, the changes might not take effect.

Prerequisites

- Verify that you have the necessary permissions to access the installed files for vRealize Operations Manager and add files.
- Create a new files based on the existing examples. Examples are available in the following location:
 - vApp or Linux. The XML file is in /usr/lib/vmware-vcops/tomcat-web-app/webapps/vcops-web-ent/WEB-INF/classes/resources/reskndmetrics.
 - Windows. The XML file is in C:\vmware\vcenter-operations\vmware-vcops\tomcat-web-app\webapps\vcops-web-ent\WEB-INF\classes\resources\reskndmetrics.

Procedure

- 1 Create an XML file that defines the set of metrics.

For example:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<AdapterKinds>
  <AdapterKind adapterKindKey="VMWARE">
    <ResourceKind resourceKindKey="HostSystem">
      <Metric attrkey="sys:host/vim/vmvisor/slp|resourceMemOverhead_latest" />
      <Metric attrkey="cpu|capacity_provisioned" />
      <Metric attrkey="mem|host_contention" />
    </ResourceKind>
  </AdapterKind>
</AdapterKinds>
```

In this example, the displayed data for the host system based on the specified metrics.

- 2 Save the XML file in one of the following directories base on the operating system of your vRealize Operations Manager instance.

Operating System	File Location
vApp or Linux	/usr/lib/vmware-vcops/tools/opscli
Windows	C:\vmware\vcenter-operations\vmware-vcops\tools\opscli

- 3 Run the import command.

Operating System	File Location
vApp or Linux	<code>./ops-cli.py file import reskndmetric YourCustomFilename.xml</code>
Windows	<code>ops-cli.py file import reskndmetric YourCustomFilename.xml</code>

The file is imported into global storage and is accessible from the supported widgets.

- 4 If you update an existing file and must re-import the file, append `--force` to the above import command and run it.

For example, `./vcops-cli.py file import reskndmetric YourCustomFilename.xml --force`.

What to do next

To verify that the XML file is imported, configure one of the supported widgets and ensure that the new file appears in the drop-down menu.

Using vRealize Operations Manager Views

vRealize Operations Manager provides several types of views. Each type of view helps you to interpret metrics, properties, policies of various monitored objects including alerts, symptoms, and so on, from a different perspective. vRealize Operations Manager Views also show information that the adapters in your environment provide.

You can configure vRealize Operations Manager views to show transformation, forecast, and trend calculations.

- The transformation type determines how the values are aggregated.
- The trend option shows how the values tend to change, based on the historical, raw data. The trend calculations depend on the transformation type and roll up interval.
- The forecast option shows what the future values can be, based on the trend calculations of the historical data.



Create Views (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_create_views_in_vrom)

You can use vRealize Operations Manager views in different areas of vRealize Operations Manager.

- To manage all views, select **Content > Views**.
- To see the data that a view provides for a specific object, navigate to that object, click the **Details** tab, and click **Views**.
- To see the data that a view provides in your dashboard, add the View widget to the dashboard.
- To have a link to a view in the Further Analysis section, select the Further Analysis option on the view workspace visibility step.

User Scenario: Create, Run, Export, and Import a vRealize Operations Manager View for Tracking Virtual Machines

As a virtual infrastructure administrator, you use vRealize Operations Manager to monitor several environments. You must know the number of virtual machines on each vCenter Server instance. You define a view to gather the information in a specific order and use it on all vRealize Operations Manager environments.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

You will create a distribution view and run it on the main vRealize Operations Manager environment. You will export the view and import it in another vRealize Operations Manager instance.

Procedure

- 1 [User Scenario: Create a vRealize Operations Manager View for Supervising Virtual Machines](#) on page 39
To collect and display data about the number of virtual machines on a vCenter Server, you create a custom view.
- 2 [User Scenario: Run a vRealize Operations Manager View](#) on page 40
To verify the view and capture a snapshot of information at any point, you run the view for a specific object.
- 3 [User Scenario: Export a vRealize Operations Manager View](#) on page 40
To use a view in another vRealize Operations Manager, you export a content definition XML file.
- 4 [User Scenario: Import a vRealize Operations Manager View](#) on page 41
To use views from other vRealize Operations Manager environments, you import a content definition XML file.

User Scenario: Create a vRealize Operations Manager View for Supervising Virtual Machines

To collect and display data about the number of virtual machines on a vCenter Server, you create a custom view.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Views**.
- 2 Click the plus sign to create a new view.
- 3 Enter **Virtual Machines Distribution**, the name for the view.
- 4 Enter a meaningful description for the view.

For example, **A view showing the distribution of virtual machines per hosts.**

- 5 Click **Presentation** and select the **Distribution** view type.

The view type is the way the information is displayed.

- a From the **Visualization** drop-down menu, select **Pie Chart**.
- b From the Distribution Type configurations, select **Discrete distribution**.

Leave **Max number of buckets** deselected because you do not know the number of hosts on each vCenter Server instance. If you specify a number of buckets and the hosts are more than that number, one of the slices shows unspecified information labeled Others.

- 6 Click **Subjects** to select the object type that applies to the view.

- a From the drop-down menu, select **Host System**.

The Distribution view is visible at the object containers of the subjects that you specify during the view configuration.

- 7 Click **Data** and in the filter text box enter **Total Number of VMs**.

- 8 Select **Summary > Total Number of VMs** and double-click to add the metric.

- 9 Retain the default metric configurations and click **Save**.

User Scenario: Run a vRealize Operations Manager View

To verify the view and capture a snapshot of information at any point, you run the view for a specific object.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Environment** icon.

- 2 Navigate to a vCenter Server instance and click the **Details** tab.

All listed views are applicable for the vCenter Server instance.

- 3 From the **All Filters** drop-down menu on the left, select **Type > Distribution**.

You filter the views list to show only distribution type views.

- 4 Navigate to and click the **Virtual Machines Distribution** view.

The bottom pane shows the distribution view with information about this vCenter Server. Each slice represents a host and the numbers on the far left show the number of virtual machines.

User Scenario: Export a vRealize Operations Manager View

To use a view in another vRealize Operations Manager, you export a content definition XML file.

If the exported view contains custom created metrics, such as what-if, supermetrics, or custom adapter metrics, you must recreate them in the new environment.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Views**.

- 2 In the list of views, navigate to and click the **Virtual Machines Distribution** view .

- 3 Select **All Actions > Export view**.
- 4 Select a location on your local system to save the XML file and click **Save**.

User Scenario: Import a vRealize Operations Manager View

To use views from other vRealize Operations Manager environments, you import a content definition XML file.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Views**.
- 2 Select **All Actions > Import view**.
- 3 Browse to select the Virtual Machines Distribution content definition XML file and click **Import**.

If the imported view contains custom created metrics, such as what-if, supermetrics, or custom adapter metrics, you must recreate them in the new environment.

NOTE The imported view overwrites if a view with the same name exists. All report templates that use the existing view are updated with the imported view.

Views and Reports Ownership

Views, reports, templates, or schedules owner might change in time.

The default owner of all predefined views and templates is System. If you edit them, you become the owner. If you want to keep the original predefined view or template, you have to clone it. After you clone it, you become the owner of the clone.

The last user who edited a view, template, or schedule is the owner. For example, if you create a view you are listed as its owner. If another user edits your view, that user becomes the owner listed in the Owner column.

The user who imports the view or template is its owner, even if the view is initially created by someone else. For example, *User 1* creates a template and exports it. *User 2* imports it in back, the owner of the template becomes *User 2*.

The user who generated the report is its owner, regardless of who owns the template. If a report is generated from a schedule, the user who created the schedule is the owner of the generated report. For example, if *User 1* creates a template and *User 2* creates a schedule for this template, the generated report owner is *User 2*.

Editing, Cloning, and Deleting a View

You can edit, clone, and delete a view. Before you do, familiarize yourself with the consequences of these actions.

When you edit a view, all changes are applied to the report templates that contain it.

When you clone a view, the changes that you make to the clone do not affect the source view.

When you delete a view, it is removed from all the report templates that contain it.

Using vRealize Operations Manager Reports

A report is a scheduled snapshot of views and dashboards. You can create it to represent objects and metrics. It can contain table of contents, cover page, and footer.

With the vRealize Operations Manager reporting functions, you can generate a report to capture details related to current or predicted resource needs. You can download the report in a PDF or CSV file format for future and offline needs.



Create Reports (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_reports_in_vrom)

User Scenario: Handling Reports to Monitor Virtual Machines

As a virtual infrastructure administrator, you use vRealize Operations Manager to monitor several environments. You must present to your team a report with your corporate logo for all oversized and stressed virtual machines, and their current and trend memory use. You use predefined report templates to gather and format the information in a specific order.

You will create a report template with predefined views and dashboards. You will generate the report to test the template and create a schedule for generating the report once every two weeks.

Prerequisites

Verify that you have the necessary access rights to perform this task. Your vRealize Operations Manager administrator can tell you which actions you can perform.

Procedure

- 1 [User Scenario: Create a Report Template for Monitoring Virtual Machines](#) on page 42
To monitor oversized and stressed virtual machines, and their memory use, you create a report template.
- 2 [User Scenario: Generate a Report](#) on page 44
To generate a report, you use the Virtual Machines Report template for a vCenter Server system that shows information for oversized and stressed virtual machines, and their memory use.
- 3 [User Scenario: Download a Report](#) on page 44
To verify that the information appears as expected you download the generated report from the Virtual Machines Report template .
- 4 [User Scenario: Schedule a Report](#) on page 45
To generate a report on a selected date, time, and recurrence you create a schedule for the Virtual Machines Report template. You set the email options to send the generated report to your team.

User Scenario: Create a Report Template for Monitoring Virtual Machines

To monitor oversized and stressed virtual machines, and their memory use, you create a report template.

You create a report template with PDF and CSV output and add views, dashboards and layout options to it.

Prerequisites

- Understand the concept of vRealize Operations Manager views. See [“Using vRealize Operations Manager Views,”](#) on page 38.
- Know the location of your corporate logo.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Reports**.
- 2 On the **Report Templates** tab, click the plus sign to create a template.
- 3 Enter **Virtual Machines Report**, the name for the template.
- 4 Enter a meaningful description for the template.

For example, **A template for oversized and stressed virtual machines, and their memory use.**

- 5 Click **Views and Dashboards**. On the **Data type** drop-down menu leave **Views** selected.
The currently configured views are available in the list below the **Data type** drop-down menu. Views present collected information for an object in a certain way depending on the view type.
- 6 In the search box, enter **Virtual Machine**.
The list is now limited to views where the name contains Virtual Machine.
- 7 Double-click the views to add them to the template.

Option	Description
Virtual Machine Rightsizing CPU, Memory, and Disk Space	Monitors oversized VMs
Virtual Machine Recommended CPU and Memory Size	Monitors stressed VMs

The views appear in the main panel of the workspace with a preview of sample data.

- 8 In the search box, enter **VM**.
The list is now limited to views where the name contains VM.
- 9 Navigate to *VMs Memory Usage (%) Distribution* view, and double-click the view to add it to the template.
The view appears in the main panel of the workspace with a preview of sample data.
- 10 (Optional) In the main panel of the workspace, drag the views up and down to reorder them.
- 11 From the **Data type** drop-down menu, select **Dashboards**.
The currently configured dashboards appear in the list below the **Data type** drop-down menu. Dashboards give a visual overview of the performance and state of objects in your virtual infrastructure.
- 12 Double-click **vSphere VMs Memory**, **vSphere VMs CPU**, and **vSphere VMs Disk and Network** dashboards to add them to the template.
The dashboards appear in the main panel of the workspace.
- 13 Click **Formats** and leave the **PDF** and **CSV** check boxes selected.
- 14 Click **Layout Options** and select the **Cover Page** and **Footer** check boxes.
The corresponding panes appear in the main panel of the workspace.
- 15 In the Cover Page panel, click **Browse** and navigate to an image on your computer.
The default report size is 8.5 inches by 11 inches. The image is resized to fit the report front page.
The image uploads to a database. It is used for the cover page every time you generate a report from this template.
- 16 Click **Save**.

Your report template is saved and listed on the **Report Templates** tab of the **Content** management tab.

What to do next

Generate and download the report to verify the output. See [“User Scenario: Generate a Report,”](#) on page 44

User Scenario: Generate a Report

To generate a report, you use the Virtual Machines Report template for a vCenter Server system that shows information for oversized and stressed virtual machines, and their memory use.

Prerequisites

Create a report template. See [“User Scenario: Create a Report Template for Monitoring Virtual Machines,”](#) on page 42.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Environment** icon.
- 2 Navigate to a vCenter Server system.
- 3 Click the **Reports** tab and click **Report Templates**.
The listed report templates are associated with the current object.
- 4 Navigate to the **Virtual Machines Report** template and click the **Run Template** icon.

The report is generated and listed on the **Generated Reports** tab.

What to do next

Download the generated report and verify the output. See [“User Scenario: Download a Report,”](#) on page 44.



User Scenario: Download a Report

To verify that the information appears as expected you download the generated report from the Virtual Machines Report template .

Prerequisites

Generate a report from the Virtual Machines Report template. See [“User Scenario: Generate a Report,”](#) on page 44.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Environment** icon.
- 2 Navigate to the object for which you want to download a report.
- 3 Click the **Reports** tab and click **Generated Reports**.
The listed reports are generated for the current object.
- 4 Click the PDF  and CSV  icon to save the report in the relevant file format.

vRealize Operations Manager saves the report file to the location you selected.

What to do next

Schedule a report generation and set the email options, so your team will receive the report. See [“User Scenario: Schedule a Report,”](#) on page 45.

User Scenario: Schedule a Report


To generate a report on a selected date, time, and recurrence you create a schedule for the Virtual Machines Report template. You set the email options to send the generated report to your team.

The date range for the generated report is based on the time when vRealize Operations Manager generates the report and not on the time when you schedule the report or when vRealize Operations Manager places the report in the queue.

Prerequisites

- Download the generated report to verify the output. See [“User Scenario: Download a Report,”](#) on page 44.
- To enable sending email reports, you must have configured Outbound Alert Settings.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Environment** icon.
- 2 Navigate to the object vCenter Server .
- 3 Click the **Reports** tab and click **Report Templates**.
- 4 Select the **Virtual Machines Report** template from the list.
- 5 Click the gear icon () and select **Schedule report**.
- 6 Select the time zone, date, and hour to start the report generation.
vRealize Operations Manager generates the scheduled reports in sequential order. Generating a report can take several hours. This process might delay the start time of a report when the previous report takes an extended period of time.
- 7 From the **Recurrence** drop-down menu, select **Weekly** and set the report generation for every two weeks on Monday.
- 8 Select the **Email report** check box to send an email with the generated report.
 - a In the **Email addresses** text box, enter the email addresses that must receive the report.
 - b Select an outbound rule.

An email is sent according to this schedule every time a report is generated.
- 9 Click **Ok**.

What to do next

You can edit, clone, and delete report templates. Before you do, familiarize yourself with the consequences of these actions.

When you edit a report template and delete it, all reports generated from the original and the edited templates are deleted. When you clone a report template, the changes that you make to the clone do not affect the source template. When you delete a report template, all generated reports are also deleted.

Customizing How vRealize Operations Manager Monitors Your Environment

3

Configure the resources that determine the behavior of the objects in your vRealize Operations Manager environment.

Use alert and symptom definitions with actionable recommendations to generate alerts that keep you aware of problems that occur on your objects. Use and customize operational policies to determine how vRealize Operations Manager analyzes your objects and displays information about them, so that you are notified when problems occur on those objects. Use super metrics, which combine metrics into formulas, to collect combinations of data from your objects.

To identify objects and adapter types, customize icons. Add objects, and metadata about them, to manage those objects when an adapter instance does not support the discovery of a particular object type. Configure the global settings, which apply to all users, such as data retention and system timeout.

This chapter includes the following topics:

- [“Defining Alerts in vRealize Operations Manager,”](#) on page 47
- [“Defining Compliance Standards,”](#) on page 74
- [“Operational Policies,”](#) on page 77
- [“Managing and Administering Policies for vRealize Operations Manager,”](#) on page 78
- [“Super Metrics in vRealize Operations Manager,”](#) on page 100
- [“Customizing Icons,”](#) on page 107
- [“Managing Objects in Your Environment,”](#) on page 108
- [“Configuring Object Relationships,”](#) on page 112
- [“Customizing How Endpoint Operations Management Monitors Operating Systems,”](#) on page 113
- [“Modifying Global Settings,”](#) on page 122

Defining Alerts in vRealize Operations Manager

An alert definition comprises one or more symptom definitions, and the alert definition is associated with a set of recommendations and actions that help you resolve the problem. Alert definitions include triggering symptom definitions and actionable recommendations. You create the alert definitions so that the generated alerts tell you about problems in the monitored environment. You can then respond to the alerts with effective solutions that are provided in the recommendations.

Predefined alerts are provided in vRealize Operations Manager as part of your configured adapters. You can add or modify alert definitions to reflect the needs of your environment.



Create Alert Definitions for vRealize Operations Manager
http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_create_alerts_vrom

Symptoms in Alert Definitions

Symptom definitions evaluate conditions in your environment that, if the conditions become true, trigger a symptom and can result in a generated alert. You can add symptom definitions that are based on metrics or super metrics, properties, message events, fault events, or metric events. You can create a symptom definition as you create an alert definition or as an individual item in the appropriate symptom definition list.

When you add a symptom definition to an alert definition, it becomes a part of a symptom set. A symptom set is the combination of the defined symptom with the argument that determines when the symptom condition becomes true.

A symptom set combines one or more symptom definitions by applying an Any or All condition, and allows you to choose the presence or absence of a particular symptom. If the symptom set pertains to related objects rather than to Self, you can apply a population clause to identify a percentage or a specific count of related objects that exhibit the included symptom definitions.

An alert definition comprises one or more symptom sets. If an alert definition requires all of the symptom sets to be triggered before generating an alert, and only one symptom set is triggered, an alert is not generated. If the alert definition requires only one of several symptom sets to be triggered, then the alert is generated even though the other symptom sets were not triggered.

Recommendations in Alert Definitions

Recommendations are the remediation options that you provide to your users to resolve the problems that the generated alert indicates.

When you add an alert definition that indicates a problem with objects in your monitored environment, add a relevant recommendation. Recommendations can be instructions to your users, links to other information or instruction sources, or vRealize Operations Manager actions that run on the target systems.

Modifying Alert Definitions

If you modify the alert impact type of an alert definition, any alerts that are already generated will have the previous impact level. Any new alerts will be at the new impact level. If you want to reset all the generated alerts to the new level, cancel the old alerts. If they are generated after cancellation, they will have the new impact level.

Object Relationship Hierarchies for Alert Definitions

Object relationship hierarchies determine how one object is related to another. When you create alert definitions, you select the relationship to identify the symptom object with respect to the base object. These relationships, for example, ancestor or descendant, produce results based on how the objects are placed in the relationship hierarchy.

vCenter Server Relationship Hierarchies

Depending on the configuration of your vCenter Server instances, objects have the following possible hierarchies, from higher to lower objects:

- Datacenter, Host, Virtual Machine, Datastore
- Datacenter, Cluster, Host, Virtual Machine, Datastore
- Datacenter, Host, Datastore

- Datacenter, Cluster, Host, Datastore

Alert Definition Best Practices

As you create alert definitions for your environment, apply consistent best practices so that you optimize alert behavior for your monitored objects.

Alert Definitions Naming and Description

The alert definition name is the short name that appears in the following places:

- In data grids when alerts are generated
- In outbound alert notifications, including the email notifications that are sent when outbound alerts and notifications are configured in your environment

Ensure that you provide an informative name that clearly states the reported problem. Your users can evaluate alerts based on the alert definition name.

The alert definition description is the text that appears in the alert definition details and the outbound alerts. Ensure that you provide a useful description that helps your users understand the problem that generated the alert.

Wait and Cancel Cycle

The wait cycle setting helps you adjust for sensitivity in your environment. The wait cycle for the alert definition goes into effect after the wait cycle for the symptom definition results in a triggered symptom. In most alert definitions you configure the sensitivity at the symptom level and configure the wait cycle of alert definition to 1. This configuration ensures that the alert is immediately generated after all of the symptoms are triggered at the desired symptom sensitivity level.

The cancel cycle setting helps you adjust for sensitivity in your environment. The cancel cycle for the alert definition goes into effect after the cancel cycle for the symptom definition results in a cancelled symptom. In most definitions you configure the sensitivity at the symptom level and configure the cancel cycle of alert definition to 1. This configuration ensures that the alert is immediately cancelled after all of the symptoms conditions disappear after the desired symptom cancel cycle.

Create Alert Definitions to Generate the Fewest Alerts

You can control the size of your alert list and make it easier to manage. When an alert is about a general problem that can be triggered on a large number of objects, configure its definition so that the alert is generated on a higher level object in the hierarchy rather than on individual objects.

As you add symptoms to your alert definition, do not overcrowd a single alert definition with secondary symptoms. Keep the combination of symptoms as simple and straightforward as possible.

You can also use a series of symptom definitions to describe incremental levels of concern. For example, `Volume nearing capacity limit` might have a severity value of `Warning` while `Volume reached capacity limit` might have a severity level of `Critical`. The first symptom is not an immediate threat, but the second one is an immediate threat. You can then include the `Warning` and `Critical` symptom definitions in a single alert definition with an `Any` condition and set the alert criticality to be `Symptom Based`. These settings cause the alert to be generated with the right criticality if either of the symptoms is triggered.

Avoid Overlapping and Gaps Between Alerts

Overlaps result in two or more alerts being generated for the same underlying condition. Gaps occur when an unresolved alert with lower severity is canceled, but a related alert with a higher severity cannot be triggered.

A gap occurs in a situation where the value is $\leq 50\%$ in one alert definition and $\geq 75\%$ in a second alert definition. The gap occurs because when the percentage of volumes with high use falls between 50 percent and 75 percent, the first problem cancels but the second does not generate an alert. This situation is problematic because no alert definitions are active to cover the gap.

Actionable Recommendations

If you provide text instructions to your users that help them resolve a problem identified by an alert definition, precisely describe how the engineer or administrator should fix the problem to resolve the alert.

To support the instructions, add a link to a wiki, runbook, or other sources of information, and add actions that you run from vRealize Operations Manager on the target systems.

Understanding Negative Symptoms for vRealize Operations Manager Alerts

Alert symptoms are conditions that indicate problems in your environment. When you define an alert, you include symptoms that generate the alert when they become true in your environment. Negative symptoms are based on the absence of the symptom condition. If the symptom is not true, the symptom is triggered.

To use the absence of the symptom condition in an alert definition, you negate the symptom in the symptom set.

All defined symptoms have a configured criticality. However, if you negate a symptom in an alert definition, it does not have an associated criticality when the alert is generated.

All symptom definitions have a configured criticality. If the symptom is triggered because the condition is true, the symptom criticality will be the same as the configured criticality. However, if you negate a symptom in an alert definition and the negation is true, it does not have an associated criticality.

When negative symptoms are triggered and an alert is generated, the effect on the criticality of the alert depends on how the alert definition is configured.

The following table provides examples of the effect negative symptoms have on generated alerts.

Table 3-1. Negative Symptoms Effect on Generated Alert Criticality

Alert Definition Criticality	Negative Symptom Configured Criticality	Standard Symptom Configured Criticality	Alert Criticality When Triggered
Warning	One Critical Symptom	One Immediate Symptom	Warning. The alert criticality is based on the defined alert criticality.
Symptom Based	One Critical Symptom	One Warning Symptom	Warning. The negative symptom has no associated criticality and the criticality of the standard symptom determines the criticality of the generated alert.
Symptom Based	One Critical Symptom	No standard symptom included	Info. Because an alert must have a criticality and the negative alert does not have an associated criticality, the generated alert has a criticality of Info, which is the lowest possible criticality level.

User Scenario: Create an Alert Definition for Department Objects

As a virtual infrastructure administrator, you are responsible for the virtual machines and hosts that the accounting department uses. You can create alerts to manage the accounting department objects.

You received several complaints from your users about delays when they are using their accounting applications. Using vRealize Operations Manager, you identified the problem as related to CPU allocations and workloads. To better manage the problem, you create an alert definition with tighter symptom parameters so that you can track the alerts and identify problems before your users encounter further problems.

Using this scenario, you create a monitoring system that monitors your accounting objects and provides timely notifications when problems occur.

Procedure

- 1 [User Scenario: Add Description and Base Object to Alert Definition](#) on page 52
To create an alert to monitor the CPUs for the accounting department virtual machines and monitor host memory for the hosts on which they operate, you begin by describing the alert.
- 2 [User Scenario: Add a Virtual Machine CPU Usage Symptom to the Alert Definition](#) on page 53
To generate alerts related to CPU usage on your accounting virtual machines, you add symptoms to your vRealize Operations Manager alert definition after you provide the basic descriptive information for the alert. The first symptom you add is related to CPU usage on virtual machines. You later use a policy and group to apply alert to the accounting virtual machines.
- 3 [User Scenario: Add a Host Memory Usage Symptom to the Alert Definition](#) on page 54
To generate alerts related to CPU usage on your accounting virtual machines, you add a second symptom to your vRealize Operations Manager alert definition after you add the first symptom. The second symptom is related to host memory usage for the hosts on which the accounting virtual machines operate.
- 4 [User Scenario: Add Recommendations to the Alert Definition](#) on page 55
To resolve a generated alert for the accounting department's virtual machines, you provide recommendations so that you or other engineers have the information you need to resolve the alert before your users encounter performance problems.
- 5 [User Scenario: Create a Custom Accounting Department Group](#) on page 56
To manage, monitor, and apply policies to the accounting objects as a group, you create a custom object group.
- 6 [User Scenario: Create a Policy for the Accounting Alert](#) on page 58
To configure how vRealize Operations Manager evaluates the accounting alert definition in your environment, you configure a policy that determines behavior so that you can apply the policy to an object group. The policy limits the application of the alert definition to only the members of the selected object group.
- 7 [User Scenario: Configure Notifications for the Department Alert](#) on page 59
To receive an email notification when the accounting alert is generated, rather than relying on your ability to generally monitor the accounting department objects in vRealize Operations Manager, you create notification rules.
- 8 [User Scenario: Create a Dashboard to Monitor Department Objects](#) on page 60
To monitor all the alerts related to the accounting department object group, you create a dashboard that includes the alert list and other widgets. The dashboard provides the alert data in a single location for all related objects.

User Scenario: Add Description and Base Object to Alert Definition

To create an alert to monitor the CPUs for the accounting department virtual machines and monitor host memory for the hosts on which they operate, you begin by describing the alert.

When you name the alert definition and define alert impact information, you specify how the information about the alert appears in vRealize Operations Manager. The base object is the object around which the alert definition is created. The symptoms can be for the base object and for related objects.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon.
- 2 Click **Alert Definitions**.
- 3 Click the plus sign to add a definition.
- 4 Type a name and description.

In this scenario, type **Acct VM CPU early warning** as the alert name, which is a quick overview of the problem. The description, which is a detailed overview, should provide information that is as useful as possible. When the alert is generated, this name and description appears in the alert list and in the notification.

- 5 Click **Base Object Type**.
- 6 From the drop-down menu, expand **vCenter Adapter** and select **Host System**.

This alert is based on host systems because you want an alert that acts as an early warning to possible CPU stress on the virtual machines used in the accounting department. By using host systems as the based object type, you can respond to the alert symptom for the virtual machines with bulk actions rather than responding to an alert for each virtual machine.

- 7 Click **Alert Impact** and configure the metadata for this alert definition.

- a From the **Impact** drop-down menu, select **Risk**.

This alert indicates a potential problem and requires attention in the near future.

- b From the **Criticality** drop-down menu, select **Immediate**.

As a Risk alert, which is indicative of a future problem, you still want to give it a high criticality so that it is ranked for correct processing. Because it is designed as an early warning, this configuration provides a built-in buffer that makes it an immediate risk rather than a critical risk.

- c From the **Alert Type and Subtype** drop-down menu, expand **Virtualization/Hypervisor** and select **Performance**.
- d To ensure that the alert is generated during the first collection cycle after the symptoms become true, set the **Wait Cycle** to **1**.
- e To ensure that the an alert is removed as soon as the symptoms are no longer triggered, set the **Cancel Cycle** to **1**.

The alert is canceled in the next collection cycle if the symptoms are no long true.

These alert impact options help you identify and prioritize alerts as they are generated.

You started an alert definition where you provided the name and description, selected host system as the base object type, and defined the data that appears when the alert generated.

What to do next

Continue in the workspace, adding symptoms to your alert definition. See [“User Scenario: Add a Virtual Machine CPU Usage Symptom to the Alert Definition,”](#) on page 53.

User Scenario: Add a Virtual Machine CPU Usage Symptom to the Alert Definition

To generate alerts related to CPU usage on your accounting virtual machines, you add symptoms to your vRealize Operations Manager alert definition after you provide the basic descriptive information for the alert. The first symptom you add is related to CPU usage on virtual machines. You later use a policy and group to apply alert to the accounting virtual machines.

This scenario has two symptoms, one for the accounting virtual machines and one to monitor the hosts on which the virtual machines operate.

Prerequisites

Begin configuring the alert definition. See [“User Scenario: Add Description and Base Object to Alert Definition,”](#) on page 52.

Procedure

- 1 In the Alert Definition Workspace window, after you configure the **Name and Description**, **Base Object Type**, and **Alert Impact**, click **Add Symptom Definitions** and configure the symptoms.
- 2 Begin configuring the symptom set related to virtual machines CPU usage.
 - a From the **Defined On** drop-down menu, select **Child**.
 - b From the **Filter by Object Type** drop-down menu, select **Virtual Machine**.
 - c From the **Symptom Definition Type** drop-down menu, select **Metric / Supermetric**.
 - d Click the **Add** button to open the Add Symptom Definition workspace window.
- 3 Configure the virtual machine CPU usage symptom in the Add Symptom Definition workspace window.
 - a From the **Base Object Type** drop-down menu, expand **vCenter Adapter** and select **Virtual Machine**.
The collected metrics for virtual machines appears in the list.
 - b In the metrics list **Search** text box, which searches the metric names, type **usage**.
 - c In the list, expand **CPU** and drag **Usage (%)** to the workspace on the right.
 - d From the threshold drop-down menu, select **Dynamic Threshold**.
Dynamic thresholds use vRealize Operations Manager analytics to identify the trend metric values for objects.
 - e In the **Symptom Definition Name** text box, type a name similar to **VM CPU Usage above trend**.
 - f From the criticality drop-down menu, select **Warning**.
 - g From the threshold drop-down menu, select **Above Threshold**.
 - h Leave the **Wait Cycle** and **Cancel Cycle** at the default values of 3.
This Wait Cycle setting requires the symptom condition to be true for 3 collection cycles before the symptom is triggered. This wait avoids triggering the symptom when there is a short spike in CPU usage.
 - i Click **Save**.

The dynamic symptom, which identifies when the usage is above the tracked trend, is added to the symptom list.

- 4 In the Alert Definition Workspace window, drag **VM CPU Usage above trend** from the symptom definition list to the symptom workspace on the right.

The Child-Virtual Machine symptom set is added to the symptom workspace.

- 5 In the symptoms set, configure the triggering condition so that when the symptom is true on half of the virtual machines in the group to which this alert definition is applied, the symptom set is true.
 - a From the value operator drop-down menu, select **>**.
 - b In the value text box, enter **50**.
 - c From the value type drop-down menu, select **Percent**.

You defined the first symptom set for the alert definition.

What to do next

Add the host memory usage symptom to the alert definition. See [“User Scenario: Add a Host Memory Usage Symptom to the Alert Definition,”](#) on page 54.

User Scenario: Add a Host Memory Usage Symptom to the Alert Definition

To generate alerts related to CPU usage on your accounting virtual machines, you add a second symptom to your vRealize Operations Manager alert definition after you add the first symptom. The second symptom is related to host memory usage for the hosts on which the accounting virtual machines operate.

Prerequisites

Add the virtual machine CPU usage symptom. See [“User Scenario: Add a Virtual Machine CPU Usage Symptom to the Alert Definition,”](#) on page 53.

Procedure

- 1 In the Alert Definition Workspace window, after you configure the **Name and Description**, **Base Object Type**, and **Alert Impact**, click **Add Symptom Definitions**.
- 2 Configure the symptom related to host systems for the virtual machines.
 - a From the **Defined On** drop-down menu, select **Self**.
 - b From the **Symptom Definition Type** drop-down menu, select **Metric / Supermetric**.
 - c Click the **Add** button to configure the new symptom.
- 3 Configure the host system symptom in the Add Symptom Definition workspace window.
 - a From the **Base Object Type** drop-down menu, expand **vCenter Adapters** and select **Host System**.
 - b In the metrics list, expand **Memory** and drag **Usage (%)** to the workspace on the right.
 - c From the threshold drop-down menu, select **Dynamic Threshold**.
Dynamic thresholds use vRealize Operations Manager analytics to identify the trend metric values for objects.
 - d In the **Symptom Definition Name** text box, enter a name similar to **Host memory usage above trend**.
 - e From the criticality drop-down menu, select **Warning**.
 - f From the threshold drop-down menu, select **Above Threshold**.

- g Leave the **Wait Cycle** and **Cancel Cycle** at the default values of 3.

This Wait Cycle setting requires the symptom condition to be true for three collection cycles before the symptom is triggered. This wait avoids triggering the symptom when a short spike occurs in host memory usage.

- h Click **Save**.

The dynamic symptom identifies when the hosts on which the accounting virtual machines run are operating above the tracked trend for memory usage.

The dynamic symptom is added to the symptom list.

- 4 In the Alert Definition Workspace window, drag **Host memory usage above trend** from the symptoms list to the symptom workspace on the right.

The Self-Host System symptom set is added to the symptom workspace.

- 5 On the Self-Host System symptom set, from the value type drop-down menu for **This Symptom set is true when**, select **Any**.

With this configuration, when any of the hosts running accounting virtual machines exhibit memory usage that is above the analyzed trend, the symptom condition is true.

- 6 At the top of the symptom set list, from the **Match {operator} of the following symptoms** drop-down menu, select **Any**.

With this configuration, if either of the two symptom sets, virtual machine CPU usage or the host memory, are triggered, an alert is generated for the host.

You defined the second symptom set for the alert definition and configured how the two symptom sets are evaluated to determine when the alert is generated.

What to do next

Add recommendations to your alert definition so that you and your engineers know how to resolve the alert when it is generated. See [“User Scenario: Add Recommendations to the Alert Definition,”](#) on page 55.

User Scenario: Add Recommendations to the Alert Definition

To resolve a generated alert for the accounting department's virtual machines, you provide recommendations so that you or other engineers have the information you need to resolve the alert before your users encounter performance problems.

As part of the alert definition, you add recommendations that include actions that you run from vRealize Operations Manager and instructions for making changes in vCenter Server that resolve the generated alert.

Prerequisites

Add symptoms to your alert definition. See [“User Scenario: Add a Host Memory Usage Symptom to the Alert Definition,”](#) on page 54.

Procedure

- 1 In the Alert Definition Workspace window, after you configure the **Name and Description**, **Base Object Type**, **Alert Impact**, and **Add Symptom Definitions**, click **Add Recommendations** and add the recommended actions and instructions.

- 2 Click **Add** and select an action recommendation to resolve the virtual machine alerts.
 - a In the **New Recommendation** text box, enter a description of the action similar to **Add CPUs to virtual machines**.
 - b From the **Actions** drop-down menu, select **Set CPU Count for VM**.
 - c Click **Save**.
- 3 Click **Add** and provide an instructive recommendation to resolve host memory problems similar to this example.

If this host is part of a DRS cluster, check the DRS settings to verify that the load balancing setting are configured correctly. If necessary, manually vMotion the virtual machines.
- 4 Click **Add** and provide an instructive recommendation to resolve host memory alerts.
 - a Enter a description of the recommendation similar to this example.

If this is a standalone host, add more memory to the host.
 - b To make the URL a hyperlink in the instructions, copy the URL, for example, <https://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html>, to your clipboard.
 - c Highlight the text in the text box and click **Create a hyperlink**.
 - d Paste the URL in the **Create a hyperlink** text box and click **OK**.
 - e Click **Save**.
- 5 In the Alert Definition Workspace, drag **Add CPUs to virtual machines**, **If this host is part of a DRS cluster**, and the **If this is a standalone host** recommendations from the list to the recommendation workspace in the order presented.
- 6 Click **Save**.

You provided the recommended actions and instructions to resolve the alert when it is generated. One of the recommendations resolves the virtual machine CPU usage problem and the other resolves the host memory problem.

What to do next

Create a group of objects to use to manage your accounting objects. See [“User Scenario: Create a Custom Accounting Department Group,”](#) on page 56.

User Scenario: Create a Custom Accounting Department Group

To manage, monitor, and apply policies to the accounting objects as a group, you create a custom object group.

Prerequisites

Verify that you completed the alert definition for this scenario. See [“User Scenario: Add Recommendations to the Alert Definition,”](#) on page 55.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Environment** icon.
- 2 Click the **Groups** tab.
- 3 Click **New Group**.
- 4 Type a name similar to **Accounting VMs and Hosts**.
- 5 From the **Group Type** drop-down menu, select **Department**.

- 6 From the **Policy** drop-down menu, select **Default Policy**.

When you create a policy, you apply the new policy to the accounting group.

- 7 In the Define membership criteria area, from the **Select the Object Type that matches the following criteria** drop-down menu, expand **vCenter Adapter**, select **Host System**, and configure the dynamic group criteria.
 - a From the criteria drop-down menu, select **Relationship**.
 - b From the relationships options drop-down menu, select **Parent of**.
 - c From the operator drop-down menu, select **contains**.
 - d In the **Object name** text box, enter **acct**.
 - e From the navigation tree drop-down list, select **vSphere Hosts and Clusters**.

You created a dynamic group where host objects that are the host for virtual machines with acct in the virtual machine name are included in the group. If a virtual machine with acct in the object name is added or moved to a host, the host object is added to the group.

- 8 Click **Preview** in the lower-left corner of the workspace, and verify that the hosts on which your virtual machines that include acct in the object name appear in the Preview Group window.
- 9 Click **Close**.
- 10 Click **Add another criteria set**.

A new criteria set is added with the OR operator between the two criteria sets.

- 11 From the **Select the Object Type that matches the following criteria** drop-down menu, expand **vCenter Adapter**, select **Virtual Machine**, and configure the dynamic group criteria.
 - a From the criteria drop-down menu, select **Properties**.
 - b From the **Pick a property** drop-down menu, expand **Configuration** and double-click **Name**.
 - c From the operator drop-down menu, select **contains**.
 - d In the **Property value** text box, enter **acct**.

You created a dynamic group where virtual machine objects with acct in the object name are included in the group that depends on the presence of those virtual machines. If a virtual machine with acct in the name is added to your environment, it is added to the group.

- 12 Click **Preview** in the lower-left corner of the workspace, and verify that the virtual machines with acct in the object name are added to the list that also includes the host systems.
- 13 Click **Close**.
- 14 Click **OK**.

The Accounting VMs and Hosts group is added to the Groups list.

You created a dynamic object group that changes as virtual machines with acct in their names are added, removed, and moved in your environment.

What to do next

Create a policy that determines how vRealize Operations Manager uses the alert definition to monitor your environment. See [“User Scenario: Create a Policy for the Accounting Alert,”](#) on page 58.

User Scenario: Create a Policy for the Accounting Alert

To configure how vRealize Operations Manager evaluates the accounting alert definition in your environment, you configure a policy that determines behavior so that you can apply the policy to an object group. The policy limits the application of the alert definition to only the members of the selected object group.

When an alert definition is created, it is added to the default policy and enabled, ensuring that any alert definitions that you create are active in your environment. This alert definition is intended to meet the needs of the accounting department, so you disable it in the default policy and create a new policy to govern how the alert definition is evaluated in your environment, including which accounting virtual machines and related hosts to monitor.

Prerequisites

- Verify that you completed the alert definition for this scenario. See [“User Scenario: Add Recommendations to the Alert Definition,”](#) on page 55.
- Verify that you created a group of objects that you use to manage your accounting objects. See [“User Scenario: Create a Custom Accounting Department Group,”](#) on page 56.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Policies** and click **Policy Library**.
- 3 Click **Add New Policy**.
- 4 Type a name similar to **Accounting Objects Alerts Policy** and provide a useful description similar to the following example.

This policy is configured to generate alerts when
Accounting VMs and Hosts group objects are above trended
CPU or memory usage.
- 5 Click **Select Base Policies** and select **Default Policy** from the **Start with** drop-down menu.
- 6 On the left, click **Customize Alert / Symptom Definitions** and disable all the alert definitions except the new Acct VM CPU early warning alert.
 - a In the Alert Definitions area, click **Actions** and select **Select All**.
The alerts on the current page are selected.
 - b Click **Actions** and select **Disable**.
The alerts indicate Disabled in the State column.
 - c Repeat the process on each page of the alerts list.
 - d Select **Acct VM CPU early warning** in the list, click **Actions** and select **Enable**.
The Acct VM CPU early warning alert is now enabled.
- 7 On the left, click **Apply Policy to Groups** and select **Accounting VMs and Hosts**.
- 8 Click **Save**.

You created a policy where the accounting alert definition exists in a custom policy that is applied only to the virtual machines and hosts for the accounting department.

What to do next

Create an email notification so that you learn about alerts even when you are not actively monitoring vRealize Operations Manager. See [“User Scenario: Configure Notifications for the Department Alert,”](#) on page 59.

User Scenario: Configure Notifications for the Department Alert

To receive an email notification when the accounting alert is generated, rather than relying on your ability to generally monitor the accounting department objects in vRealize Operations Manager, you create notification rules.

Creating an email notification when accounting alerts are triggered is an optional process, but it provides you with the alert even when you are not currently working in vRealize Operations Manager.

Prerequisites

- Verify that you completed the alert definition for this scenario. See [“User Scenario: Add Recommendations to the Alert Definition,”](#) on page 55.
- Verify that standard email outbound alerts are configured in your system. See [“Add a Standard Email Plug-In for vRealize Operations Manager Outbound Alerts,”](#) on page 65.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon.
- 2 Click **Notifications** and click the plus sign to add a notification rule.
- 3 Configure the communication options.
 - a In the **Name** text box, type a name similar to **Acct Dept VMs or Hosts Alerts**.
 - b From the **Select Plug-In Type** drop-down menu, select **StandardEmailPlugin**.
 - c From the **Select Instance** drop-down menu, select the standard email instance that is configured to send messages.
 - d In the **Recipients** text box, type your email address and the addresses of other recipients responsible for the accounting department alerts. Use a semicolon between recipients.
 - e Leave the **Notify again** text box blank.

If you do not provide a value, the email notice is sent only once. This alert is a Risk alert and is intended as an early warning rather than requiring an immediate response.

You configured the name of the notification when it is sent to you and the method that is used to send the message.

- 4 In the Filtering Criteria area, configure the accounting alert notification trigger.
 - a From the **Notification Trigger** drop-down menu, select **Alert Definition**.
 - b Click **Click to select Alert Definition**.
 - c Select **Acct VM CPU early warning** and click **Select**.
- 5 Click **Save**.

You created a notification rule that sends you and your designated engineers an email message when this alert is generated for your accounting department alert definition.

What to do next

Create a dashboard with alert-related widgets so that you can monitor alerts for the accounting object group. See [“User Scenario: Create a Dashboard to Monitor Department Objects,”](#) on page 60.

User Scenario: Create a Dashboard to Monitor Department Objects

To monitor all the alerts related to the accounting department object group, you create a dashboard that includes the alert list and other widgets. The dashboard provides the alert data in a single location for all related objects.

Creating a dashboard to monitor the accounting virtual machines and related hosts is an optional process, but it provides you with a focused view of the accounting object group alerts and objects.

Prerequisites

Create an object group for the accounting department virtual machines and related objects. See [“User Scenario: Create a Custom Accounting Department Group,”](#) on page 56.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon and click **Dashboards**.
- 2 Click **Add**.
- 3 In the Dashboard Configuration definition area, type a tab name similar to **Accounting VMs and Hosts** and configure the layout options.
- 4 Click **Widget List** and drag the following widgets to the workspace.
 - **Alert List**
 - **Efficiency**
 - **Health**
 - **Risk**
 - **Top Alerts**
 - **Alert Volume**

The blank widgets are added to the workspace. To change the order in which they appear, you can drag them to a different location in the workspace.

- 5 On the Alert List widget title bar, click **Edit Widget** and configure the settings.
 - a In the **Title** text box, change the title to **Acct Dept Alert List**.
 - b For the **Refresh Content** option, select **On**.
 - c Type **Accounting** in the **Search** text box and click **Search**.
The Accounting value corresponds to the name of the object group for the accounting department virtual machines and related hosts.
 - d In the filtered resource list, select the **Accounting VMs and Hosts** group.
The Accounting VMs and Hosts group is identified in the Selected Resource text box.
 - e Click **OK**.
The Acct Dept Alert List is now configured to display alerts for the Accounting VMs and Hosts group objects.
- 6 Click **Widget Interactions** and configure the following interactions.
 - a For Acct Dept Alert List, leave the selected resources blank.
 - b For Top Alerts, Health, Risk, Efficiency, and Alert Volume select **Acct Dept Alert List** from the **Selected Resources** drop-down menu.
 - c Click **Apply Interactions**.

With the widget interaction configured in this way, the select alert in the Acct Dept Alert List is the source for the data in the other widgets. When you select an alert in the alert list, the Health, Risk, and Efficiency widgets display alerts for that object, Top Alerts displays the topic issues affecting the health of the object, and Alert Volume displays an alert trend chart.

- 7 Click **Save**.

You created a dashboard that displays the alerts related to the accounting virtual machines and hosts group, including the Risk alert you created.

Defining Symptoms for Alerts

Symptoms are conditions that indicate problems in your environment. You define symptoms that you add to alert definitions so that you know when a problem occurs with your monitored objects.

As data is collected from your monitored objects, the data is compared to the defined symptom condition. If the condition is true, then the symptom is triggered.

You can define symptoms based on metrics and super metrics, properties, message events, fault events, and metric events.

Defined symptoms in your environment are managed in the Symptom Definitions. When the symptoms that are added to an alert definition are triggered, they contribute to a generated alert. Symptoms that are not added to an alert definition are still evaluated and if the condition is evaluated as true, appear on the **Alert Details Symptom** tab on the **Troubleshooting** tab.

Define Symptoms to Cover All Possible Severities and Conditions

Use a series of symptoms to describe incremental levels of concern. For example, `Volume nearing capacity limit` might have a severity value of Warning while `Volume reached capacity limit` might have a severity level of Critical. The first symptom is not an immediate threat. The second symptom is an immediate threat.

About Metrics and Super Metrics Symptoms

Metric and super metric symptoms are based on the operational or performance values that vRealize Operations Manager collects from target objects in your environment. You can configure the symptoms to evaluate static thresholds or dynamic thresholds.

You define symptoms based on metrics so that you can create alert definitions that let you know when the performance of an object in your environment is adversely affected.

Static Thresholds

Metric symptoms that are based on a static threshold compare the currently collected metric value against the fixed value you configure in the symptom definition.

For example, you can configure a static metric symptom where, when the virtual machine CPU workload is greater than 90, a critical symptom is triggered.

Dynamic Thresholds

Metric symptoms that are based on dynamic thresholds compare the currently collected metric value against the trend identified by vRealize Operations Manager, evaluating whether the current value is above, below, or generally outside the trend.

For example, you can configure a dynamic metric symptom where, when the virtual machine CPU workload is above the trended normal value, a critical symptom is triggered.

Property Symptoms

Property symptoms are based on the configuration properties that vRealize Operations Manager collects from the target objects in your environment.

You define symptoms based on properties so that you can create alert definitions that let you know when changes to properties on your monitored objects can affect the behavior of the objects in your environment.

Message Event Symptoms

Message event symptoms are based on events received as messages from a component of vRealize Operations Manager or from an external monitored system through the system's REST API. You define symptoms based on message events to include in alert definitions that use these symptoms. When the configured symptom condition is true, the symptom is triggered.

The adapters for the external monitored systems and the REST API are inbound channels for collecting events from external sources. Adapters and the REST server both run in the vRealize Operations Manager system. The external system sends the messages, and vRealize Operations Manager collects them.

You can create message event symptoms for the supported event types. The following list is of supported event types with example events.

- **System Performance Degradation.** This message event type corresponds to the `EVENT_CLASS_SYSTEM` and `EVENT_SUBCLASS_PERFORM_DEGRADATION` type and subtype in the vRealize Operations Manager API SDK.
- **Change.** The VMware adapter sends a change event when the CPU limit for a virtual machine is changed from unlimited to 2 GHz. You can create a symptom to detect CPU contention issues as a result of this configuration change. This message event type corresponds to the `EVENT_CLASS_CHANGE` and `EVENT_SUBCLASS_CHANGE` type and subtype in the vRealize Operations Manager API SDK.
- **Environment Down.** The vRealize Operations Manager adapter sends an environment down event when the collector component is not communicating with the other components. You can create a symptom that is used for internal health monitoring. This message event type corresponds to the `EVENT_CLASS_ENVIRONMENT` and `EVENT_SUBCLASS_DOWN` type and subtype in the vRealize Operations Manager API SDK.
- **Notification.** This message event type corresponds to the `EVENT_CLASS_NOTIFICATION` and `EVENT_SUBCLASS_EXTEVENT` type and subtype in the vRealize Operations Manager API SDK.

Fault Symptoms

Fault symptoms are based on events published by monitored systems. vRealize Operations Manager correlates a subset of these events and delivers them as faults. Faults are intended to signify events in the monitored systems that affect the availability of objects in your environment. You define symptoms based on faults to include in alert definitions that use these symptoms. When the configured symptom condition is true, the symptom is triggered.

You can create fault symptoms for the supported published faults. Some object types have multiple fault definitions from which to choose, while others have no fault definitions.

If the adapter published fault definitions for an object type, you can select one or more fault events for a given fault while you define the symptom. The symptom is triggered if the fault is active because of any of the chosen events. If you do not select a fault event, the symptom is triggered if the fault is active because of a fault event.

Metric Event Symptoms

Metric event symptoms are based on events communicated from a monitored system where the selected metric violates a threshold in a specified manner. The external system manages the threshold, not vRealize Operations Manager.

Metric event symptoms are based on conditions reported for selected metrics by an external monitored system, as compared to metric symptoms, which are based on thresholds that vRealize Operations Manager is actively monitoring.

The metric event thresholds, which determine whether the metric is above, below, equal to, or not equal to the threshold set on the monitored system, represent the type and subtype combination that is specified in the incoming metric event.

- Above Threshold. Corresponds to type and subtype constants `EVENT_CLASS_HT` and `EVENT_SUBCLASS_ABOVE` defined in the vRealize Operations Manager API SDK.
- Below Threshold. Corresponds to type and subtype constants `EVENT_CLASS_HT` and `EVENT_SUBCLASS_BELOW` defined in the vRealize Operations Manager API SDK.
- Equal Threshold. Corresponds to type and subtype constants `EVENT_CLASS_HT` and `EVENT_SUBCLASS_EQUAL` defined in the vRealize Operations Manager API SDK.
- Not Equal Threshold. Corresponds to type and subtype constants `EVENT_CLASS_HT` and `EVENT_SUBCLASS_NOT_EQUAL` defined in the vRealize Operations Manager API SDK.

Viewing Actions Available in vRealize Operations Manager

Actions are the ability to update objects or read data about objects in monitored systems, and are commonly provided in vRealize Operations Manager as part of a solution. The actions added by solutions are available from the object Actions menu, list and view menus, including some dashboard widgets, and can be added to alert definition recommendations.

The possible actions include read actions and update actions.

The read actions retrieve data from the target objects.

The update actions make changes to the target objects. For example, if you configure an alert definition to notify you when a virtual machine is experiencing memory issues, you can add an action the recommendations that runs the Set Memory for Virtual Machine action. This action increases the memory and resolves the likely cause of the alert.

To see or use the actions for your vCenter Server objects, you must configure a vCenter Python Actions Adapter for each monitored vCenter Server instance.

Defining Recommendations for Alert Definitions

Recommendations are instructions to your users who are responsible for responding to alerts. You add recommendations to vRealize Operations Manager alerts so that your users can maintain the objects in your environment at the required levels of performance.

Recommendations provide your network engineers or virtual infrastructure administrators with information to resolve alerts.

Depending on the knowledge level of your users, you can provide more or less information, including the following options, in any combination.

- One line of instruction.
- Steps to resolve the alert on the target object.
- Hyperlink to a Web site, runbook, wiki, or other source.

- Action that makes a change on the target object.

When you define an alert, provide as many relevant action recommendations as possible. If more than one recommendation is available, arrange them in priority order so that the solution with the lowest effect and highest effectiveness is listed first. If no action recommendation is available, add text recommendations. Be as precise as possible when describing what the administrator should do to fix the alert.

Creating and Managing vRealize Operations Manager Alert Notifications

When alerts are generated in vRealize Operations Manager, they appear in the alert details and object details, but you can also configure vRealize Operations Manager to send your alerts to outside applications using one or more outbound alert options.

You configure notification options to specify which alerts are sent out for the standard email and REST outbound alert plug-ins. For the other plug-in types, all the alerts are sent when the target outbound alert plug-in is enabled.

The most common outbound alert plug-in is the standard email, which you configure to send notifications to one or more users when an alert is generated that meets the criteria you specify in the notification settings.

List of Outbound Plug-Ins in vRealize Operations Manager

vRealize Operations Manager provides outbound plug-ins. This list includes the name of the plug-in and whether you can filter the outbound data based on your notification settings.

If the plug-in supports configuring notification rules, then you can filter the messages before they are sent to the target system. If the plug-in does not support notifications, all messages are sent to the target system, and you can process them in that application.

If you installed other solutions that include other plug-in options, they appear as a plug-in option with the other plug-ins.

Messages and alerts are sent only when the plug-in is enabled.

Table 3-2. Notification Support for Outbound Plug-Ins

Outbound Plug-In	Configure Notification Rules
Automated Action Plug-in	No The Automated Action plug-in is enabled by default. If automated actions stop working, check the Automated Action plug-in and enable it if necessary. If you edit the Automated Action plug-in, you only need to provide the instance name.
Log File Plug-In	No You can configure the TextFilter.xml file to filter the log file alerts.
Smarts SAM Notification Plug-In	No
REST Notification Plug-In	Yes
Network Share Plug-In	No
Standard Email Plug-In	Yes
SNMP Trap Plug-In	No

Add Outbound Notification Plug-Ins in vRealize Operations Manager

You add outbound plug-in instances so that you can notify users about alerts or capture alert data outside of vRealize Operations Manager.

You can configure one or more instances of the same plug-in type if you need to direct alert information to multiple target systems.

The Automated Action plug-in is enabled by default. If automated actions stop working, check the Automated Action plug-in and enable it if necessary. If you edit the Automated Action plug-in, you only need to provide the instance name.

- [Add a Standard Email Plug-In for vRealize Operations Manager Outbound Alerts](#) on page 65
You add a Standard Email Plug-In so that you can use Simple Mail Transfer Protocol (SMTP) to email vRealize Operations Manager alert notifications to your virtual infrastructure administrators, network operations engineers, and other interested individuals.
- [Add a REST Plug-In for vRealize Operations Manager Outbound Alerts](#) on page 66
You add a REST Plug-In so that you can send vRealize Operations Manager alerts to another REST-enabled application where you built a REST Web service to accept these messages.
- [Add a Log File Plug-In for vRealize Operations Manager Outbound Alerts](#) on page 68
You add a Log File plug-in when you want to configure vRealize Operations Manager to log alerts to a file on each of your vRealize Operations Manager nodes. If you installed vRealize Operations Manager as a multiple node cluster, each node processes and logs the alerts for the objects that it monitors. Each node logs the alerts for the objects it processes.
- [Add a Network Share Plug-In for vRealize Operations Manager Reports](#) on page 69
You add a Network Share plug-in when you want to configure vRealize Operations Manager to send reports to a shared location.
- [Add an SNMP Trap Plug-In for vRealize Operations Manager Outbound Alerts](#) on page 70
You add an SNMP Trap plug-in when you want to configure vRealize Operations Manager to log alerts on an existing SNMP Trap server in your environment.
- [Add a Smarts Service Assurance Manager Notification Plug-In for vRealize Operations Manager Outbound Alerts](#) on page 70
You add a Smarts SAM Notification plug-in when you want to configure vRealize Operations Manager to send alert notifications to EMC Smarts Server Assurance Manager.

Add a Standard Email Plug-In for vRealize Operations Manager Outbound Alerts

You add a Standard Email Plug-In so that you can use Simple Mail Transfer Protocol (SMTP) to email vRealize Operations Manager alert notifications to your virtual infrastructure administrators, network operations engineers, and other interested individuals.

Prerequisites

Ensure that you have an email user account that you can use as the connection account for the alert notifications. If you choose to require authentication, you must also know the password for this account.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **Standard Email Plugin**.

The dialog box expands to include your SMTP settings.

4 Enter an **Instance Name**.

This is the name that identifies this instance that you select when you later configure notification rules.

5 Configure the SMTP options appropriate for your environment.

Option	Description
Use Secure Connection	Enables secure communication encryption using SSL/TLS. If you select this option, you must select a method in the Secure Connection Type drop-down menu.
Requires Authentication	Enables authentication on the email user account that you use to configure this SMTP instance. If you select this option, you must provide a password for the user account.
SMTP Host	URL or IP address of your email host server.
SMTP Port	Default port SMTP uses to connect with the server.
Secure Connection Type	Select either SSL/TLS as the communication encryption method used in your environment from the drop-down menu. You must select a connection type if you select Use Secure Connection.
User Name	Email user account that is used to connect to the email server.
Password	Password for the connection user account. A password is required if you select Requires Authentication.
Sender Email Address	Email address that appears on the notification message
Sender Name	Displayed name for the sender email address.

6 Click **Save**.7 To start the outbound alert service for this plug-in, select the instance in the list and click **Enable** on the toolbar.

This instance of the standard email plug-in for outbound SMTP alerts is configured and running.

What to do next

Create notification rules that use the standard email plug-in to send a message to your users about alerts requiring their attention. See [“User Scenario: Create a vRealize Operations Manager Email Alert Notification,”](#) on page 73.

Add a REST Plug-In for vRealize Operations Manager Outbound Alerts

You add a REST Plug-In so that you can send vRealize Operations Manager alerts to another REST-enabled application where you built a REST Web service to accept these messages.

The REST Plug-In supports enabling an integration, it does not provide an integration. Depending on your target application, you might need an intermediary REST service or some other mechanism that will correlate the alert and object identifiers included in the REST alert output with the identifiers in your target application.

Determine which content type you are delivering to your target application. If you select application/json, the body of the POST or PUT calls that are sent have the following format. Sample data is included.

```
{
  "startDate":1369757346267,
  "criticality":"ALERT_CRITICALITY_LEVEL_WARNING",
  "Risk":4.0,
  "resourceId":"sample-object-uuid",
  "alertId":"sample-alert-uuid",
  "status":"ACTIVE",
  "subType":"ALERT_SUBTYPE_AVAILABILITY_PROBLEM",
  "cancelDate":1369757346267,
```

```

    "resourceKind":"sample-object-type",
    "alertName":"Invalid IP Address for connected Leaf Switch",
    "attributeKeyID":5325,
    "Efficiency":1.0,
    "adapterKind":"sample-adapter-type",
    "Health":1.0,
    "type":"ALERT_TYPE_APPLICATION_PROBLEM",
    "resourceName":"sample-object-name",
    "updateDate":1369757346267,
    "info":"sample-info"
  }

```

If you select application/xml, the body of the POST or PUT calls that are sent have the following format:

```

<alert>
  <startDate>1369757346267</startDate>
  <criticality>ALERT_CRITICALITY_LEVEL_WARNING</criticality>
  <Risk>4.0</Risk>
  <resourceId>sample-object-uuid</resourceId>
  <alertId>sample-alert-uuid</alertId>
  <status>ACTIVE</status>
  <subType>ALERT_SUBTYPE_AVAILABILITY_PROBLEM</subType>
  <cancelDate>1369757346267</cancelDate>
  <resourceKind>sample-object-type</resourceKind>
  <alertName>Invalid IP Address for connected Leaf Switch</alertName>
  <attributeKeyId>5325</attributeKeyId>
  <Efficiency>1.0</Efficiency>
  <adapterKind>sample-adapter-type</adapterKind>
  <Health>1.0</Health>
  <type>ALERT_TYPE_APPLICATION_PROBLEM</type>
  <resourceName>sample-object-name</resourceName>
  <updateDate>1369757346267</updateDate>
  <info>sample-info</info>
</alert>

```

Note If the alert is triggered by a non-metric violation, the `attributeKeyID` is omitted from the REST output and is not sent.

If the request is processed as POST, for either JSON or XML, the Web service returns an HTTP status code of 201, which indicates the alert was successfully created at the target. If the request is processed as PUT, the HTTP status code of 202, which indicates the alert was successfully accepted at the target.

Prerequisites

Ensure that you know how and where the alerts sent using the REST plug-in are consumed and processed in your environment, and that you have the appropriate connection information available.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **Rest Notification Plugin**.
The dialog box expands to include your REST settings.
- 4 Enter an **Instance Name**.

This is the name that identifies this instance that you select when you later configure notification rules.

- 5 Configure the Rest options appropriate for your environment.

Option	Description
URL	URL to which you are sending the alerts. The URL must support HTTPS. When an alert is sent to the REST Web server, the plug-in appends <code>{alertID}</code> to the POST or PUT call.
User Name	User account on the target REST system.
Password	User account password.
Content Type	Specify the format for the alert output. <ul style="list-style-type: none"> ■ <code>application/json</code>. Alert data is transmitted using JavaScript Object Notation as human-readable text. ■ <code>application/xml</code>. Alert data is transmitted using XML that is human-readable and machine-readable content.
Certificate thumbprint	Thumbprint for the public certificate for your HTTPS service.
Connection count	Limits the number of simultaneous alerts that are sent to the target REST server. Use this number to ensure that your REST server is not overwhelmed with requests.

- 6 Click **Save**.
- 7 To start the outbound alert service for this plug-in, select the instance in the list and click **Enable** on the toolbar.

This instance of the REST plug-in for outbound alerts is configured and running.

What to do next

Create notification rules that use the REST plug-in to send alerts to a REST-enabled application or service in your environment. See [“User Scenario: Create a vRealize Operations Manager REST Alert Notification,”](#) on page 74.

Add a Log File Plug-In for vRealize Operations Manager Outbound Alerts

You add a Log File plug-in when you want to configure vRealize Operations Manager to log alerts to a file on each of your vRealize Operations Manager nodes. If you installed vRealize Operations Manager as a multiple node cluster, each node processes and logs the alerts for the objects that it monitors. Each node logs the alerts for the objects it processes.

All alerts are added to the log file. You can use other applications to filter and manage the logs.

Prerequisites

Ensure that you have write access to the file system path on the target vRealize Operations Manager nodes.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **Log File**.
The dialog box expands to include your log file settings.
- 4 In the **Alert Output Folder** text box, type the path to the target folder.
If the folder does not exist in the target location, the plug-in creates the folder.
- 5 Click **Save**.
- 6 To start the outbound alert service for this plug-in, select the instance in the list and click **Enable** on the toolbar.

This instance of the log file plug-in is configured and running.

What to do next

When the plug-in is started, the alerts are logged in the file. Verify that the log files are created in the target directory as the alerts are generated, updated, or canceled.

Add a Network Share Plug-In for vRealize Operations Manager Reports

You add a Network Share plug-in when you want to configure vRealize Operations Manager to send reports to a shared location.

Prerequisites

Verify that you have read, write, and delete permissions to the network share location.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **Network Share Plug-in**.

The dialog box expands to include your plug-in instance settings.

- 4 Enter an **Instance Name**.

This is the name that identifies this instance that you select when you later configure notification rules.

- 5 Configure the Network Share options appropriate for your environment.

Option	Description
Domain	Your shared network domain address.
User Name	The domain user account that is used to connect to the network.
Password	The password for the domain user account.
Network share root	<p>The path to the root folder where you want to save the reports. You can specify subfolders for each report when you configure the schedule publication.</p> <p>You must enter an IP address. For example, <code>\\IP_address\ShareRoot</code>. You can use the host name instead of the IP address if the host name is resolved to an IPv4 when accessed from the vRealize Operations Manager host.</p> <p>NOTE Verify that the root destination folder exists. If the folder is missing, the Network Share plug-in logs an error after 5 unsuccessful attempts.</p>

- 6 Click **Test** to verify the specified paths, credentials, and permissions.

The test might take up to a minute.

- 7 Click **Save**.

The outbound service for this plug-in starts automatically.

- 8 (Optional) To stop an outbound service, select an instance and click **Disable** on the toolbar.

This instance of the Network Share plug-in is configured and running.

What to do next

Create a report schedule and configure it to send reports to your shared folder.

Add an SNMP Trap Plug-In for vRealize Operations Manager Outbound Alerts

You add an SNMP Trap plug-in when you want to configure vRealize Operations Manager to log alerts on an existing SNMP Trap server in your environment.

All filtering of the alerts that are sent as SNMP traps must occur on the destination host. You cannot filter the alerts based on notification settings in vRealize Operations Manager.

Prerequisites

Ensure that you have an SNMP Trap server configured in your environment, and that you know the IP address or host name, port number, and community that it uses.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **SNMP Trap**.
The dialog box expands to include your SNMP trap settings.
- 4 Type an **Instance Name**.
- 5 Configure the SNMP trap settings appropriate to your environment.

Option	Description
Destination Host	IP address or fully qualified domain name of the SNMP management system to which you are sending alerts.
Port	Port used to connect to the SNMP management system. Default port is 162.
Community	Text string that allows access to the statistics. SNMP Community strings are used only by devices that support SNMPv1 and SNMPv2c protocol.

- 6 Click **Save**.
- 7 To start the outbound alert service for this plug-in, select the instance in the list and click **Enable** on the toolbar.

This instance of the SNMP Trap plug-in is configured and running.

What to do next

When the plug-in is started, the alerts are sent to the SNMP server. Verify that the server receives the SNMP traps.

Add a Smarts Service Assurance Manager Notification Plug-In for vRealize Operations Manager Outbound Alerts

You add a Smarts SAM Notification plug-in when you want to configure vRealize Operations Manager to send alert notifications to EMC Smarts Server Assurance Manager.

This outbound alert option is useful when you manage the same objects in Server Assurance Manager and in vRealize Operations Manager, and you added the EMC Smarts management pack and configured the solution in vRealize Operations Manager. Although you cannot filter the alerts sent to Service Assurance Manager in vRealize Operations Manager, you can configure the Smarts plug-in to send the alerts to the Smarts Open Integration server. You then configure the Open Integration server to filter the alerts from vRealize Operations Manager, and send only those that pass the filter test to the Smarts Service Assurance Manager service.

Prerequisites

- Verify that you configured the EMC Smarts solution. For documentation regarding EMC Smarts integration, see <https://solutionexchange.vmware.com/store>.
- Ensure that you have the EMC Smarts Broker and Server Assurance Manager instance host name or IP address, user name, and password.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Administration** icon.
- 2 Click **Outbound Settings** and click the plus sign to add a plug-in.
- 3 From the **Plug-In Type** drop-down menu, select **Smarts SAM Notification**.
The dialog box expands to include your Smarts settings.
- 4 Enter an **Instance Name**.
This is the name that identifies this instance that you select when you later configure notification rules.
- 5 Configure the Smarts SAM notification settings appropriate for your environment.

Option	Description
Broker	Type the host name or IP address of the EMC Smarts Broker that manages registry for the Server Assurance Manager instance to which you want the notifications sent.
Broker Username	If the Smarts broker is configured as Secure Broker, type the user name for the Broker account.
Broker Password	If the Smarts broker is configured as Secure Broker, type the password for the Broker user account.
SAM Server	Type the host name or IP address of the Server Assurance Manager server to which you are sending the notifications.
User Name	Type the user name for the Server Assurance Manager server instance. This account must have read and write permissions for the notifications on the Smarts server as specified in the SAM Server.
Password	Type the password for the Server Assurance Manager server account.

- 6 Click **Save**.
- 7 Modify the Smarts SAM plug-in properties file.
 - a Open the properties file at: `/usr/lib/vmware-vcops/user/plugins/outbound/vcops-smartsalert-plugin/conf/plugin.properties`
 - b Add the following string to the properties file: #
`sendByType=APPLICATION::AVAILABILITY,APPLICATION::PERFORMANCE,APPLICATION::CAPACITY,APPLICATION::COMPLIANCE,VIRTUALIZATION::AVAILABILITY,VIRTUALIZATION::PERFORMANCE,VIRTUALIZATION::CAPACITY,VIRTUALIZATION::COMPLIANCE,HARDWARE::AVAILABILITY,HARDWARE::PERFORMANCE,HARDWARE::CAPACITY,HARDWARE::COMPLIANCE,STORAGE::AVAILABILITY,STORAGE::PERFORMANCE,STORAGE::CAPACITY,STORAGE::COMPLIANCE,NETWORK::AVAILABILITY,NETWORK::PERFORMANCE,NETWORK::CAPACITY,NETWORK::COMPLIANCE`
 - c Save the properties file.
- 8 To start the outbound alert service for this plug-in, select the instance in the list and click **Enable** on the toolbar.

This instance of the Smarts SAM Notifications plug-in is configured and running.

What to do next

In Smarts Service Assurance Manager, configure your Notification Log Console to filter the alerts from vRealize Operations Manager. To configure the filtering for Service Assurance Manager, see the EMC Smarts Service Assurance Manager documentation.

Filtering Log File Outbound Messages With the TextFilter.xml File

The log file outbound plug-in in vRealize Operations Manager captures alert data. To filter the log file data, you can update the `TextFilter.xml` file to capture only the alerts meeting the filter criteria.

As a vRealize Operations Manager administrator, you want to filter the outbound alert log files based on the alert type and the subtype.

The filters are configured in the `TextFile.xml` file. The file is in one of the following locations, depending on your operating system:

- vApp or Linux. `/usr/lib/vmware-vcops/user/plugins/outbound/vcops-textfile-plugin/conf`
- Windows. `C:\vmware\vcenter-operations\vmware-vcops\user\plugins\outbound\vcops-textfile-plugin\conf`

In the file, use the following format for the filter rule.

```
<FilterRule name="AlertType">
  <AlertTypes>
    <AlertType key="AlertType1:AlertSubType1 " />
    <AlertType key="AlertType2:AlertSubType2 " />
  </AlertTypes>
</FilterRule>
```

For example, the rule to filter based on the Application type and Availability subtype uses this format.

```
<FilterRule name="AlertType">
  <AlertTypes>
    <AlertType key="ALERT_TYPE_APPLICATION_PROBLEM:ALERT_SUBTYPE_AVAILABILITY_PROBLEM " />
  </AlertTypes>
</FilterRule>
```

Configuring Notifications

Notifications are alert notifications that meet the filter criteria in the notification rules before they are sent outside vRealize Operations Manager. You configure notification rules for the supported outbound alert options so that you can filter the alerts that are sent to the selected external system.

You use the notifications list to manage your rules. You use the notification rules to limit the alerts that are sent to the external system. To use notifications, the supported outbound alert plug-ins must be added and running.

Using notification rules, you can limit the data that is sent to the following external systems.

- Standard Email. You can create multiple notification rules for various email recipients based on one or more of the filtering options. If you add recipients but do not add filtering options, all the generated alerts are sent to the recipients.
- REST. You can create a rule that limits the alerts that are sent to the target REST system so that you do not need to implement filtering on that target system.

User Scenario: Create a vRealize Operations Manager Email Alert Notification

As a virtual infrastructure administrator, you need vRealize Operations Manager to send email notifications to your advanced network engineers when critical alerts are generated for mmbhost object, the host for many virtual machines that run transactional applications, where no one has yet taken ownership of the alert.

Prerequisites

- Ensure that you have at least one alert definition for which you are sending a notification. For an example of an alert definition, see [“User Scenario: Create an Alert Definition for Department Objects,”](#) on page 51.
- Ensure that at least one instance of the standard email plug-in is configured and running. See [“Add a Standard Email Plug-In for vRealize Operations Manager Outbound Alerts,”](#) on page 65.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon.
- 2 Click **Notifications** and click the plus sign to add a notification rule.
- 3 In the **Name** text box type a name similar to **Unclaimed Critical Alerts for mmbhost**.
- 4 In the Method area, select **Standard Email Plug-In** from the drop-down menu, and select the configured instance of the email plug-in.
- 5 Configure the email options.
 - a In the **Recipients** text box, type the email addresses of the members of your advance engineering team, separating the addresses with a semi-colon (;).
 - b To send a second notification if the alert is still active after a specified amount of time, type the number of minutes in the **Notify again** text box.
 - c Type number of notifications that are sent to users in the **Max Notifications** text box.
- 6 Configure the scope of filtering criteria.
 - a From the **Scope** drop-down menu, select **Object**.
 - b Click **Click to select Object** and type the name of the object.
In this example, type **mmbhost**.
 - c Locate and select the object in the list, and click **Select**.
- 7 Configure the Notification Trigger.
 - a From the **Notification Trigger** drop-down menu, select **Impact**.
 - b From the adjacent drop-down menu, select **Health**.
- 8 In the Criticality area, click **Critical**.
- 9 Expand the Advanced Filters and from the **Alert States** drop-down menu, select **Open**.
The Open state indicates that no engineer or administrator has taken ownership of the alert.
- 10 Click **Save**.

You created a notification rule that sends an email message to the members of your advance network engineering team when any critical alerts are generated for the mmbhost object and the alert is not claimed by an engineer. This email reminds them to look at the alert, take ownership of it, and work to resolve the triggering symptoms.

What to do next

Respond to alert email notifications. See *vRealize Operations Manager User Guide*.

User Scenario: Create a vRealize Operations Manager REST Alert Notification

As a virtual infrastructure administrator, you need vRealize Operations Manager to send alerts in JSON or XML to a REST-enabled application that has REST Web service that accepts these messages. You want only alerts where the virtualization alerts that affect availability alert types go to this outside application. You can then use the provided information to initiate a remediation process in that application to address the problem indicated by the alert.

The notification configuration limits the alerts sent to the outbound alert instance to those matching the notification criteria.

Prerequisites

- Verify that you have at least one alert definition for which you are sending a notification. For an example of an alert definition, see [“User Scenario: Create an Alert Definition for Department Objects,”](#) on page 51.
- Verify that at least one instance of the REST plug-in is configured and running. See [“Add a REST Plug-In for vRealize Operations Manager Outbound Alerts,”](#) on page 66.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon.
- 2 Click **Notifications** and click the plus sign to add a notification rule.
- 3 In the **Name** text box type a name similar to **Virtualization Alerts for Availability**.
- 4 In the Method area, select **REST Plug-In** from the drop-down menu, and select the configured instance of the email plug-in.
- 5 Configure the Notification Trigger.
 - a From the **Notification Trigger** drop-down menu, select **Alert Type**.
 - b Click **Click to select Alert type/subtype** and select **Virtualization/Hypervisor Alerts Availability**.
- 6 In the Criticality area, click **Warning**.
- 7 Expand the Advanced Filters and from the **Alert Status** drop-down menu, select **New**.
The New status indicates that the alert is new to the system and not updated.
- 8 Click **Save**.

You created a notification rule that sends the alert text to the target REST-enabled system. Only the alerts where the configured alert impact is Virtualization/Hypervisor Availability and where the alert is configured as a warning are sent to the target instance using the REST plug-in.

Defining Compliance Standards

Compliance is used to monitor objects to ensure that the settings on the object meet defined standards. You can use vRealize Operations Manager alert definitions to create compliance standards that notify you when an object does not meet a required standard.

The compliance standards that you define in vRealize Operations Manager are based on alert definitions. The generated alerts appear as alerts and as compliance standards on the Compliance tab.

User Scenario: Define a Compliance Standard for Custom Standards

As a virtual infrastructure administrator, you are responsible for host systems and virtual machines in your environment. To ensure the compliance of your host systems, you create a compliance standard based on an alert definition to notify you when SSH is not running or if the host version is not 5.5.

In vRealize Operations Manager you can configure an alert definition to act as a compliance standard. Any alert definition that you configure with a compliance subtype appears on the **Compliance** tab.

For most alert definitions, the best practice is to avoid adding too many symptoms to the definition. When you create an alert definition as a compliance standard, you add all the relevant symptom definitions to the standard. Each symptom is a rule in the standards.

In this scenario, only two symptoms are added to the alert definition.

Procedure

- 1 [User Scenario: Configure Basic Information for the Host Compliance Standard](#) on page 75
To create an alert definition that is also a compliance standard, you first configure the name, base object type, and the alert impact.
- 2 [User Scenario: Add Symptoms to the Host Compliance Standard](#) on page 76
You add symptoms and recommendations to the alert definition so that when the host system compliance alert is generated, the symptoms appear as rules on the Compliance tab.

User Scenario: Configure Basic Information for the Host Compliance Standard

To create an alert definition that is also a compliance standard, you first configure the name, base object type, and the alert impact.

The name of the alert is the name of the standard on the Compliance tab.

Procedure

- 1 In the left pane of vRealize Operations Manager, click the **Content** icon.
- 2 Click **Alert Definitions** and click the plus sign to add a definition.
- 3 Type a name and description.
In this scenario, enter **Organization Host Compliance Standards**.
- 4 Click **Base Object Type**, expand **vCenter Adapter** in the drop-down menu, and select **Host System**.
- 5 Click **Alert Impact** and configure the metadata for this alert definition.
 - a From the **Impact** drop-down menu, select **Risk**.
 - b From the **Criticality** drop-down menu, select **Symptom Based**.
 - c From the **Alert Type and Subtype** drop-down menu, expand **Virtualization/Hypervisor** and select **Compliance**.
Any alert where you use the Compliance subtype is processed as a compliance standard.
 - d Configure the **Wait Cycle** and **Cancel Cycle** with a value of **1**.

What to do next

Add the symptoms that act as the compliance rules. See [“User Scenario: Add Symptoms to the Host Compliance Standard,”](#) on page 76.

User Scenario: Add Symptoms to the Host Compliance Standard

You add symptoms and recommendations to the alert definition so that when the host system compliance alert is generated, the symptoms appear as rules on the Compliance tab.

Prerequisites

Configure the name, host object type, and alert impact setting for the alert so that it appears as a compliance standard. See [“User Scenario: Add Symptoms to the Host Compliance Standard,”](#) on page 76.

Procedure

- 1 In the Alert Definition Workspace window, click **Add Symptom Definitions** and add the SSH symptom.
 - a From the **Symptom Definition Type** drop-down menu, select **Property**.
 - b In the **Quick Filter** search text box, enter **ssh**.
 - c Drag the **SSH service is running** symptom to the symptoms workspace.
- 2 If you do not have a property symptom definition that specifies 5.5 as the host system version, click the plus sign and create the symptom.
 - a On the Add Symptom Definition window, enter **version** in the **Filter** text box.
 - b Expand **Summary** and drag **Version** to the workspace.
 - c In the **Symptom Definition Name** text box, enter **Host version does not start with 5.5**.
 - d From the property operator drop-down menu, select **Starts with**.
 - e In the **Enter Value** text box, enter **5.5**.
 - f Change the **Wait Cycle** and **Cancel Cycle** values to **1**.
 - g Click **Save**.
- 3 Drag the **Host version does not start with 5.5** symptom to the symptom set that contains the **SSH service is running** symptom.
- 4 For the symptom set, select **Any** in the **This symptom set is true when** drop-down menu.
- 5 Click **Add Recommendations** and create the recommendations for the standard.
 - a Click the plus sign to add a recommendation.
 - b Enter a recommendation in the text box.
 For example, **Turn on the SSH service** and **Upgrade the host operating system**. If you have a local runbook, you can provide a link to your local instructions.
 - c Click **Save**.
 - d Drag the recommendation to the workspace.
- 6 Click **Save**.

If one of the symptom conditions becomes true, the symptom is triggered and the compliance alert is generated for the object. Because the alert definition includes the Compliance subtype, the generated alert appears as a compliance standard on the Compliance tab.

What to do next

Review the Compliance tab for standards that indicate that objects are out of compliance. See the *vRealize Operations Manager User Guide*.

Operational Policies

Determine how to have vRealize Operations Manager monitor your objects, and how to notify you about problems that occur with those objects.

vRealize Operations Manager Administrators assign policies to object groups and applications to support Service Level Agreements (SLAs) and business priorities. When you use policies with object groups, you ensure that the rules defined in the policies are quickly put into effect for the objects in your environment.

With policies, you can:

- Enable and disable alerts.
- Control data collections by persisting or not persisting metrics on the objects in your environment.
- Configure the product analytics and thresholds.
- Monitor objects and applications at different service levels.
- Prioritize policies so that the most important rules override the defaults.
- Understand the rules that affect the analytics.
- Understand which policies apply to object groups.

vRealize Operations Manager includes a library of built-in active policies that are already defined for your use. vRealize Operations Manager applies these policies in priority order.



Create Operational Policies (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_create_policies_vrom)

When you apply a policy to an object group, vRealize Operations Manager collects data from the objects in the object group based on the thresholds, metrics, super metrics, attributes, properties, alert definitions, and problem definitions that are enabled in the policy.

The following examples of policies might exist for a typical IT environment.

- Maintenance: Optimized for ongoing monitoring, with no thresholds or alerts.
- Critical Production: Production environment ready, optimized for performance with sensitive alerting.
- Important Production: Production environment ready, optimized for performance with medium alerting.
- Batch Workloads: Optimized to process jobs.
- Test, Staging, and QA: Less critical settings, fewer alerts.
- Development: Less critical settings, no alerts.
- Low Priority: Ensures efficient use of resources.
- Default Policy: Default system settings.

Managing and Administering Policies for vRealize Operations Manager

A policy is a set of rules that you define for vRealize Operations Manager to use to analyze and display information about the objects in your environment. You can create, modify, and administer policies to determine how vRealize Operations Manager displays data in dashboards, views, and reports.

How Policies Relate to Your Environment

vRealize Operations Manager policies support the operational decisions established for your IT infrastructure and business units. With policies, you control what data vRealize Operations Manager collects and reports on for specific objects in your environment. Each policy can inherit settings from other policies, and you can customize and override various analysis settings, alert definitions, and symptom definitions for specific object types, to support the service Level agreements and business priorities established for your environment.

When you manage policies, you must understand the operational priorities for your environment, and the tolerances for alerts and symptoms to meet the requirements for your business critical applications. Then, you can configure the policies so that you apply the correct policy and threshold settings for your production and test environments.

Policies define the settings that vRealize Operations Manager applies to your objects when it collects data from your environment. vRealize Operations Manager applies policies to newly discovered objects, such as the objects in an object group. For example, you have an existing VMware adapter instance, and you apply a specific policy to the group named World. When a user adds a new virtual machine to the vCenter Server instance, the VMware adapter reports the virtual machine object to vRealize Operations Manager. The VMware adapter applies the same policy to that object, because it is a member of the World object group.

To implement capacity policy settings, you must understand the requirements and tolerances for your environment, such as CPU use. Then, you can configure your object groups and policies according to your environment.

- For a production environment policy, a good practice is to configure higher performance settings, and to account for peak use times.
- For a test environment policy, a good practice is to configure higher utilization settings.

vRealize Operations Manager applies policies in priority order, as they appear on the Active Policies tab. When you establish the priority for your policies, vRealize Operations Manager applies the configured settings in the policies according to the policy rank order to analyze and report on your objects. To change the priority of a policy, you click and drag a policy row. The default policy is always kept at the bottom of the priority list, and the remaining list of active policies starts at priority 1, which indicates the highest priority policy. When you assign an object to be a member of multiple object groups, and you assign a different policy to each object group, vRealize Operations Manager associates the highest ranking policy with that object.

Table 3-3. Configurable Policy Rule Elements

Policy Rule Elements	Thresholds, Settings, Definitions
Workload	Enable or disable the demand for memory, CPU, and disk space. Enable or disable the rates for network I/O and datastore I/O, and set the vSphere configuration limit. Configure symptom thresholds for the Workload badge score.
Anomalies	Configure symptom thresholds for the Anomalies badge score.
Faults	Configure symptom thresholds for the Faults badge score.

Table 3-3. Configurable Policy Rule Elements (Continued)

Policy Rule Elements	Thresholds, Settings, Definitions
Capacity Remaining and Time Remaining	Enable or disable the demand and allocation for memory, CPU, and disk space. Enable or disable the rates for network I/O and datastore I/O, and set the vSphere configuration limit. Account for peak times, account for committed projects, which affect the time remaining, and set the provisioning time buffer. Configure thresholds for the Capacity and Time Remaining badge scores.
Stress	Enable or disable the demand for memory and CPU. Enable or disable the rates for network I/O and datastore I/O, and set the vSphere configuration limit. Configure symptom thresholds for the stress badge score.
Reclaimable Capacity	Set the recommended oversize percentage, and the idle and powered off time percentages. Configure symptom thresholds for the Reclaimable Capacity badge score.
Density	Configure symptom thresholds for the Density badge score.
Time	Track the use of objects, and select the maintenance schedule.
Attributes	<p>An attribute is a collectible data component. You can enable or disable metric, property, and super metric attributes for collection, and set attributes as key performance indicators (KPIs). A KPI is the designation of an attribute that indicates that the attribute is important in your own environment.</p> <p>vRealize Operations Manager treats KPIs differently from other attributes. Threshold violations by a KPI generate different types of alerts from non-KPI attributes.</p> <p>When a KPI violates a threshold, vRealize Operations Manager examines the events that preceded the violation. If it finds enough related information, vRealize Operations Manager captures the set of events that preceded the violation as a fingerprint. If it finds a similar series of events in the future, it can issue a predictive alert warning that the KPI violation is likely to occur.</p>
Alert Definitions	Enable or disable combinations of symptoms and recommendations to identify a condition that classifies as a problem.
Symptom Definitions	Enable or disable test conditions on properties, metrics, or events.

Privileges To Create, Modify, and Prioritize Policies

You must have privileges to access specific features in the vRealize Operations Manager user interface. The roles associated with your user account determine the features you can access and the actions you can perform.

To set the policy priority, on the Active Policies tab, click the policy row and drag it to place it at the desired priority in the list. The priority for the Default Policy is always designated with the letter D.

How Upgrades Affect Your Policies

If you upgrade vRealize Operations Manager from a previous version, you must analyze your existing policies and modify the settings to optimize them for your current environment. If you apply the policies used with a previous version of vRealize Operations Manager, the policy settings remain unaltered.

Policy Decisions and Objectives

Implementing policy decisions in vRealize Operations Manager is typically the responsibility of the Infrastructure Administrator or the Virtual Infrastructure Administrator, but users who have privileges can also create and modify policies.

You must be aware of the policies established to analyze and monitor the resources in your IT infrastructure.

- As a Virtual Infrastructure Administrator who manages and troubleshoots an IT infrastructure, you must understand how policies associated with objects affect the scores that appear in vRealize Operations Manager, so that you can configure the approved policies based on your company decisions and requirements.

- If you are a Network Operations engineer, you must understand how policies affect the data that vRealize Operations Manager reports on objects, and which policies assigned to objects report alerts and issues.
- If you are the person whose role is to recommend an initial setup for policies, you typically edit and configure the policies in vRealize Operations Manager.
- If your primary role is to assess problems that occur in your environment, but you do not have the responsibility to change the policies, you must still understand how the policies applied to objects affect the data that appears in vRealize Operations Manager. For example, you might need to know which policies apply to objects that are associated with particular alerts.
- If you are a typical application user who receives reports from vRealize Operations Manager, you must have a high-level understanding of the operational policies so that you can understand the reported data values.

Default Policy in vRealize Operations Manager

The default policy is a set of rules that applies to the majority of your objects.

The Default policy appears on the **Active Policies** tab, and is marked with the letter D in the Priority column. The Default policy can apply to any number of objects.

The Default policy always appears at the bottom in the list of policies, even if that policy is not associated with an object group. When an object group does not have a policy applied, vRealize Operations Manager associates the Default policy with that group.

A policy can inherit the Default policy settings, and those settings can apply to various objects under several conditions.

The policy that is set to Default always takes the lowest priority. If you attempt to set two policies as the Default policy, the first policy that you set to Default is initially set to the lowest priority. When you set the second policy to Default, that policy then takes the lowest priority, and the earlier policy that you set to Default is set to the second lowest priority.

You can use the Default policy as the base policy to create your own custom policy. You modify the default policy settings to create a policy that meets your analysis and monitoring needs. When you start with the Default policy, your new policy inherits all of the settings from the Default base policy. You can then customize your new policy and override these settings.

The data adapters and solutions installed in vRealize Operations Manager provide a collective group of base settings that apply to all objects. In the policy navigation tree on the **Policy Library** tab, these settings are called Base Settings. The Default policy inherits all of the base settings by default.

Custom Policies

You can customize the default policy and base policies included with vRealize Operations Manager for your own environment. You can then apply your custom policy to groups of objects, such as the objects in a cluster, or virtual machines and hosts, or to a group that you create to include unique objects and specific criteria.

You must be familiar with the policies so that you can understand the data that appears in the user interface, because policies drive the results that appear in the vRealize Operations Manager dashboards, views, and reports.

To determine how to customize operational policies and apply them to your environment, you must plan ahead. For example:

- Must you track CPU allocation? If you overallocate CPU, what percentage must you apply to your production and test objects?
- Will you overallocate memory or storage? If you use High Availability, what buffers must you use?

- How do you classify your logically defined workloads, such as production clusters, test or development clusters, and clusters used for batch workloads? Or, do you include all clusters in a single workload?
- How do you capture peak use times or spikes in system activity? In some cases, you might need to reduce alerts so that they are meaningful when you apply policies.

When you have privileges applied to your user account through the roles assigned, you can create and modify policies, and apply them to objects. For example:

- Create a policy from an existing base policy, inherit the base policy settings, then override specific settings to analyze and monitor your objects.
- Use policies to analyze and monitor vCenter Server objects and non-vCenter Server objects.
- Set custom thresholds for analysis settings on all object types to have vRealize Operations Manager report on workload, anomalies, faults, capacity, stress, and so on.
- Enable specific attributes for collection, including metrics, properties, and super metrics.
- Enable or disable alert definitions and symptom definitions in your custom policy settings.
- Apply the custom policy to object groups.

When you use an existing policy to create a custom policy, you override the policy settings to meet your own needs. You set the allocation and demand, the overcommit ratios for CPU and memory, and the thresholds for capacity risk and buffers. To allocate and configure what your environment is actually using, you use the allocation model and the demand model together. Depending on the type of environment you monitor, such as a production environment versus a test or development environment, whether you over allocate at all and by how much depends on the workloads and environment to which the policy applies. You might be more conservative with the level of allocation in your test environment and less conservative in your production environment.

vRealize Operations Manager applies policies in priority order, as they appear on the Active Policies tab. When you establish the priority for your policies, vRealize Operations Manager applies the configured settings in the policies according to the policy rank order to analyze and report on your objects. To change the priority of a policy, you click and drag a policy row. The default policy is always kept at the bottom of the priority list, and the remaining list of active policies starts at priority 1, which indicates the highest priority policy. When you assign an object to be a member of multiple object groups, and you assign a different policy to each object group, vRealize Operations Manager associates the highest ranking policy with that object.

Your policies are unique to your environment. Because policies direct vRealize Operations Manager to monitor the objects in your environment, they are read-only and do not alter the state of your objects. For this reason, you can override the policy settings to fine-tune them until vRealize Operations Manager displays the results that are meaningful and that affect for your environment. For example, you can adjust the capacity buffer settings in your policy, and then view the data that appears in the dashboards to see the effect of the policy settings.

Policies Provided with vRealize Operations Manager

vRealize Operations Manager includes sets of policies that you can use to monitor your environment, or as the starting point to create your own policies.

Verify that you are familiar with the policies provided with vRealize Operations Manager so that you can use them in your own environment, and to include settings in new policies that you create.

Where You Find the Policies Provided with vRealize Operations Manager Policies

Click **Administration**, click **Policies**, click the **Policy Library** tab. To see the policies provided with vRealize Operations Manager, expand the Base Settings policy.

Policies That vRealize Operations Manager Includes

All policies exist under the Base Settings, because the data adapters and solutions installed in your vRealize Operations Manager instance provide a collective group of base settings that apply to all objects. In the policy navigation tree on the **Policy Library** tab, these settings are called Base Settings.

The Base Settings policy is the umbrella policy for all other policies, and appears at the top of the policy list in the policy library. All of the other policies reside under the Base Settings, because the data adapters and solutions installed in your vRealize Operations Manager instance provide a collective group of base settings that apply to all objects.

The Config Wizard Based Policy set includes policies provided with vRealize Operations Manager that you use for specific settings on objects to report on your objects. The Config Wizard Based Policy set includes several types of policies:

- Capacity Management policies for Network I/O and Storage I/O
- Efficiency alerts policies for infrastructure objects and virtual machines
- Health alerts policies for infrastructure objects and virtual machines
- Overcommit policies for CPU and Memory
- Risk alerts policies for infrastructure objects and virtual machines

The Default Policy includes a set of rules that applies to the majority of your objects.

The VMware Management Policies set includes policies that you use for your type of environment, such as production as opposed to test and development. These policies contain settings that monitor for peak periods, batch and interactive workloads, and demand and allocation models. The VMware Management Policies set provided with vRealize Operations Manager include the following policies:

Table 3-4. Functions of VMware Management Policies

VMware Management Policy	What it does
VMware Excludes over-sized analysis	Does not calculate reclaimable capacity from oversized virtual machines
VMware Optimized for 15-minute peak periods	Configured to cause capacity alerts for workloads that spike for 15 minutes.
VMware Optimized for 30-minute peak periods	Configured to cause capacity alerts for workloads that spike for 30 minutes.
VMware Policy for Batch workloads	Optimized for batch workloads that run less than four hours.
VMware Policy for Interactive workloads	Configured to be sensitive toward interactive workloads, such as a desktop or Web server, based on 15-minute peaks with large buffers.
VMware Production Policy (Demand only)	Optimized for production loads, without using allocation limits, to obtain the most capacity.
VMware Production Policy (with Allocation)	Optimized for production loads that require the demand and allocation capacity models.
VMware Production Policy (without Allocation)	Optimized for production loads that require demand capacity models, and provides the highest overcommit without contention.
VMware Test and Dev Policy (without Allocation).	Optimized for Dev and Test environments to maximize capacity without causing significant contention, because it does not include capacity planning at the virtual machine level.

User Scenario: Create a Custom Operational Policy for a vSphere Production Environment

As a system administrator of vRealize Operations Manager, you are responsible for ensuring that the objects in your vSphere environment conform to specific policies. You must ensure that your objects have enough memory and CPU to support your Test, Development, and Production environments.

Large IT environments might include four to six production environments that are organized according to object types, with a minor policy applied to each area. These large environments typically include a default policy, a single production policy that applies to the entire environment, and individual policies for dedicated areas.

You typically apply a default policy to most of the objects in your environment. To have vRealize Operations Manager monitor and analyze dedicated groups of objects, you create a separate policy for each object group, and make only minor changes in the settings for that policy. For example, you might apply a default operational policy for all of the objects in your vSphere production environment, but you also need to closely track the health and risk of virtual SQL Server instances, including their capacity levels. To have vRealize Operations Manager analyze only the virtual SQL Server instances, and to monitor them, you create a separate, dedicated policy and apply that policy to that group of objects. The settings in the policy that you create to monitor the virtual SQL Server instances differs only slightly from the main production policy.

This scenario shows you how to use multiple policies to analyze and monitor specific objects, so that you can manage them to ensure continuous operation. In this scenario, your vSphere production environment is one part of your overall production environment. You must create a custom operational policy to monitor the virtual SQL Server objects in your vSphere production environment.

Prerequisites

- Understand the purpose of using a policy. See [“Managing and Administering Policies for vRealize Operations Manager,”](#) on page 78.
- Verify that your vRealize Operations Manager instance is working properly.
- Verify that your vRealize Operations Manager instance includes the Default Policy and one or more other policies. See [“Default Policy in vRealize Operations Manager,”](#) on page 80.
- Understand the sections and elements in the policy, such as the attributes, alert and symptom definitions, and how the policy inherits settings from the base policies that you select. See [“Policy Workspace in vRealize Operations Manager,”](#) on page 99.
- Understand the analysis settings in the policy, such as capacity remaining and stress on hosts and virtual machines, and the actions used to override the settings inherited from the base policies. See the vRealize Operations Manager Information Center.

Procedure

- 1 [User Scenario: Determine the vSphere Operational Requirements](#) on page 84
You must continuously monitor the capacity levels of your virtual SQL Server machines, and have vRealize Operations Manager notify you about any degradation in the performance of these objects. You want vRealize Operations Manager to notify you 60 days before these objects begin to experience problems with their capacity levels.
- 2 [User Scenario: Create a Policy to Meet vSphere Operational Needs](#) on page 85
You will create an operational policy for your virtual SQL Server instances, where only these settings differ from the main production policy. In this policy, you change the memory and CPU settings for specific objects. You then configure vRealize Operations Manager to send alerts to you when the performance degrades on your virtual SQL Servers.

- 3 [User Scenario: Configure the Custom Policy Settings to Analyze and Report on vSphere Objects](#) on page 87

You use different policy requirements for your Development, Test, and Production environments so that you can configure the specific policy settings for vRealize Operations Manager to analyze and report on your objects, including your virtual SQL Servers.

- 4 [User Scenario: Apply the Custom Policy to vSphere Object Groups](#) on page 88

You create an object group type to categorize your virtual SQL Server machines. Then you create an object group that contains your virtual SQL Server machines, and apply your custom policy to this group of SQL Server virtual machine objects.

What to do next

After you finish this scenario, you must wait for vRealize Operations Manager to collect data from the objects in your environment. When a violation of the policy thresholds occur, vRealize Operations Manager sends an alert to notify you of the problem. If you continuously monitor the state of your objects, you are always aware of the state of the objects in your environment, and do not need to wait for vRealize Operations Manager to send alerts.

Create a custom dashboard so that you can monitor the virtual SQL Server objects and address problems that occur. See [“Using vRealize Operations Manager Dashboards,”](#) on page 29.

User Scenario: Determine the vSphere Operational Requirements

You must continuously monitor the capacity levels of your virtual SQL Server machines, and have vRealize Operations Manager notify you about any degradation in the performance of these objects. You want vRealize Operations Manager to notify you 60 days before these objects begin to experience problems with their capacity levels.

Your VP of Infrastructure has defined a default operational policy and a main production policy for all of the objects in your production environment, and your IT Director has applied these policies to your production environments. Although the main production policy handles the operational monitoring needs for most of your objects, your manager requires that you be notified about any degradation in the performance of your production virtual SQL Server machines. You have vRealize Operations Manager continuously monitor the capacity levels of your virtual SQL Servers so that you can address problems that occur. You have vRealize Operations Manager notify you 60 days before your virtual SQL Servers begin to experience problems with their capacity levels.

Your IT department divided objects into dedicated groups that support the Development, Test, and Production areas. You must use vRealize Operations Manager to continually track and assess the health and risk of the objects in each of these areas.

In this scenario, you create an operational management policy to analyze, monitor, and troubleshoot your objects. You then monitor the results in custom dashboards.

You must first determine the vSphere operational requirements so that you can understand the analysis settings required for your policy. You can then create a policy to monitor your virtual SQL Server objects, and configure the custom policy to include minor differences in the settings for the main production policy.

When you create the custom policy to analyze and monitor your virtual SQL Servers, you configure the analysis settings so that vRealize Operations Manager analyzes specific objects and report the results in the dashboards. You then apply the policy to groups of virtual SQL Server objects.

Prerequisites

Verify that the following conditions are met:

- You understand the context of this scenario. See [“User Scenario: Create a Custom Operational Policy for a vSphere Production Environment,”](#) on page 83.

- A default policy and a main production policy are in effect for all of the objects in your vSphere production environment.

Procedure

- 1 Determine the operational requirements for your vSphere production environment.
In this scenario, the following requirements will be applied to the environment.
- 2 Develop a plan to create a custom operational policy that meets the requirements to analyze and monitor the objects in your environment.
 - a Ensure that virtual SQL Servers continuously have adequate memory and CPU capacity.
 - b Ensure that you do not overcommit memory on your production virtual SQL Servers.
 - c Overcommit only a small percentage of the CPUs on your SQL Servers.
In this scenario, you set the value to 2. In some production environments, a typical value might be 4.
 - d Ensure that vRealize Operations Manager alerts you if the capacity of your virtual SQL Servers drops below the defined thresholds.
 - e Set the Co-Stop value on your production virtual SQL Servers to an acceptable level so that the SQL Servers do not experience delay because of CPU scheduling contention.
 - f Determine whether to overcommit compute resources for certain ratios.

After you plan the custom policy requirements, you can implement the policy.

What to do next

Create an operational policy for your virtual SQL Server instances.

User Scenario: Create a Policy to Meet vSphere Operational Needs

You will create an operational policy for your virtual SQL Server instances, where only these settings differ from the main production policy. In this policy, you change the memory and CPU settings for specific objects. You then configure vRealize Operations Manager to send alerts to you when the performance degrades on your virtual SQL Servers.

In this procedure, you create a dedicated policy for a subset of virtual SQL Server objects, and change settings for the memory and CPU capacity for your virtual SQL Server instances. At this point in the scenario, your custom policy has only minor differences from the production policy.

The difference between the main production policy and your virtual SQL Server policy is in the overcommitment of compute resources. For the SQL Server policy, you do not overcommit compute resources. You have the SQL server policy inherit most of the settings from your overall production policy, except that you change the capacity settings that apply directly to the virtual SQL servers.

After you apply the main production policy to your entire production environment, you create the dedicated policy, have it inherit settings from the main policy, and make minor changes to settings in the dedicated policy to adjust the capacity levels for your virtual SQL Servers.

To create this policy, you choose a cluster that contains the data center and the vCenter Server that will use this policy. You make minor changes for all of the objects, including the cluster, data center, host system, resource pools, and the virtual machine resource containers.

Prerequisites

Verify that the following conditions are met:

- You know the vSphere operational requirements. See [“User Scenario: Determine the vSphere Operational Requirements,”](#) on page 84.

- A default policy is in effect for your entire production environment of vSphere objects.

Procedure

- 1 In vRealize Operations Manager, select **Administration > Policies**.
The **Active Policies** tab displays the current policies in effect.
- 2 Click the **Policy Library** tab, and click the plus sign to add a custom policy.
- 3 In the workspace navigation pane, click **Getting Started** and define the basic information for the policy.
 - a In the **Name** text box, enter **vSphere Production Virtual SQL Servers**.
 - b In the **Description** text box, enter **Analyze capacity of virtual SQL Servers**.
 - c To start with a base policy, select **Default Policy** from the **Start with** drop-down menu.
- 4 View the policy configuration settings.
 - a In the policy workspace, click **Select Base Policies**.
 - b To view the policy configuration for virtual machine objects, click the **Show changes for** drop-down menu, click **vCenter Adapter - Virtual Machine**, and click the **Show object type** filter.
The Virtual Machine policy configuration appears in the right pane.
 - c To view the inherited settings, in the Policy Preview pane, click **Configuration inherited from base policy**.
- 5 In the workspace navigation, click **Analysis Settings**.
- 6 In the workspace navigation, add the following object types to the list so that you can change their settings.
 - a Click the drop-down arrow, click **vCenter Adapter - Cluster Compute Resource**, and click the filter.
 - b Click the drop-down arrow, click **vCenter Adapter - Data Center**, and click the filter.
 - c Click the drop-down arrow, click **vCenter Adapter - Host System**, and click the filter.
 - d Click the drop-down arrow, click **vCenter Adapter - Resource Pool**, and click the filter.
 - e Click the drop-down arrow, click **vCenter Adapter - Virtual Machine**, and click the filter.
 The analysis settings for these object types appear in the right pane.
- 7 On the Cluster Compute Resource bar, click the double arrows to expand the list of analysis settings.
- 8 Locate **Capacity Remaining Time Remaining** and click the lock button to enable changes.
- 9 In the resource table, set the overcommit for Memory Allocation value to **0** so that vRealize Operations Manager does not overcommit these objects for your SQL Server policy.
- 10 In the resource table, set the overcommit ratio for CPU Allocation to **2** so that vRealize Operations Manager overcommits a 2:1 ratio for CPU allocation on each SQL Server.
- 11 Repeat [Step 7](#) through [Step 10](#) for each object type that you added to the right pane.
- 12 Click **Save**.

You created a policy and made minor changes to settings so that vRealize Operations Manager can analyze and report on your SQL Server objects.

What to do next

Configure the alert definitions and symptom definitions for your SQL Server policy. You will apply the policy to your SQL Server object groups.

User Scenario: Configure the Custom Policy Settings to Analyze and Report on vSphere Objects

You use different policy requirements for your Development, Test, and Production environments so that you can configure the specific policy settings for vRealize Operations Manager to analyze and report on your objects, including your virtual SQL Servers.

This scenario presents several typical cases where you might be required to differentiate between the policy requirements for Development, Test, and Production environments.

- For your Development and Test environments, you might not be concerned if the objects in these environments experience network redundancy loss, but you do care when the objects fail. In this case, you locate the Physical NIC link state alert definition, double-click the state, and set it to Disabled.
- For a Test environment, you might not be concerned if your virtual machines demand more memory and CPU capacity than what is actually configured, because workloads can vary in test environments.
- For a Production environment, your virtual machines might require more memory than you have configured, which might cause a problem with the performance and reliability of your production environment.

In this procedure, you override the symptom definition threshold value for the Co-Stop performance of your virtual machines.

Prerequisites

Verify that the following conditions are met:

- You created a custom policy for your virtual SQL Servers. See [“User Scenario: Create a Policy to Meet vSphere Operational Needs,”](#) on page 85.
- You understand the Co-Stop CPU performance metric for virtual machines. This metric represents the percentage of time that a virtual machine is ready to run, but experiences delay because of co-virtual CPU scheduling contention. Co-Stop is one of several performance metrics for virtual machines that also include Run, Wait, and Ready.
- The alert definition named Virtual machine has high CPU contention caused by Co-Stop, exists.
- Symptom definitions exist to track the critical, immediate, and warning levels of CPU Co-Stop on the virtual machines. For example, the critical level for virtual machine CPUs that experience contention more than 15% of the time is set to 15% by default, as measured by the Co-Stop metric. The default threshold level for Immediate is 10%, and for warning is 5%. However, in your production policy for your production virtual machines, you manage the critical level at 3%.

Procedure

- 1 On the **Policy Library** tab, locate your vSphere Production Virtual SQL Servers policy, and click the pencil to edit the policy.

The Edit Monitoring Policy workspace appears.

- 2 In the workspace, click **Override Alert / Symptom Definitions**.
- 3 On the Alert Definitions pane, enable the Co-Stop alert definition to notify you about high CPU contention on your virtual machines.
 - a In the Object Type drop-down menu, select **vCenter Adapter** and **Virtual Machine**.
 - b In the **Search** text box, enter **stop** to display only the alert definitions that relate to the Co-Stop performance metric for virtual machines.
 - c For the Alert definition named Virtual machine has high CPU contention caused by Co-Stop, click the **State** drop-down menu and click **Enabled**.

- 4 In the Symptom Definitions pane, modify the critical Co-Stop level for virtual machines so that vRealize Operations Manager triggers an alert based on the threshold level defined for this symptom.
 - a In the Object Type drop-down menu, click **vCenter Adapter** and **Virtual Machine**.
 - b In the **Search** text box, enter **stop** to display the symptom definitions that apply to the Co-Stop performance metric for virtual machines.
 - c For the symptom definition named **Virtual Machine CPU Co-stop is at Critical level**, click the **State** drop-down menu and click **Enabled**.
 - d Click the **Condition** drop-down menu, and click **Override**.
 For a production policy, a typical critical threshold value is **>3**. For a development or test environment policy, a typical critical threshold value is **>10**.
 - e In the Override Symptom Definition Threshold dialog box, enter **>3** to change the threshold value, and click **Apply**.
- 5 Modify the immediate Co-Stop level for virtual machines.
 - a For the symptom definition named **Virtual Machine CPU Co-stop is at Immediate level**, click the **State** drop-down menu and click **Enabled**.
 - b Click the **Condition** drop-down menu, and click **Override**.
 - c In the Override Symptom Definition Threshold dialog box, enter **>2** to change the threshold value, and click **Apply**.
- 6 Modify the warning Co-Stop level for virtual machines.
 - a For the symptom definition named **Virtual Machine CPU Co-stop is at Warning level**, click the **State** drop-down menu and click **Enabled**.
 - b Click the **Condition** drop-down menu, and click **Override**.
 - c In the Override Symptom Definition Threshold dialog box, enter **>1** to change the threshold value, and click **Apply**.
- 7 Click **Save** to save your policy.

You changed the Co-Stop CPU performance metric for virtual machines to minimize the delay on your SQL Server virtual machines because of CPU scheduling contention.

What to do next

Create a group type to use to categorize your group of virtual SQL Servers, create an object group that contains your virtual SQL Servers, and apply the policy to your object group.

User Scenario: Apply the Custom Policy to vSphere Object Groups

You create an object group type to categorize your virtual SQL Server machines. Then you create an object group that contains your virtual SQL Server machines, and apply your custom policy to this group of SQL Server virtual machine objects.

To have vRealize Operations Manager analyze your SQL Server machines according to the performance criteria in your custom policy, you must apply the custom policy to your group of SQL Server objects.

For this scenario, you create a static object group that contains your SQL Server virtual machines. In your own environment, you might need to create a dynamic object group so that vRealize Operations Manager discovers new SQL Server instances that become available to analyze and report on.

Prerequisites

You configured the custom policy settings for your virtual SQL Server machines. See [“User Scenario: Configure the Custom Policy Settings to Analyze and Report on vSphere Objects,”](#) on page 87.

Procedure

- 1 To create a group type for your virtual SQL Servers, click **Content** in the left pane, and click **Group Types**.
- 2 Click the plus sign to add a new object group type, and type **vSphere Production Virtual Machines**.
You use this group type to categorize your SQL Server virtual machines for analysis.
- 3 Click **Environment** in the left pane, and click **Custom Groups**.
A folder that corresponds to the group type that you just created appears in the list.
- 4 Click the folder named **vSphere Production Virtual Machines**, and click the plus sign to add a new object group.
- 5 In the New Group dialog box, add your SQL Server virtual machines.
 - a In the **Name** text box, type **vSphere Production SQL Server Virtual Machines**.
 - b From the **Group Type** drop-down menu, select **vSphere Production Virtual Machines**.
 - c From the **Policy** drop-down menu, select **vSphere Production Virtual SQL Servers**.
 - d In the object type drop-down menu in the Define Membership Criteria pane, expand **vCenter Adapter** and click **Virtual Machine**.
- 6 Click **OK** to save your object group.
After vRealize Operations Manager collects data, the **Groups** tab displays the status for the health, risk, and efficiency of the virtual machines in the object group.

You created an object type and object group to have vRealize Operations Manager analyze and report on the status of your SQL Server virtual machines.

What to do next

Create a custom dashboard so that you can view the status of your virtual SQL Servers and address problems that occur. See [“Using vRealize Operations Manager Dashboards,”](#) on page 29.

Configure a modeling project that includes capacity planning scenarios for your production virtual SQL Servers to have vRealize Operations Manager monitor the capacity trends on these objects and notify you 60 days before your virtual SQL Servers experience capacity problems. See the vRealize Operations Manager Information Center.

Have vRealize Operations Manager report on the CPU use and memory use of your virtual machines on a regular schedule, and send the reports to you.

User Scenario: Create an Operational Policy for Production vCenter Server Datastore Objects

As a Virtual Infrastructure Administrator, you manage the policies used for vRealize Operations Manager to analyze objects in your environment, collect data from those objects, and display that data in dashboards, views, and reports. Your IT staff added new datastore objects to your environment, and your responsibility is to ensure that the new datastore objects adhere to the policy requirements from the VP of Infrastructure for your test and production environments.

In this scenario, you create a policy to have vRealize Operations Manager monitor the disk space use of your production datastore objects. You create a group type and custom object group for the datastore objects, and apply your policy to your object group. After vRealize Operations Manager collects data from the datastore objects in your environment according to the settings in your policy, you view the collected data and any potential alerts in the dashboards to confirm whether the disk space use is in compliance for your datastore objects.

Prerequisites

- Understand the purpose of using a policy. See [“Managing and Administering Policies for vRealize Operations Manager,”](#) on page 78.
- Verify that your vRealize Operations Manager instance is working properly.
- Verify that one or more custom object groups and group types exist in your vRealize Operations Manager instance. See [“Managing Custom Object Groups in VMware vRealize Operations Manager,”](#) on page 23.
- Verify that your vRealize Operations Manager instance includes the default policy and one or more other policies. See [“Default Policy in vRealize Operations Manager,”](#) on page 80.
- Understand the sections and elements in the default policy, such as the attributes, alert and symptom definitions, and how the policy inherits settings from the base policies that you select. See [“Policy Workspace in vRealize Operations Manager,”](#) on page 99.
- Understand the analysis settings in the default policy, such as capacity remaining and stress on hosts and virtual machines, and the actions used to override the settings inherited from the base policies. See the vRealize Operations Manager Information Center.

Procedure

- 1 [User Scenario: Create a Group Type for Your Datastore Objects](#) on page 91
Create a group type so that you can categorize your Datastore objects.
- 2 [User Scenario: Create an Object Group for Your Datastore Objects](#) on page 91
Create an object group to organize the Datastore objects in your environment as a single object group.
- 3 [User Scenario: Create Your Policy and Select a Base Policy](#) on page 92
Create your policy, and select the base policies to use to override the settings for your new policy.
- 4 [User Scenario: Override the Analysis Settings for the Datastore Objects](#) on page 93
Display and override the analysis settings for the Datastore objects that your new policy will monitor.
- 5 [User Scenario: Enable Disk Space Attributes for Datastore Objects](#) on page 93
Enable the attributes for vRealize Operations Manager to monitor the disk space of your production datastore objects.
- 6 [User Scenario: Override Alert and Symptom Definitions for Datastore Objects](#) on page 94
Override the alert and symptom definitions for Datastore objects.

- 7 [User Scenario: Apply Your Datastore Policy to Your Datastore Objects Group](#) on page 95
Apply the policy to your new group of Datastore objects to have vRealize Operations Manager monitor them to ensure that the disk space levels of these objects adhere to the settings in your policies to support the service level agreements and business priorities that are established for your environment.
- 8 [User Scenario: Create a Dashboard for Disk Use of Your Datastore Objects](#) on page 95
Create a dashboard so that you can monitor the disk use of your Datastore objects, and be alerted to any potential problems.

You created a policy to apply to your new production Datastore objects so that you can have vRealize Operations Manager monitor them to ensure that the disk space levels of these objects adhere to the settings in your policies to support the service level agreements and business priorities that are established for your environment. vRealize Operations Manager uses the settings in your new policy to display the disk use for your Datastore objects in dashboards, views, and reports, and to enforce the service levels during data collections.

What to do next

After you finish this scenario, you must wait for vRealize Operations Manager to collect data from the objects in your environment. Then view the disk use of your Datastore objects.

User Scenario: Create a Group Type for Your Datastore Objects

Create a group type so that you can categorize your Datastore objects.

In this step, you create a group type so that you can apply it to the new custom object group that you will create to organize your vCenter Server Datastore objects.

Prerequisites

Verify that you understand the context of this scenario. See [“User Scenario: Create an Operational Policy for Production vCenter Server Datastore Objects,”](#) on page 90.

Procedure

- 1 In the navigation pane, click **Content** and click **Group Types**.
- 2 Click the plus sign to add a new group type, type **Production_Datastores**, and click **OK**.

The new group type appears in the list of group types.

What to do next

Create an object group so that you can organize the Datastore objects in your environment as a single object group.

User Scenario: Create an Object Group for Your Datastore Objects

Create an object group to organize the Datastore objects in your environment as a single object group.

In this step, you create a new object group to organize your Datastore objects so that you can apply the policy that you create to the object group.

Prerequisites

Create an object type. See [“User Scenario: Create a Group Type for Your Datastore Objects,”](#) on page 91.

Procedure

- 1 Select **Environment**, and click **Custom Groups**.
- 2 On the **Groups** tab, click the plus sign to add a new group, and enter a name for the object group.

- 3 From the **Group Type** drop-down menu, select your new group type.
- 4 From the **Policy** drop-down menu, select the Default Policy for now.
To have vRealize Operations Manager identify new Datastore objects that are added to your environment, you select the **Keep group membership up to date** check box to make this group dynamic and keep it updated.
- 5 In the Define membership criteria pane, select the **vCenter Adapter > Datastore** object type from the drop-down menu.
- 6 Click in the **Pick a property** text box, and select **Disk Space > Template > Virtual Machine used (GB)**.
- 7 In the adjacent text box, click the drop-down arrow and select **is less than**.
- 8 In the **Property value** text box, type **10**.
vRealize Operations Manager uses this criteria to monitor Datastore objects in this group, and to report when the Datastore objects have less than 10 GB of space remaining.
- 9 In the Objects to always include pane, select the object group that you created for your Datastore objects, click **Add** to move the group to the selected pane, and select the object group check box.
In the Objects to always exclude pane, do not select objects to exclude.
- 10 Click **OK** to save your new group.

What to do next

Create your policy, and select the base policies to use to override the settings for your new policy.

User Scenario: Create Your Policy and Select a Base Policy

Create your policy, and select the base policies to use to override the settings for your new policy.

In this step, you create a policy for vRealize Operations Manager to analyze and monitor your Datastore objects, and select the policies from which to inherit and override the settings for your new policy.

Prerequisites

Create a custom object group for your Datastore objects. See [“User Scenario: Create an Object Group for Your Datastore Objects,”](#) on page 91.

Procedure

- 1 Access the Policies area to create your policy.
 - a Click **Administration**, and click **Policies**.
The **Active Policies** and **Policy Library** tabs appear.
 - b Click the **Policy Library** tab, and click the plus sign to add a policy.
 - c In the Getting Started policy workspace, enter a name and description for the policy.
 - d In the Start with area, select **Default Policy** to inherit settings from a base policy.
- 2 Select the base policies, object, and policy to use to override the settings for your new policy.
 - a In the policy workspace, click **Select Base Policies**.
 - b To view the current policy configuration for your Datastore objects, click the **Show changes for** drop-down menu, click **vCenter Adapter - Datastore**, and click the **Show object type** filter.
The Datastore policy configuration appears in the right pane.

What to do next

Display and override the analysis settings for the Datastore objects that your new policy will monitor.

User Scenario: Override the Analysis Settings for the Datastore Objects

Display and override the analysis settings for the Datastore objects that your new policy will monitor.

In this step, you override the capacity remaining and time remaining settings for your new policy, and override the capacity score symptom thresholds so that vRealize Operations Manager triggers an alert and notifies you of potential problems with the capacity of your Datastore objects.

Prerequisites

Create your policy and select the base policies to inherit and override the settings for your new policy. See [“User Scenario: Create Your Policy and Select a Base Policy,”](#) on page 92.

Procedure

- 1 In the policy workspace, click **Analysis Settings**.
- 2 Click the **Show changes for** drop-down menu, click **vCenter Adapter - Datastore**, and click the **Show object type** filter.

The vCenter Adapter - Datastore object type appears in the Object types list, and the analysis settings for Datastore objects appear in the right pane. The policy elements include thresholds and settings for all of the analysis capabilities, such as Workload, Stress, Usable Capacity, and so on.
- 3 Click the policy element override button for the Capacity Remaining and Time Remaining element to turn on this policy element.

The button changes to a check mark, and the policy element becomes active so that you can override the settings.
- 4 Click and drag the settings on the Capacity Score Symptom Threshold slider to 10% for warning (red), 15% for caution (orange), and 20% for normal (green).

When these thresholds are violated for the Datastore objects in your environment, vRealize Operations Manager triggers an alert and notifies you of a potential problem with the capacity of your Datastore objects.
- 5 Click the policy element override button for the Usable Capacity element to turn on this policy element, click the arrow to expand the policy element view, and select the **Use High Availability (HA) Configuration** check box.

When you use High Availability, you ensure that vRealize Operations Manager provides enough resources for your Datastore objects to handle throughput and potential loss of data.

What to do next

Enable the disk space attributes for datastore objects.

User Scenario: Enable Disk Space Attributes for Datastore Objects

Enable the attributes for vRealize Operations Manager to monitor the disk space of your production datastore objects.

In this step, you enable vRealize Operations Manager to monitor and collect the disk space properties attribute from the Datastore objects in your environment.

Prerequisites

Override the analysis settings for your Datastore objects. See [“User Scenario: Override the Analysis Settings for the Datastore Objects,”](#) on page 93.

Procedure

- 1 In the policy workspace, click **Override Attributes**.
- 2 From the Object Type drop-down menu, select **vCenter Adapter > Datastore**.
vRealize Operations Manager filters the list and displays only the attributes that apply to Datastore objects.
- 3 Click the **Attribute Type** drop-down menu, select **Property**, and deselect the other attributes.
- 4 Enter **space** in the **Search** text box, and click the search button.
vRealize Operations Manager filters the list and displays only the disk space properties associated with Datastore objects.
- 5 For the **Disk Space | Template | Virtual Machine used (GB)** property attribute, click the **State** drop-down menu, and click **Local**.
When this attribute is enabled in your local policy, vRealize Operations Manager collects this disk space properties attribute from Datastore objects in your environment.

What to do next

Override the alert symptom definitions for Datastore objects.

User Scenario: Override Alert and Symptom Definitions for Datastore Objects

Override the alert and symptom definitions for Datastore objects.

In this step, you override the alert and symptom definitions so that vRealize Operations Manager uses trigger an alert notification during data collections when the disk space for your Datastore objects begins to run out.

Prerequisites

Enable vRealize Operations Manager to monitor and collect the disk space properties attribute from the Datastore objects in your environment. See [“User Scenario: Enable Disk Space Attributes for Datastore Objects,”](#) on page 93.

Procedure

- 1 In the policy workspace, click **Alert / Symptom Definitions**.
- 2 In the Alert Definitions pane, from the Object Type drop-down menu, select **vCenter Adapter > Datastore**.
- 3 Enter **space** in the **Search** text box, and click the search button.
- 4 For the alert definition named **Datastore is running out of disk space**, click the **State** drop-down menu and click **Local**.
When this alert definition is enabled in your local policy, vRealize Operations Manager uses it to trigger an alert notification during data collections when the disk space for your Datastore objects begins to run out.
- 5 In the Symptom Definitions pane, from the Object Type drop-down menu, select **vCenter Adapter > Datastore**.
- 6 Enter **space** in the **Search** text box, and click the search button.

- 7 To enable the critical, immediate, and warning symptom definitions for the space use on datastore objects, click **Actions**, and click **Select All**, then set the thresholds.

Table 3-5. Symptom Definitions Threshold Settings

Selection	Setting
Datastore space use reaching critical limit	>90
Datastore space use reaching immediate limit	>85
Datastore space use reaching warning limit	>80

What to do next

Apply your policy to your Datastore objects.

User Scenario: Apply Your Datastore Policy to Your Datastore Objects Group

Apply the policy to your new group of Datastore objects to have vRealize Operations Manager monitor them to ensure that the disk space levels of these objects adhere to the settings in your policies to support the service level agreements and business priorities that are established for your environment.

In this step, you apply your new policy to production Datastore objects so that vRealize Operations Manager monitors them to ensure adequate disk space levels of these objects.

Prerequisites

Override the alert and symptom definitions for Datastore objects. See [“User Scenario: Override Alert and Symptom Definitions for Datastore Objects,”](#) on page 94.

Procedure

- 1 In the policy workspace, click **Apply Policy to Groups**, and select the new object group that you created for your Datastore objects.
- 2 Click **Save** to save your new policy settings.

vRealize Operations Manager uses the settings in your new policy to display the disk use for your Datastore objects in dashboards, views, and reports, and to enforce the service levels during data collections

What to do next

Create a new dashboard to view the disk use of your Datastore objects.

User Scenario: Create a Dashboard for Disk Use of Your Datastore Objects

Create a dashboard so that you can monitor the disk use of your Datastore objects, and be alerted to any potential problems.

In this step, you create a new dashboard, add widgets to your new dashboard, and configure the widgets so that you can monitor your production datastore objects.

Prerequisites

Apply the policy to your new group of Datastore objects. See [“User Scenario: Apply Your Datastore Policy to Your Datastore Objects Group,”](#) on page 95.

Procedure

- 1 Click **Home**.
- 2 Click **Actions > Create a Dashboard**.

- 3 Configure your new dashboard.
 - a In the Dashboard Configuration pane of the New Dashboard workspace, enter the name **Production Datastores** for the new dashboard.
 - b For Is default, select **Yes**.
- 4 Add widgets to your new dashboard.
 - a In the workspace, click **Widget List**.
 - b From the list of widgets, click the **Object List** widget, and drag it to the right pane.
 - c Click the **Capacity** widget, and drag it to the right pane.
 - d Click the **Time Remaining** widget, and drag it to the right pane.
 - e Click the **Alert List** widget, and drag it to the right pane.
- 5 Configure the widget interactions.
 - a In the workspace, click **Widget Interactions**.
 - b For the Object List widget interactions, click the drop-down menu for the Selected Objects and Selected Alerts, and clear the selections.
 - c For the Alert List widget interaction, click the drop-down and select **Object List**.
 - d For the Capacity widget interaction, click the drop-down and select **Object List**.
 - e For the Time Remaining widget interaction, click the drop-down and select **Object List**.
 - f Click **Apply Interactions**.
- 6 Configure the Object List widget.
 - a On the Object List widget, click the pencil.
 - b For Refresh Content, select **On**.
 - c For Refresh Interval, click the arrows and select **30** seconds.
 - d For Mode, select **Parent**.
 - e For Auto Select First Row, select **Off**.
 - f In the lower pane, click the plus sign to expand the list of tags, expand **Production Datastores**, select **Production Datastores (n)**, and click **OK**.

The objects in your Production Datastores object group appears in the Object List widget.

- 7 Configure the Capacity widget.
 - a On the Capacity widget, click the pencil.
 - b For Refresh Content, select **On**.
 - c For Refresh Interval, click the arrows and select **30** seconds.
 - d For Self Provider, select **On**.
 - e For Selected Object, in the **Search** text box, enter **group**, and select the **Production Datastores** group from the list.

The Production Datastores group appears in the **Selected Object** text box.
 - f Click **OK**.

The Capacity widget displays a score and a graph to indicate the remaining compute objects as a percentage of the total consumer capacity.

8 Configure the Time Remaining widget.

- a On the Time Remaining widget, click the pencil.

The Time Remaining widget displays the amount of time that remains until the object resources are consumed.

- b For Refresh Content, select **On**.

The Time Remaining widget displays the amount of time that remains until the object resources are consumed.

- c For Refresh Interval, click the arrows and select **30** seconds.

- d For Self Provider, select **On**.

- e For Selected Object, in the **Search** text box, enter **group**, and select the **Production Datastores** group from the list.

The Production Datastores group appears in the **Selected Object** text box.

- f Click **OK**.

The Time Remaining widget displays a score and a graph to indicate the amount of time that remains until the object resources are consumed.

9 Configure the Alert List widget.

- a On the Alert List widget, click the pencil.

- b For Refresh Content, select **On**.

- c For Refresh Interval, click the arrows and select **30** seconds.

- d For Selected Object, in the **Search** text box, enter **group**, and select the **Production Datastores** group from the list.

The Production Datastores group appears in the **Selected Object** text box.

- e In the lower pane, click the plus sign to expand the list of tags, expand **Production Datastores**, select **Production Datastores (n)**, and click **OK**.

The alert list widget displays the alerts that are configured for your objects. You created a dashboard to monitor disk space of your production datastore objects. After vRealize Operations Manager analyzes and collects data from the objects in your Production Datastores object group, you can view the results in your new dashboard.

You created and applied a policy to your production datastore objects to have vRealize Operations Manager monitor those objects during data collections so that you can monitor and enforce the service levels for your environment. vRealize Operations Manager uses the settings in your new policy to display information about the capacity, time remaining, and potential alerts for your Datastore objects. With your new policy in place, you can ensure that the disk space levels for your production datastore objects adhere to the policies established for your production environment.

Using the Monitoring Policy Workspace to Create and Modify Operational Policies

You can use the workflow in the monitoring policy workspace to create local policies quickly, and update the settings in existing policies. Select a base policy to use as the source for your local policy settings, and modify the thresholds and settings used for analysis and collection of data from groups of objects in your environment. A policy that has no local settings defined inherits the settings from its base policy to apply to the associated object groups.



Customize Operational Policies (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_customize_policies_vrom)

Prerequisites

Verify that objects groups exist for vRealize Operations Manager to analyze and collect data, and if they do not exist, create them. See “[Managing Custom Object Groups in VMware vRealize Operations Manager](#),” on page 23.

Procedure

- 1 Click **Administration**, and click **Policies**.
- 2 Click **Policy Library**, and click the plus sign to add a policy, or select the policy and click the pencil to edit an existing policy.

You can add and edit policies on the **Policy Library** tab, and remove certain policies. You can use the Base Settings policy or the Default Policy as the root policy for the settings in other policies that you create. You can set any policy to be the default policy.
- 3 In the Getting Started workspace, assign a name and description to the policy.

Give the policy a meaningful name and description so that all users know the purpose of the policy.
- 4 Click **Select Base Policies**, and in the workspace, select one or more policies to use as a baseline to define the settings for your new local policy.

When you create a new policy, you can use any of the policies provided with vRealize Operations Manager as a baseline source for your new policy settings.
- 5 Click **Override Analysis Settings**, and in the workspace, filter the object types to customize your policy for the objects to associate with this policy.

Filter the object types, and modify the settings for those object types so that vRealize Operations Manager collects and displays the data that you expect in the dashboards and views.
- 6 Click **Override Attributes**, and in the workspace, select the metric, property, or super metric attributes to include in your policy.

vRealize Operations Manager collects data from the objects in your environment based on the metric, property, or super metric attributes that you include in the policy.
- 7 Click **Override Alert / Symptom Definitions**, and in the workspace, enable or disable the alert definitions and symptom definitions for your policy.

vRealize Operations Manager identifies problems on objects in your environment and triggers alerts when conditions occur that qualify as problems.

- 8 Click **Apply Policy to Groups**, and in the workspace, select one or more groups to which the policy applies.

VMware vRealize Operations Manager monitors the objects according to the settings in the policy that is applied to the object group, triggers alerts when thresholds are violated, and reports the results in the dashboards, views, and reports. If you do not assign a policy to one or more object groups, VMware vRealize Operations Manager does not assign the settings in that policy to any objects, and the policy is not active. For an object group that does not have a policy assigned, VMware vRealize Operations Manager associates the object group with the Default Policy.

- 9 Click **Save** to retain the settings defined for your local policy.

What to do next

After vRealize Operations Manager analyzes and collects data from the objects in your environment, review the data in the dashboards and views. If the data is not what you expected, edit your local policy to customize and override the settings until the dashboards display the data that you need.

Policy Workspace in vRealize Operations Manager

The policy workspace allows you to quickly create and modify policies. To create a new policy, you can inherit the settings from an existing policy, and you can modify the settings in existing policies if you have adequate permissions. After you create a new policy, or edit an existing policy, you can apply the policy to one or more groups of objects.

How the Policy Workspace Works

Every policy includes a set of packages, and uses the defined problems, symptoms, metrics, and properties in those packages to apply to specific object groups in your environment. You can view details for the settings inherited from the base policy, and display specific settings for certain object types. You can override the settings of other policies, and include additional policy settings to apply to object types. For example, a critical production policy includes settings to track use, available resources and the time remaining on them, resource demands on the object group that determine how much stress is applied, and reclaimable capacity amounts for CPU, disk I/O, and network I/O.

Use the **Add** and **Edit** options to create new policies and edit existing policies.



Customize Operational Policies (http://link.brightcove.com/services/player/bcpid2296383276001?bctid=ref:video_customize_policies_vrom)

Where You Create and Modify a Policy

To create and modify policies, click **Administration**, click **Policies**, click the **Policy Library** tab, and click the plus sign to add a policy or click the pencil icon to edit a policy. The policy workspace is where you select the base policies, and customize and override the settings for analysis, metrics, properties, alert definitions, and symptom definitions. In this workspace, you can apply the policy to object groups.

To remove a policy from the list, select the policy and click the red X.

Policy Workspace Options

The policy workspace includes a step-by-step workflow to create and edit a policy, and apply the policy to custom object groups.

Super Metrics in vRealize Operations Manager

The super metric is a mathematical formula that contains one or more metrics. It is a custom metric that you design and is useful when you need to track combinations of metrics, either from a single object or from multiple objects. If a single metric cannot tell you what you need to know about the behavior of your environment, you can define a super metric.

After you define it, you assign the super metric to one or more object types. This action calculates the super metric for the objects in that object type and simplifies the metrics display. For example, if you define a super metric that calculates the average CPU usage on all virtual machines, and you assign the super metric to a cluster, the average CPU usage on all virtual machines in that cluster is reported as a super metric for the cluster.

When the super metric attribute is enabled in a policy, you can also collect super metrics from a group of objects associated with a policy.

Super Metric Functions

vRealize Operations Manager includes functions that you can use in super metric formulas. The functions are either looping functions or single functions.

Looping Functions

Looping functions work on more than one value.

Table 3-6. Looping Functions

Function	Description
avg	Average of the collected values.
combine	Combines all of the values of the metrics of the included objects in a single metric timeline.
count	Number of values collected.
max	Maximum value of the collected values.
min	Minimum value of the collected values.
sum	Total of the collected values.

Looping Function Arguments

The looping function returns an attribute or metric value for an object or object type. An attribute is metadata that describes the metric for the adapter to collect from the object. A metric is an instance of an attribute. The argument syntax defines the desired result.

For example, CPU usage is an attribute of a virtual machine object. If a virtual machine has multiple CPUs, the CPU usage for each CPU is a metric instance. If a virtual machine has one CPU, then the function for the attribute or the metric return the same result.

Table 3-7. Looping Function Formats

Argument syntax example	Description
<code>funcn(\$(this, metric=a b:optional_instance c))</code>	Returns a single data point of a particular metric for the object to which the super metric is assigned. This super metric does not take values from the children or parents of the object.
<code>funcn(\$(this, attribute=a b:optional_instance c))</code>	Returns a set of data points for attributes of the object to which the super metric is assigned. This super metric does not take values from the child or parent of the object.

Table 3-7. Looping Function Formats (Continued)

Argument syntax example	Description
<code>funct(\${adapterkind=adaptkind, resourcekind=reskind, resourcename=resname, identifiers={id1=val1id2=val2,...}, metric=a b:optional_instance c})</code>	Returns a single data point of a particular metric for the <i>resname</i> specified in the argument. This super metric does not take values from the children or parents of the object.
<code>funct(\${adapterkind=adaptkind, resourcekind=reskind, resourcename=resname, identifiers={id1=val1, id2=val2,...}, attribute=a b:optional_instance c})</code>	Returns a set of data points. This function iterates attributes of the <i>resname</i> specified in the argument. This super metric does not take values from the child or parent of the object.
<code>funct(\${adapterkind=adaptkind, resourcekind=reskind, depth=dep}, metric=a b:optional_instance c})</code>	<p>Returns a set of data points. This function iterates metrics of the <i>reskind</i> specified in the argument. This super metric takes values from the child (<i>depth</i> > 0) or parent (<i>depth</i> < 0) objects, where <i>depth</i> describes the object location in the relationship chain.</p> <p>For example, a typical relationship chain includes a datacenter, cluster, host, and virtual machines with the datacenter at the top and the virtual machines at the bottom. If the super metric is assigned to the cluster and the function definition includes <i>depth</i> = 2, the super metric takes values from the virtual machines. If the function definition include <i>depth</i> = -1, the super metric takes values from the datacenter.</p>
<code>funct(\${adapterkind=adaptkind, resourcekind=reskind, depth=dep}, attribute=a b:optional_instance c})</code>	Returns a set of data points. This function iterates attributes of the <i>reskind</i> specified in the argument. This super metric takes values from the child (<i>depth</i> > 0) or parent (<i>depth</i> < 0) objects.

For example, `avg(${adapterkind=VMWARE, resourcekind=VirtualMachine, attribute=cpu|usage_average, depth=1})` averages the value of all metric instances with the `cpu|usage_average` attribute for all objects of type `VirtualMachine` that the vCenter adapter finds. vRealize Operations Manager searches for objects one level below the object type where you assign the super metric.

Single Functions

Single functions work on only a single value or a single pair of values.

Table 3-8. Single Functions

Function	Format	Description
<code>abs</code>	<code>abs(x)</code>	Absolute value of x. x can be any floating point number.
<code>acos</code>	<code>acos(x)</code>	Arccosine of x.
<code>asin</code>	<code>asin(x)</code>	Arcsine of x.
<code>atan</code>	<code>atan(x)</code>	Arctangent of x.
<code>ceil</code>	<code>ceil(x)</code>	The smallest integer that is greater than or equal to x.
<code>cos</code>	<code>cos(x)</code>	Cosine of x.
<code>cosh</code>	<code>cosh(x)</code>	Hyperbolic cosine of x.
<code>exp</code>	<code>exp(x)</code>	e raised to the power of x.
<code>floor</code>	<code>floor(x)</code>	The largest integer that is less than or equal to x.
<code>log</code>	<code>log(x)</code>	Natural logarithm (base x) of x.
<code>log10</code>	<code>log10(x)</code>	Common logarithm (base 10) of x.
<code>pow</code>	<code>pow(x,y)</code>	Raises x to the y power.
<code>rand</code>	<code>rand(x:y)</code>	Generates a random number between x and y.
<code>sin</code>	<code>sin(x)</code>	Sine of x.
<code>sinh</code>	<code>sinh(x)</code>	Hyperbolic sine of x.

Table 3-8. Single Functions (Continued)

Function	Format	Description
sqrt	sqrt(x)	Square root of x.
tan	tan(x)	Tangent of x.
tanh	tanh(x)	Hyperbolic tangent of x.

User Scenario: Formulate and Apply Your Super Metric

As the system administrator for a Web-based business, you want to improve the customer experience by reducing the time it takes to check out with a purchase. To gauge system performance, you decide to create a super metric that captures average CPU usage on your virtual machines that process transactions.

After you create your super metric, you assign it to the object type that contains the virtual machines to monitor, and you analyze the results.

Procedure

- 1 [Design a Super Metric](#) on page 102
Because super metric formulas can be complex, plan your super metric before you use the vRealize Operations Manager user interface to create it. The key to creating a super metric that alerts you to the expected behavior of your objects is knowing your own enterprise and your data.
- 2 [Add Your Super Metric](#) on page 103
You add your super metric that captures the average CPU usage across all virtual machines. With a super metric, you can conveniently track one value instead of several CPU usage metrics for multiple virtual machines.
- 3 [Visualize Your Super Metric](#) on page 103
To verify the super metric formula, display a graph that shows its value during a past time period.
- 4 [Associate Your Super Metric with an Object Type](#) on page 104
When you assign your super metric to an object type, vRealize Operations Manager calculates the super metrics for the target objects and displays it as a metric for the object type.
- 5 [Review Your Super Metric in Troubleshooting](#) on page 105
After you assign your super metric to an object type, you can monitor it on the **Troubleshooting** tab of the object type. Tracking a single super metric on one **Troubleshooting** tab is easier than tracking the metrics of separate objects on several **Troubleshooting** tabs.

Design a Super Metric

Because super metric formulas can be complex, plan your super metric before you use the vRealize Operations Manager user interface to create it. The key to creating a super metric that alerts you to the expected behavior of your objects is knowing your own enterprise and your data.

Procedure

- 1 Determine the objects that are involved in the behavior to track.
When you define the metrics to use, you can select either specific objects or object types. For example, you can select the specific objects VM001 and VM002, or you can select the object type Virtual Machine.
- 2 Determine the metrics to include in the super metric.
If you are tracking the transfer of packets along a network, the metrics are packets in and packets out because you are interested in the ratio of those metrics. In another common use of super metrics, the metrics might be the average CPU usage or average memory usage of the object type that you select.

- 3 Decide how to combine or compare the metrics.

For example, to find the ratio of packets in to packets out, you must divide the two metrics. If you are tracking CPU usage for an object type, you might want to determine the average use, or you might want to determine what the highest or lowest use is for any object of that type. In more complex scenarios, you might need a formula that uses constants or trigonometric functions.

- 4 Decide where to assign the super metric.

You define the objects to track in the super metric, then assign the super metric to the object type that contains the objects being tracked. To monitor all the objects in a group, enable the super metric in the policy, and apply the policy to the object group.

Add Your Super Metric

You add your super metric that captures the average CPU usage across all virtual machines. With a super metric, you can conveniently track one value instead of several CPU usage metrics for multiple virtual machines.

Prerequisites

- Design your super metric formula. See [“Design a Super Metric,”](#) on page 102.
- Become familiar with the user interface to build super metric formulas. See [“Building a Super Metric Formula,”](#) on page 105.

Procedure

- 1 Select **Content > Super Metrics** and click the plus sign.
- 2 Enter a meaningful name for the super metric such as **SM-AvgVMCPUUsage%** in the **Name** text box.
- 3 Define the formula for the super metric.

Select each function or operator to use and the metrics or attribute kinds to use in each function or with each operator.

- a For Function, select **avg**.
- b In the Operators field, select the left parenthesis, then select the right parenthesis. Click between the two parentheses to position your cursor in the formula.
- c In the Adapter Type field of the Object Types pane, select **vCenter Adapter**.
- d From the list of object types that appear, select **Virtual Machine**.
- e In the Attribute Kinds pane, expand the CPU category, scroll down and double-click the **Usage (%)** metric.

The formula appears as a mathematical function with the format `avg({adapterkind=VMWARE, resourcekind=VirtualMachine, attribute=cpu|usage_average, depth=1})`. To view the formula in a textual format, click the **Show Formula Description** icon. The formula appears as `avg(VirtualMachine:CPU|Usage)`.

If the formula syntax is wrong, an error message appears. For example, vRealize Operations Manager verifies that the number of opening and closing parentheses are the same and that single values and arrays are not mixed. You must correct the formula before you can save the super metric.

Visualize Your Super Metric

To verify the super metric formula, display a graph that shows its value during a past time period.

Before you apply the super metric to an object type such as a host system, verify that it works for an object of that type.

Prerequisites

- Design your super metric formula. See [“Design a Super Metric,”](#) on page 102.
- Create your super metric. See [“Add Your Super Metric,”](#) on page 103.

Procedure

- 1 On the Manage Super Metric workspace, in the Adapter Type field of the Object Types pane, select **vCenter Adapter**.
- 2 From the list of object types that appear, select **Host System**.
- 3 In the toolbar above the formula, click the **Visualize Super Metric** icon.
- 4 In the Objects pane, double-click one of the host systems listed.

The metric graph replaces the Metrics and Attribute Types panes.

The metric graph shows the values of the metric collected for the host system. Verify that the graph shows values over time. If the graph displays no values or zero values, the formula might contain an error.

Associate Your Super Metric with an Object Type

When you assign your super metric to an object type, vRealize Operations Manager calculates the super metrics for the target objects and displays it as a metric for the object type.

You defined super metric SM-AvgVMCPUUsage% to calculate average CPU usage across all virtual machines. The mathematical formula for the super metric is `avg({adapterkind=VMWARE, resourcekind=VirtualMachine, attribute=cpu|usage_average, depth=1})`. With `depth=1`, you assign the super metric to an object type that is one level above virtual machines in the relationship chain so that the super metric appears as a metric for that object type.

Prerequisites

- Create or import your super metric. See [“Add Your Super Metric,”](#) on page 103.
- Visualize your super metric to verify that it works properly. See [“Visualize Your Super Metric,”](#) on page 103.

Procedure

- 1 Select **Content > Super Metrics** and select the SM-AvgVMCPUUsage% super metric .
- 2 Click the **Object Types** tab and click the plus sign.
- 3 Under vCenter Adapter, select **Host System** and click **Select**.

The super metric calculates the average CPU usage across all virtual machines one level below the host.

The super metric is associated with a parent object type.

What to do next

In the **Policies > Edit Policy > Attributes** workspace, users must select and enable each super metric. See [“Custom Policies,”](#) on page 80.

Wait at least one collection cycle for the super metric to start collecting and processing data. Then review your super metric.

Review Your Super Metric in Troubleshooting

After you assign your super metric to an object type, you can monitor it on the **Troubleshooting** tab of the object type. Tracking a single super metric on one **Troubleshooting** tab is easier than tracking the metrics of separate objects on several **Troubleshooting** tabs.

The super metric **SM-AvgVMCPUUsage%** you defined to calculate average CPU usage across all virtual machines is assigned to the Host System object type. After one collection cycle has completed, **SM-AvgVMCPUUsage%** appears as a super metric on each host.

Prerequisites

- Create or import your super metric. See [“Add Your Super Metric,”](#) on page 103.
- Visualize your super metric to verify that it works properly. See [“Visualize Your Super Metric,”](#) on page 103.
- Associate your super metric to a an object type. See [“Associate Your Super Metric with an Object Type,”](#) on page 104.

Procedure

- 1 Select **Environment > All Objects**.
- 2 Under vCenter Adapter, expand Host System and select one of the objects.
- 3 On the **Troubleshooting** tab, select **All Metrics**.
- 4 Scroll down the metrics list to expand Super Metric and double-click **SM-AvgVMCPUUsage%** to view the average CPU usage for all virtual machines that are children of the host you selected.

If the average CPU usage is low, system performance is good and your customers should not experience long transaction processing times. You can continue monitoring the super metric for changes in average CPU usage that might affect the customer experience. If the average CPU usage fluctuates, enable the super metric in a custom policy associated with the host objects to send an alert when the super metric value reaches an unacceptable threshold.

Building a Super Metric Formula

A super metric formula can include one or more metric specifications, super metric functions, arithmetic operators such as the plus or minus sign, and constants. You can enter any number of constants as part of the formula.

Procedure

- ◆ Use the correct procedures and rules to build a super metric formula in the vRealize Operations Manager user interface.

Option	Action
To use a function.	Select it from the Function drop-down menu. Select the object or object type, and metric or attribute type to use in its argument. The database IDs of the object and metric appear in the formula line at the top of the window.
To select an object and metric	Click the object in the Objects pane and double-click the metric in the Metrics pane.
Define a metric for the object to which the super metric is assigned.	<ol style="list-style-type: none"> a Click the This Object icon or enter this on the formula line. If the This Object icon is not selected, the super metric functions display the object with a long description. b In the Objects pane, click an object that contains the metric to use. c In the Metrics pane, double-click the metric.

Option	Action
To select an object type and attribute type as an argument for a looping function.	Select an object type and double-click an attribute type. The database IDs of the object type and attribute type appear in the formula line.
To shorten the Object Types list.	Enter all or part of the adapter type in the Search text box and click the arrow next to the text box.
To see the formula with object and metric names instead of IDs.	Click the Show Formula Description icon in the area beneath the formula line.
To select function names and formats and arithmetic operators.	Either enter them directly on the formula line or select them from the drop-down menus.
To use parentheses to specify the order of operations in the formula.	Either enter them directly on the formula line or select them from the Operators drop-down menu.
To clear the object or object types selection.	Click the Refresh icon in the Objects or Object Types pane at any time.

Exporting a Super Metric

You can export a super metric from one vRealize Operations Manager instance and import it to another vRealize Operations Manager instance. For example, after developing a super metric in a test environment, you can export it to use in a production environment.

Prerequisites

Create a super metric. See [“User Scenario: Formulate and Apply Your Super Metric,”](#) on page 102.

Procedure

- 1 Select **Content > Super Metrics**.
- 2 Select the super metric to export and click the **Export Selected Super Metric** actions icon.
vRealize Operations Manager creates a super metric file, for example, `SuperMetric.json`.
- 3 Download the super metric file to your computer.

What to do next

Import the super metric file to another instance of vRealize Operations Manager. See [“Importing a Super Metric,”](#) on page 106.

Importing a Super Metric

You can import a super metric that was exported from another instance of vRealize Operations Manager. For example, after a super metric is developed and tested in a lab environment, you can import a super metric to a production environment.

If the super metric to import contains a reference to an object that does not exist in the target instance, the import fails. vRealize Operations Manager returns a brief error message and writes detailed information to the log file.

Prerequisites

Export a super metric from another vRealize Operations Manager instance. See [“Exporting a Super Metric,”](#) on page 106.

Procedure

- 1 Select **Content > Super Metrics** and click the **Import Super Metric** actions icon.
- 2 (Optional) If the target instance has a super metric with the same name as the super metric you are importing, you can either overwrite the existing super metric or skip the import, which is the default.

- 3 Click **Browse**, select the super metric file to import, and click **Open**.

After the import is finished, the super metric is listed.

Customizing Icons

Every object or adapter in your environment has an icon representation. You can customize how the icon appears.

vRealize Operations Manager assigns a default icon to each object type and adapter type. Taken collectively, object types and adapter types are known as objects in your environment. Icons represent objects in the UI and help you to identify the type of object. For example, in the Topology Graph widget on a dashboard, labeled icons show how objects are connected to one other. You can quickly identify the type of object from the icon.

If you want to differentiate objects, you can change the icon. For example, a virtual machine icon is generic. If you want to pictorially distinguish the data that a vSphere virtual machine provides from the data that a Hypervisor virtual machine provides, you can assign a different icon to each.

Customize an Object Type Icon

You can use the default icons that vRealize Operations Manager provides, or you can upload your own graphics file for an object type. When you change an icon, your changes take effect for all users.

Prerequisites

If you plan to use your own icon files, verify that each image is in PNG format and has the same height and width. For best results, use a 256x256 pixel image size.

Procedure

- 1 Select **Content > Icons > Object Type Icons**.
- 2 Assign the Object Type icon.
 - a Select the object type in the list with the icon to change.

By default, object types for all adapter types are listed. To limit the selection to the object types that are valid for a single adapter type, select the adapter type from the drop-down menu.
 - b Click the **Upload** icon.
 - c Browse to and select the file to use and click **Done**.
- 3 (Optional) To return to the default icon, select the object type and click the **Assign Default Icons** icon.

The original default icon appears.

Customize an Adapter Type Icon

You can use the default icons that vRealize Operations Manager provides, or you can upload your own graphics file for an adapter type. When you change an icon, your changes take effect for all users.

Prerequisites

If you plan to use your own icon files, verify that each image is in PNG format and has the same height and width. For best results, use a 256x256 pixel image size.

Procedure

- 1 Select **Content > Icons > Adapter Type Icons**.

- 2 Assign the Adapter Type icon.
 - a Select the adapter type in the list with the icon to change.
 - b Click the **Upload** icon.
 - c Browse to and select the file to use and click **Done**.
- 3 (Optional) To return to the default icon, select the adapter type and click the **Assign Default Icons** icon.
The original default icon appears.

Managing Objects in Your Environment

An object is the individual managed item in your environment for which vRealize Operations Manager collects data, such as a router, switch, database, virtual machine, host, and vCenter Server instances.

vRealize Operations Manager requires specific information about each object. When you configure an adapter instance, vRealize Operations Manager performs object discovery to start collecting data from the objects with which the adapter communicates.

An object can be a single entity, such as a database, or a container that holds other objects. For example, if you have multiple Web servers, you can define a single object for each Web server and define a separate container object to hold all of the Web server objects. Groups and applications are types of containers.

You categorize your objects using tags, so that you can easily find, group, or filter them later. A tag type can have multiple tag values. You or vRealize Operations Manager assigns objects to tag values. When you select a tag value, vRealize Operations Manager displays the objects associated with that tag. For example, if a tag type is Lifecycle and tag values are Development, Test, Pre-production, and Production, you might assign virtual machine objects VM1, VM2, or VM3 in your environment to one or more of these tag values, depending on the virtual machine function.

Adding an Object to Your Environment

You might want to add an object by providing its information to vRealize Operations Manager. For example, some solutions cannot discover all of the objects that might be monitored. For these solutions, you need to either use manual discovery or manually add the object.

When you add an individual object, you provide specific information about it, including the kind of adapter to use to make the connection and the connection method. For example, an SNMP adapter does not know the location of the SNMP devices that you want to monitor. You can use manual discovery to perform a port scan through an IP range, but if port scans are not allowed on the network for security reasons, you must add the devices manually.

Prerequisites

Verify that an adapter is present for the object you plan to add. See the *vRealize Operations Manager vApp Deployment and Configuration Guide*.

Procedure

- 1 Select **Administration > Inventory Explorer**.
- 2 On the toolbar, click the plus sign.
- 3 Provide the required information.

Option	Description
Display name	Enter a name for the object. For example, enter SNMP-Switch1 .
Description	Enter any description. For example, enter Switch monitored with SNMP adapter
Adapter type	Select an adapter type. For example, select SNMP Adapter .

Option	Description
Adapter instance	Select an adapter instance.
Object type	Select an object type. For an SNMP adapter, select an MIB file. vRealize Operations Manager uses the MIB file to determine what data is available on the switch. When you select the object type, the dialog box selections change to include information you provide so that vRealize Operations Manager can find and connect with the selected object type.
Host IP address	Enter the host IP. For example, enter the IP address of the switch.
Port number	Accept the default port number or enter a new value. For the SNMP adapter, this is the SNMP management port number.
Credential	Select the Credential, or click the plus sign to add new login credentials for the object.
Collection interval	Enter the collection interval, in minutes. For example, if you expect the switch to generate performance data every 5 minutes, set the collection interval to 5 minutes.
Dynamic Thresholding.	Accept the default, Yes.

- 4 Click **OK** to add the object.

SNMP-Switch1 appears in the Inventory Explorer as an MIB object type for the SNMP adapter type.

What to do next

For each new object, vRealize Operations Manager assigns tag values for its collector and its object type. In some cases, you might want to assign other tags.

Creating and Assigning Tags

A large enterprise can have thousands of objects defined in vRealize Operations Manager. Creating object tags and tag values makes it easier to find objects and metrics in vRealize Operations Manager. With object tags, you select the tag value assigned to an object and view the list of objects that are associated with that tag value.

A tag is a type of information, such as Adapter Types. Adapter Types is a predefined tag in vRealize Operations Manager. Tag values are individual instances of that type of information. For example, when vRealize Operations Manager discovers objects using the vCenter Adapter, it assigns all the objects to the vCenter Adapter tag value under the Adapter Types tag.

You can assign any number of objects to each tag value, and you can assign a single object to tag values under any number of tags. You typically look for an object by looking under its adapter type, its object type, and possibly other tags.

If an object tag is locked, you cannot add objects to it. vRealize Operations Manager maintains locked object tags.

- [Predefined Object Tags](#) on page 110

vRealize Operations Manager includes several predefined object tags. It creates values for most of these tags and assigns objects to the values.

- [Add an Object Tag and Assign Objects to the Tag](#) on page 111

An object tag is a type of information, and a tag value is an individual instance of that type of information. If the predefined object tags do not meet your needs, you can create your own object tags to categorize and manage objects in your environment. For example, you can add a tag for cloud objects and add tag values for different cloud names. Then you can assign objects to the cloud name.

- [Use a Tag to Find an Object](#) on page 111

The quickest way to find an object in vRealize Operations Manager is to use tags. Using tags is more efficient than searching through the entire object list.

Predefined Object Tags

vRealize Operations Manager includes several predefined object tags. It creates values for most of these tags and assigns objects to the values.

For example, when you add an object, vRealize Operations Manager assigns it to the tag value for the collector it uses and the kind of object that it is. It creates tag values if they do not already exist.

If a predefined tag has no values, there is no object of that tag type. For example, if no applications are defined in your vRealize Operations Manager instance, the applications tag has no tag values.

Each tag value appears with the number of objects that have that tag. Tag values that have no objects appear with the value zero. You cannot delete the predefined tags or tag values that vRealize Operations Manager creates.

Table 3-9. Predefined Tags

Tag	Description
Collectors (Full Set)	Each defined collector is a tag value. Each object is assigned to the tag value for the collector that it uses when you add the object to vRealize Operations Manager. The default collector is vRealize Operations Manager Collector-vRealize.
Applications (Full Set)	Each defined application is a tag value. When you add a tier to an application, or an object to a tier in an application, the tier is assigned to that tag value.
Maintenance Schedules (Full Set)	Each defined maintenance schedule is a tag value, and objects are assigned to the value when you give them a schedule by adding or editing them.
Adapter Types	Each adapter type is a tag value, and each object that uses that adapter type is given the tag value.
Adapter Instances	Each adapter instance is a tag value, and each object is assigned the tag value for the adapter instance or instances through which its metrics are collected.
Object Types	Each type of object is a tag value, and each object is assigned to the tag value for its type when you add the object.
Recently Added Objects	The last day, seven days, 10 days, and 30 days have tag values. Objects have this tag value as long as the tag value applies to them.
Object Statuses	Tag value assigned to objects that are not receiving data.
Collection States	Tag value assigned to indicate the object collection state, such as collecting or not collecting.
Health Ranges	Good (green), Warning (yellow), Immediate (orange), Critical (red), and Unknown (blue) health statuses have tag values. Each object is assigned the value for its current health status.
Entire Enterprise	The only tag value is Entire Enterprise Applications. This tag value is assigned to each application.
Licensing	Tag values are License Groups found under Administration > Licensing, Objects are assigned to the license groups during vRealize Operations Manager installation.
Untag	Drag an object to this tag to delete the tag assignment.

Add an Object Tag and Assign Objects to the Tag

An object tag is a type of information, and a tag value is an individual instance of that type of information. If the predefined object tags do not meet your needs, you can create your own object tags to categorize and manage objects in your environment. For example, you can add a tag for cloud objects and add tag values for different cloud names. Then you can assign objects to the cloud name.

Prerequisites

Become familiar with the predefined object tags.

Procedure

- 1 Select **Administration > Inventory Explorer**.
- 2 Click the **Manage Tags** icon above the list of tags.
- 3 Click the **Add New Tag** icon to add a new row and type the name of the tag in the row.
For example, type **Cloud Objects** and click **Update**.
- 4 With the new tag selected, click the **Add New Tag Value** icon to add a new row and type the name of the value in the row.
For example, type **Video Cloud** and click **Update**.
- 5 Click **OK** to add the tag.
- 6 Click the tag to which you want to add objects to display the list of object tag values.
For example, click **Cloud Objects** to display the Video Cloud object tag value.
- 7 Drag objects from the list in the right pane of the Inventory Explorer onto the tag value name.
You can press Ctrl+click to select multiple individual objects or Shift+click to select a range of objects.
For example, if you want to assign datacenters that are connected through the vCenter Adapter, type **vCenter** in the search filter and select the datacenter objects to add.

Use a Tag to Find an Object

The quickest way to find an object in vRealize Operations Manager is to use tags. Using tags is more efficient than searching through the entire object list.

Tag values that can also be tags are Applications and Object Types. For example, the Object Types tag has values for each object that is in vRealize Operations Manager, such as Virtual Machine, which includes all the virtual machine objects in your environment. Each of these virtual machines is also a tag value for the Virtual Machine tag. You can expand the tag value list to select the value for which you want to see objects.

Procedure

- 1 Select **Administration > Inventory Explorer**.
- 2 In the tag list in the center pane, click a tag for an object with an assigned value.
When you click a tag, the list of values expands under the tag. The number of objects that is associated with each value appears next to the tag value.
A plus sign next to a tag value indicates that the value is also a tag and that it contains other tag values. You can click the plus sign to see the subvalues.
- 3 Select the tag value.
The objects that have that tag value appear in the pane on the right. If you select multiple tag values, the objects in the list depend on the values that you select.

Tag Value Selection	Objects Displayed
More than one value for the same tag	The list includes objects that have either value. For example, if you select two values of the Object Types tag, such as Datacenter and Host System, the list shows objects that have either value.
Values for two or more different tags	The list includes only objects that have all of the selected values. For example, if you select two values of the Object Types tag, such as Datacenter and Host System, and you also select an adapter instance such as vC-1 of the vCenter Adapter instance tag, only Datacenter or Host System objects associated with vC-1 appear in the list. Datacenter or Host System objects associated with other adapter instances do not appear in the list, nor do objects that are not Datacenter or Host System objects.

- 4 Select the object from the list.

Configuring Object Relationships

vRealize Operations Manager shows the relationship between objects in your environment. Most relationships are automatically formed when the objects are discovered by an installed adapter. In addition, you can use vRealize Operations Manager to create relationships between objects that might not normally be related.

Objects are related physically, logically, or structurally.

- Physical relationships represent how objects connect in the physical world. For example, virtual machines running on a host are physically related.
- Logical relationships represent business silos. For example, all the storage objects in an environment are related to one another.
- Structural relationships represent a business value. For example, all the virtual machines that support a database are structurally related.

Solutions use adapters to monitor the objects in your environment so that physical relationship changes are reflected in vRealize Operations Manager. To maintain logical or structural relationships, you can use vRealize Operations Manager to define the object relationships. When objects are related, a problem with one object appears as an anomaly on related objects. So object relationships can help you to identify problems in your environment quickly.

Adding an Object Relationship

Parent-child relationships normally occur between interrelated objects in your environment. For example, a data center object for a vCenter Adapter instance might have datastore, cluster, and host system child objects.

The most common object relationships gather similar objects into groups. When you define a custom group with parent objects, a summary of that group shows alerts for that object and for any of its descendants. You can create relationships between objects that might not normally be related. For example, you might define a child object for an object in the group. You define these types of relationships by configuring object relationships.

Procedure

- 1 Select **Administration > Object Relationships**.
- 2 In the Parent Selection column, expand the object tag and select a tag value that contains the object to act as the parent object.

The objects for the tag value appear in the top pane of the second column.

- 3 Select a parent object.

Current child objects appear in the bottom pane of the second column.

- 4 In the column to the right of the List column, expand the object tag and select a tag value that contains the child object to relate to the parent.
- 5 (Optional) If the list of objects is long, filter the list to find the child object or objects.

Option	Action
Navigate the object tag list for an object	Expand the object tag in the pane to the right of the List column and select a tag value that contains the object. The objects for the tag value appear in the List column. If you select more than one value for the same tag, the list contains objects that have either value. If you select values for two or more different tags, the list includes only objects that have all of the selected values.
Search for an object by name	If you know all or part of the object name, enter it in the Search text box and press Enter.

- 6 To make an object a child object of the parent object, select the object from the list and drag it to the parent object in the top pane of the second column, or click the **Add All Objects To Parent** icon to make all of the listed objects children of the parent object.

You can use Ctrl+click to select multiple objects or Shift+click to select a range of objects.

Example: Custom Group with Child Objects

If you want vRealize Operations Manager to monitor objects in your environment to ensure that service level capacity requirements for your IT department are met, you add the objects to a custom group, apply a group policy, and define criteria that affect the membership of objects in the group. If you want to monitor the capacity of an object that does not affect the service level requirements, you can add the object as a child of a parent object in the group. If a capacity problem exists for the child object, the summary of the group shows an alert for the parent object.

Customizing How Endpoint Operations Management Monitors Operating Systems

Endpoint Operations Management gathers operating system metrics through agent-based collections. In addition to the features available after initial configuration of Endpoint Operations Management, you can enable remote monitoring, enable or disable plug-ins for additional monitoring, and customize Endpoint Operations Management logging.

Configuring Remote Monitoring

With remote monitoring you can monitor the state of an object from a remote location by configuring a remote check.

You can configure remote monitoring using HTTP, ICMP TCP methods.

When you configure a remote HTTP, ICMP or TCP check, it is created as a child object of the tested object that you are monitoring and of the monitoring agent.

If the object that you select to remotely monitor does not already have an alert configured, one is created automatically in the format *Remote check type failed on a object type*. If the object has an existing alert, that is used.

Configure Remote Monitoring of an Object

Use this procedure to configure remote monitoring of an object.

Configuration options are defined in [“HTTP Configuration Options,”](#) on page 114, [“ICMP Configuration Options,”](#) on page 117 and [“TCP Configuration Options,”](#) on page 118. You might need to refer to this information when you are completing this procedure.

Procedure

- 1 In the vRealize Operations Manager user interface, select the remote object to monitor.
- 2 On the details page for the object, select **Monitor this Object Remotely** from the **Actions** menu.
- 3 In the Monitor Remote Object dialog, select the Endpoint Operations Management agent that will remotely monitor the object from the **Monitored From** menu.
- 4 Select the method with which the remote object will be monitored from the **Check Method** menu.
The relevant parameters for the selected object type appear.
- 5 Enter values for all of the configuration options and click **OK**.

HTTP Configuration Options

Here are the options in the configuration schema for the HTTP resource.

For the HTTP resource, the netservices plug-in descriptor default values are:

- port: 80
- sslport: 443

HTTP Configuration Options

Table 3-10. ssl Option

Option Information	Value
Description	Use ssl
Default	false
Optional	true
Type	boolean
Notes	N/A
Parent Schema	ssl

Table 3-11. hostname Option

Option Information	Value
Description	Hostname
Default	localhost
Optional	false
Type	N/A
Notes	The hostname of system that hosts the service to monitor. For example: mysite.com
Parent Schema	sockaddr

Table 3-12. port Option

Option Information	Value
Description	Port
Default	A default value for port is usually set for each type of network service by properties in the netservices plug-in descriptor.
Optional	false
Type	N/A

Table 3-12. port Option (Continued)

Option Information	Value
Notes	The port on which the service listens.
Parent Schema	sockaddr

Table 3-13. sotimeout Option

Option Information	Value
Description	Socket Timeout (in seconds)
Default	10
Optional	true
Type	int
Notes	The maximum length of time the agent waits for a response to a request to the remote service.
Parent Schema	sockaddr

Table 3-14. path Option

Option Information	Value
Description	Path
Default	/
Optional	false
Type	N/A
Notes	Enter a value to monitor a specific page or file on the site. for example: /Support.html.
Parent Schema	url

Table 3-15. method Option

Option Information	Value
Description	Request Method
Default	HEAD
Optional	false
Type	enum
Notes	Method for checking availability. Permitted values: HEAD, GET HEAD results in less network traffic. Use GET to return the body of the request response to specify a pattern to match in the response.
Parent Schema	http

Table 3-16. hostheader Option

Option Information	Value
Description	Host Header
Default	none
Optional	true
Type	N/A

Table 3-16. hostheader Option (Continued)

Option Information	Value
Notes	Use this option to set a <code>Host</code> HTTP header in the request. This is useful if you use name-based virtual hosting. Specify the host name of the Vhost's host, for example, <code>blog.mypost.com</code> .
Parent Schema	http

Table 3-17. follow Option

Option Information	Value
Description	Follow Redirects
Default	enabled
Optional	true
Type	boolean
Notes	Enable if the HTTP request that is generated will be re-directed. This is important, because an HTTP server returns a different code for a redirect and vRealize Operations Manager determines that the HTTP service check is unavailable if it is a redirect, unless this redirect configuration is set.
Parent Schema	http

Table 3-18. pattern Option

Option Information	Value
Description	Response Match (substring or regex)
Default	none
Optional	true
Type	N/A
Notes	Specify a pattern or substring for vRealize Operations Manager to attempt to match against the content in the HTTP response. This enables you to check that in addition to being available, the resource is serving the content you expect.
Parent Schema	http

Table 3-19. proxy Option

Option Information	Value
Description	Proxy Connection
Default	none
Optional	true
Type	N/A
Notes	If the connection to the HTTP service goes through a proxy server, supply the hostname and port for the proxy server. For example, <code>proxy.myco.com:3128</code> .
Parent Schema	http

Table 3-20. requestparams Option

Option Information	Value
Description	Request arguments. For example, <code>arg0=val0</code> , <code>arg1=val1</code> , and so on.
Default	N/A
Optional	true
Type	string
Notes	Request parameters added to the URL to be tested.
Parent Schema	http

Table 3-21. Credential Option

Option Information	Value
Description	Username
Default	N/A
Optional	true
Type	N/A
Notes	Supply the user name if the target site is password-protected.
Parent Schema	credentials

ICMP Configuration Options

Here are the options in the configuration schema for the ICMP resource.

ICMP configuration is not supported in Windows environments.

Table 3-22. hostname Option

Option Information	Value
Description	Hostname
Default	localhost
Optional	N/A
Type	N/A
Notes	The hostname of system that hosts the object to monitor. For example: <code>mysite.com</code>
Parent Schema	net services plug-in descriptor

Table 3-23. sotimeout Option

Option Information	Value
Description	Socket Timeout (in seconds)
Default	10
Optional	N/A
Type	int
Notes	The maximum period of time the agent waits for a response to a request to the remote service.
Parent Schema	net services plug-in descriptor

TCP Configuration Options

Here are the options in the configuration schema to enable TCP checking.

Table 3-24. port Option

Option Information	Value
Description	Port
Default	A default value for port is usually set for each type of network service by properties in the netservices plug-in descriptor.
Optional	false
Type	N/A
Notes	The port on which the service listens.
Parent Schema	sockaddr

Table 3-25. hostname Option

Option Information	Value
Description	Hostname
Default	localhost
Optional	N/A
Type	N/A
Notes	The hostname of system that hosts the object to monitor. For example: mysite.com
Parent Schema	netservices plug-in descriptor

Table 3-26. sotimeout Option

Option Information	Value
Description	Socket Timeout (in seconds)
Default	10
Optional	N/A
Type	int
Notes	The maximum amount of time the agent waits for a response to a request to the remote service.
Parent Schema	netservices plug-in descriptor

Working with Agent Plug-ins

Endpoint Operations Management agents include plug-ins that determine which objects to monitor, how they should be monitored, which metrics to collect, and so on. Some plug-ins are included in the default Endpoint Operations Management agent installation, and other plug-ins might be added as part of any management pack solution that you install to extend the vRealize Operations Manager monitoring process.

You can use the **Plug-in** tab in the Content view to disable or enable the agent plug-ins that are deployed in your environment as part of a solution installation. For example, you might want to temporarily disable a plug-in so that you can analyze the implication of that plug-in on a monitored virtual machine.

All the default plug-ins and the plug-ins that are deployed when you installed one or more solutions are listed alphabetically on the tab.

You must have Manage Plug-ins permissions to enable and disable plug-ins.

When you disable a plug-in, it is removed from all the agents on which it has existed, and the agent no longer collects the metrics and other data related to that plug-in. The plug-in is marked as disabled on the vRealize Operations Manager server.

You cannot disable the default plug-ins that are installed during the vRealize Operations Manager installation.

You use the action menu that appears when you click the gear wheel icon to disable or enable plug-ins.

Configuring Plug-in Loading

At startup, an Endpoint Operations Management agent loads all the plug-ins in the `AgentHome/bundles/agent-x.y.z-nnnn/pdk/plugins` directory. You can configure properties in the `agent.properties` file to reduce an agent's memory footprint by configuring it to load only the plug-ins that you use.

Plug-ins are deployed to all agents when a solution is installed. You might want to use the properties described here in a situation in which you need to remove one or more plug-ins from a specific machine. You can either specify a list of plug-ins to exclude, or configure a list of plug-ins to load.

plugins.exclude

Use this property to specify the plug-ins that the Endpoint Operations Management agent must not load at startup.

You supply a comma-separated list of plugins to exclude. For example, `plugins.exclude=jboss,apache,mysql`.

plugins.include

Use this property to specify the plug-ins that the Endpoint Operations Management agent must load at startup.

You supply a comma-separated list of plugins to include. For example, `plugins.include=weblogic,apache`.

Understanding the Unsynchronized Agents Group

An unsynchronized agent is an agent that is not synchronized with the vRealize Operations Manager server in terms of its plug-ins. The agent might be missing plug-ins that are registered on the server, include plug-ins that are not registered on the server, or include plug-ins that have a different version to that registered on the server.

Each agent must be synchronized with the vRealize Operations Manager server. During the time that an agent is not synchronized with the server, it appears in the Unsynchronized Agents list. The list is located in the vRealize Operations Manager user interface on the **Groups** tab in the Environment view.

The first time an agent is started, a status message is sent to the server. The server compares the status sent by the agent with that on the server. The server sends commands to the agent to synchronize, download or delete plug-ins, as required by the differences that it detects.

When a plug-in is deployed, disabled, or enabled as part of a management pack solution update, the vRealize Operations Manager server detects that change and sends a new command to the agents so that synchronization occurs.

Commonly, multiple agents are affected at the same time when a plug-in is deployed, disabled or enabled. All agents have an equal need to be updated so, to avoid overloading the server and creating performance issues that might occur if many agents were all synchronized at the same time, synchronization is performed in batches and is staggered in one-minute periods. You will notice that the list of unsynchronized agents decrements over time.

Configuring Agent Logging

You can configure the name, location, and logging level for Endpoint Operations Management agent logs. You can also redirect system messages to the agent log, and configure the debug log level for an agent subsystem.

Agent Log Files

The Endpoint Operations Management agent log files are stored in the `AgentHome/log` directory.

Agent log files include the following:

agent.log

agent.operations.log

This log is applicable to Windows-based agents only.

This is an audit log that records the commands that were run on the agent, together with the parameters that the agent used to action them.

wrapper.log

The Java service wrapper-based agent launcher writes messages to the `wrapper.log` file. For a non-JRE agent, this file is located in `agentHome/wrapper/sbin`.

In the event that the value was changed for the `agent.logDir` property, the file is also located in `agentHome/wrapper/sbin`.

Configuring the Agent Log Name or Location

Use these properties to change the name or location of the agent log file.

agent.logDir

You can add this property to the `agent.properties` file to specify the directory where the vCenter Hyperic agent will write its log file. If you do not specify a fully qualified path, `agent.logDir` is evaluated relative to the agent installation directory.

This property does not exist in the `agent.properties` file unless you explicitly add it. The default behavior is equivalent to the `agent.logDir=log` setting, resulting in the agent log file being written to the `AgentHome/log` directory.

To change the location for the agent log file, add `agent.logDir` to the `agent.properties` file and enter a path relative to the agent installation directory, or a fully qualified path.

The name of the agent log file is configured with the `agent.logFile` property.

agent.logFile

This property specifies the path and name of the agent log file.

In the `agent.properties` file, the default setting for the `agent.logFile` property is made up of a variable and a string, `agent.logFile=${agent.logDir}\agent.logDir`.

- *agent.logDir* is a variable that supplies the value of an identically named agent property. By default, the value of *agent.logDir* is `log`, interpreted relative to the agent installation directory.
- `agent.log` is the name for the agent log file.

By default, the agent log file is named `agent.log` and is written to the `AgentHome/log` directory.

To configure the agent to log to a different directory, you must explicitly add the `agent.logDir` property to the `agent.properties` file.

Configuring the Agent Logging Level

Use this property to control the severity level of messages that the Endpoint Operations Management agent writes to the agent log file.

agent.logLevel

This property specifies the level of detail of the messages that the Endpoint Operations Management agent writes to the log file.

Setting the `agent.logLevel` property value to `DEBUG` level is not advised. This level of logging across all subsystems imposes overhead, and can also cause the log file to roll over so frequently that log messages of interest are lost. It is preferable to configure debug level logging only at the subsystem level.

The changes that you make to this property become effective approximately five minutes after you save the properties file. It is not necessary to restart the agent to initiate the change.

Redirecting System Messages to the Agent Log

You can use these properties to redirect system-generated messages to the vCenter Hyperic agent log file.

agent.logLevel.SystemErr

This property redirects `System.err` to `agent.log`. Commenting out this setting causes `System.err` to be directed to `agent.log.startup`.

The default value is `ERROR`.

agent.logLevel.SystemOut

This property redirects `System.out` to `agent.log`. Commenting out this setting causes `System.out` to be directed to `agent.log.startup`.

The default value is `INFO`.

Configuring the Debug Level for an Agent Subsystem

For troubleshooting purposes, you can increase the logging level for an individual agent subsystem.

To increase the logging level for an individual agent subsystem, uncomment the appropriate line in the section of the `agent.properties` file that is labelled `Agent Subsystems: Uncomment individual subsystems` to see debug messages.

Agent log4j Properties

This is the `log4j` properties in the `agent.properties` file.

```
log4j.rootLogger=${agent.logLevel}, R

log4j.appender.R.File=${agent.logFile}
log4j.appender.R.MaxBackupIndex=1
log4j.appender.R.MaxFileSize=5000KB
log4j.appender.R.layout.ConversionPattern=%d{dd-MM-yyyy HH:mm:ss,SSS z} %-5p [%t] [%c{1}@%L] %m%n
log4j.appender.R.layout=org.apache.log4j.PatternLayout
log4j.appender.R=org.apache.log4j.RollingFileAppender

##
## Disable overly verbose logging
##
log4j.logger.org.apache.http=ERROR
log4j.logger.org.springframework.web.client.RestTemplate=ERROR
```

```

log4j.logger.org.hyperic.hq.measurement.agent.server.SenderThread=INFO
log4j.logger.org.hyperic.hq.agent.server.AgentDLListProvider=INFO
log4j.logger.org.hyperic.hq.agent.server.MeasurementSchedule=INFO
log4j.logger.org.hyperic.util.units=INFO
log4j.logger.org.hyperic.hq.product.pluginxml=INFO

# Only log errors from naming context
log4j.category.org.jnp.interfaces.NamingContext=ERROR
log4j.category.org.apache.axis=ERROR

#Agent Subsystems: Uncomment individual subsystems to see debug messages.
#-----
#log4j.logger.org.hyperic.hq.autoinventory=DEBUG
#log4j.logger.org.hyperic.hq.livedata=DEBUG
#log4j.logger.org.hyperic.hq.measurement=DEBUG
#log4j.logger.org.hyperic.hq.control=DEBUG

#Agent Plugin Implementations
#log4j.logger.org.hyperic.hq.product=DEBUG

#Server Communication
#log4j.logger.org.hyperic.hq.bizapp.client.AgentCallbackClient=DEBUG

#Server Realtime commands dispatcher
#log4j.logger.org.hyperic.hq.agent.server.CommandDispatcher=DEBUG

#Agent Configuration parser
#log4j.logger.org.hyperic.hq.agent.AgentConfig=DEBUG

#Agent plugins loader
#log4j.logger.org.hyperic.util.PluginLoader=DEBUG

#Agent Metrics Scheduler (Scheduling tasks definitions & executions)
#log4j.logger.org.hyperic.hq.agent.server.session.AgentSynchronizer.SchedulerThread=DEBUG

#Agent Plugin Managers
#log4j.logger.org.hyperic.hq.product.MeasurementPluginManager=DEBUG
#log4j.logger.org.hyperic.hq.product.AutoinventoryPluginManager=DEBUG
#log4j.logger.org.hyperic.hq.product.ConfigTrackPluginManager=DEBUG
#log4j.logger.org.hyperic.hq.product.LogTrackPluginManager=DEBUG
#log4j.logger.org.hyperic.hq.product.LiveDataPluginManager=DEBUG
#log4j.logger.org.hyperic.hq.product.ControlPluginManager=DEBUG

```

Modifying Global Settings

The global settings control the system settings for vRealize Operations Manager, including data retention and system timeout settings. You can modify one or more of the settings to better monitor your environment. These settings affect all your users.

The global settings do not affect metric interactions, color indicators, or other object management behaviors. These behaviors are configured in your policies.

Settings related to managing objects with vRealize Operations Manager are available on the **Administration > Inventory Explorer** page.

Global Settings Best Practices

Most of the settings pertain to how long vRealize Operations Manager retains collected and process data.

The default values are common retention periods. You might need to adjust the time periods based on your local policies or disk space.

List of Global Settings

The global settings determine how vRealize Operations Manager retains data, keeps connection sessions open, and other settings. These are system settings that affect all users.

Table 3-27. Global Setting Default Values and Descriptions

Setting	Default Value	Description
Action History	90 days	Number of days to retain the recent task data for actions. The data is purged from the system after the specified number of days.
Deleted Objects	360 hours	<p>Number of hours to retain objects that are deleted from an adapter data source or server before deleting them from vRealize Operations Manager.</p> <p>An object deleted from an adapter data source might be identified by vRealize Operations Manager as not existing and vRealize Operations Manager can no longer collect data about the object. Whether vRealize Operations Manager identifies deleted objects as not existing depends the adapter. This feature is not implemented in some adapters.</p> <p>For example, if the retention time is 360 hour and a virtual machine is deleted from a vCenter Server instance, the virtual machine remains as an object in vRealize Operations Manager for 15 days before it is deleted.</p> <p>This setting applies to objects deleted from the data source or server, not to any objects you delete from vRealize Operations Manager on the Inventory Explorer page.</p> <p>A value of -1 disables the deleted object retention and retains all deleted objects indefinitely.</p>
Deletion Schedule Interval	24 hours	<p>Determines the frequency to schedule deletion of resources. This setting works with the Deleted Objects setting to remove objects that no longer exist in the environment.</p> <p>vRealize Operations Manager transparently marks objects for removal that have not existed for the length of time specified under Deleted Objects. vRealize Operations Manager then removes the marked objects at the frequency specified under Deletion Scheduling Interval.</p>
Object History	300 days	<p>Number of days to retain the history of the object configuration, relationship, and property data.</p> <p>The configuration data is the collected data from the monitored objects on which the metrics are based. The collected data includes changes to the configuration of the object.</p> <p>The data is purged from the system after the specified number of days.</p>
Session Timeout	30 minutes	<p>If your connection to vRealize Operations Manager is idle for the specified amount of time, you are logged out of the application.</p> <p>You must provide credentials to log back in.</p>

Table 3-27. Global Setting Default Values and Descriptions (Continued)

Setting	Default Value	Description
Symptoms/Alerts	90 days	Number of days to retain canceled alerts and symptoms. The alerts and symptoms can be canceled by the system or canceled by a user.
Time Series Data	6 months	Number of months that you want to retain the collected and calculated metric data for the monitored objects. If available disk space is less than 10%, vRealize Operations Manager purges older data and might not retain the full range specified.
Dynamic Threshold Calculation	enabled	Determines whether to calculate normal levels of threshold violation for all objects. If the setting is disabled, the following areas of vRealize Operations Manager will not work or are not displayed: <ul style="list-style-type: none"> ■ Anomalies badge is not calculated ■ Alert symptom definitions based on dynamic thresholds will not work ■ Metric charts that display normal behavior are not present Disable this setting only if you have no alternative options for managing resource constraints for your vRealize Operations Manager system.
Capacity Calculation	enabled	Determines whether to calculate capacity metrics and badges for all objects. If the setting is disabled, the values for the following badges are not calculated: <ul style="list-style-type: none"> ■ Capacity Remaining ■ Time Remaining ■ Stress ■ Reclaimable Capacity ■ Density
Allow vCenter Server users to log in		Determine how users of vCenter Server log in to vRealize Operations Manager. <ul style="list-style-type: none"> ■ In the vRealize Operations Manager user interface, vCenter Server users can log in to individual vCenter Server instances. Disabled by default. ■ vCenter Server users can log in from vCenter Server clients. Enabled by default. ■ In the vRealize Operations Manager user interface, vCenter Server users can log in to all vCenter Server instances. Enabled by default.
Customer Experience Improvement Program	enabled	Determines whether to participate in the Customer Experience Improvement Program by having vRealize Operations Manager send anonymous usage data to https://vmware.com .
Automated Actions	enabled or disabled	Determines whether to allow vRealize Operations Manager to automate actions. When an alert triggers, the alert provides recommendations for remediation. You can automate an action to remediate an alert when the recommendation is the first priority for that alert. You enable actionable alerts in your policies.

Maintaining and Expanding vRealize Operations Manager

4

vRealize Operations Manager provides features to help you perform maintenance, troubleshoot potential issues, and optimize your work with vRealize Operations Manager.

The product includes cluster and node management options that let you work with the processing systems at the heart of vRealize Operations Manager. When you need to troubleshoot the system, various logs collect details related to how well vRealize Operations Manager is working and are available for bundling if Technical Support needs to review them. You also have the ability to maintain passwords that control operator access to the product, and authentication certificates that provide system-to-system security.

Some administration activities involve how vRealize Operations Manager monitors objects in the environment. For example, maintenance mode settings prevent misleading data from appearing when objects are offline or undergoing maintenance. Licensing activates vRealize Operations Manager monitoring and solutions, and license groups organize objects for data collection under a particular license key. There also are on-demand options to refresh installed adapter lists and gather information about adapter abilities, and to recalculate dynamic thresholds so that vRealize Operations Manager captures the most recent data for a particular metric.

This chapter includes the following topics:

- [“vRealize Operations Manager Cluster and Node Maintenance,”](#) on page 125
- [“vRealize Operations Manager Logging,”](#) on page 126
- [“vRealize Operations Manager Passwords and Certificates,”](#) on page 127
- [“How To Preserve Customized Content,”](#) on page 129
- [“Backup and Restore,”](#) on page 129

vRealize Operations Manager Cluster and Node Maintenance

You perform cluster and node maintenance procedures to help your vRealize Operations Manager perform more efficiently. cluster and node maintenance involves activities such as changing the online or offline state of the cluster or individual nodes, enabling or disabling high availability (HA), reviewing statistics related to the installed adapters, and rebalancing the workload for better performance.

You perform most vRealize Operations Manager cluster and node maintenance using the Cluster Management page in the product interface, or the Cluster Status and Troubleshooting page in the administration interface. The administration interface provides more options than the product interface.

Table 4-1. Cluster and Node Maintenance Procedures

Procedure	Interface	Description
Change Cluster Status	Administration/Product	<p>You can change the status of a node to online or offline.</p> <p>In a high availability (HA) cluster, taking the master or replica offline causes vRealize Operations Manager to run from the remaining node and for HA status to be degraded.</p> <p>Any manual or system action that restarts the cluster brings all vRealize Operations Manager nodes online, including any nodes that you had taken offline.</p>
Enable or Disable High Availability	Administration	<p>Enabling or disabling high availability requires the cluster to have at least one Data node, with all nodes online or all offline. You cannot use Remote Collector nodes.</p> <p>Disabling high availability removes the replica node and restarts the vRealize Operations Manager cluster.</p> <p>After you disable high availability, the replica node vRealize Operations Manager converts back to a data node and restarts the cluster.</p>
Generate Passphrase	Administration	<p>You can generate a passphrase to use instead of the administrator credentials to add a node to this cluster.</p> <p>The passphrase is only valid for a single use.</p>
Remove a Node	Administration	<p>When you remove a node, you lose data that the node had collected unless you are running in high availability (HA) mode. HA protects against the removal or loss of one node.</p> <p>You must not re-add nodes to vRealize Operations Manager that you already removed. If your environment requires more nodes, add new nodes instead.</p>
Configure NTP	Product	<p>The nodes in vRealize Operations Manager cluster synchronize with each other by standardizing on the master node time or by synchronizing with an external Network Time Protocol (NTP) source.</p>
Rebalance the Cluster	Product	<p>You can rebalance adapter, disk, memory, or network load across vRealize Operations Manager cluster nodes to increase the efficiency of your environment.</p>

vRealize Operations Manager Logging

When troubleshooting vRealize Operations Manager, you can open and review vRealize Operations Manager log files that are categorized by cluster node and functional area or log type.

How vRealize Operations Manager Logs Work

vRealize Operations Manager logs are categorized by cluster node, and functional area or log type.

Where You Find vRealize Operations Manager Logs

In the left pane, select **Administration > Support > Logs**.

You create a support bundles to gather log and configuration files from cluster nodes for analysis. When you work with Technical Support, you might need to provide copies of logs and support bundles. You can export vRealize Operations Manager log files to an external syslog server such as Log Insight. vRealize Operations Manager exports logs in unencrypted format.

How Support Bundles Work

You create a support bundles by selecting specific nodes or the entire cluster, and the level of logging that you want to collect. After vRealize Operations Manager creates the support bundle, you download it in ZIP format for analysis.

Where You Find Support Bundles

In the left pane, select **Administration > Support > Support Bundles**.

vRealize Operations Manager Passwords and Certificates

For secure vRealize Operations Manager operation, you might need to perform maintenance on passwords or authentication certificates.

- Passwords are for user access to the product interfaces or to console sessions on cluster nodes.
- Authentication certificates are for secure machine-to-machine communication within vRealize Operations Manager itself or between vRealize Operations Manager and other systems.

Change the vRealize Operations Manager Administrator Password

You might need to change the vRealize Operations Manager administrator password as part of securing or maintaining your deployment.

Procedure

- 1 In a Web browser, navigate to the vRealize Operations Manager administration interface at <https://master-node-name-or-ip-address/admin>.
- 2 Log in with the admin username and password for the master node.
- 3 In the upper right, click the **admin** drop-down menu, and click **Change Administrator Password**.
- 4 Enter the current password, and enter the new password twice to ensure its accuracy.

NOTE You cannot change the administrator username of admin.

- 5 Click **OK**.

Reset the vRealize Operations Manager Administrator Password on vApp or Linux Clusters

If the admin account password is lost, you need to reset the password.

When the vRealize Operations Manager password for the built-in admin account is lost, follow these steps to reset it on vApp or Linux clusters.

Prerequisites

This procedure requires root account credentials.

- In vRealize Operations Manager vApp deployments, when you log in to the console of the virtual application for the first time, you are forced to set a root password.
- The vRealize Operations Manager console root password can be different than the admin account password that you set when configuring the vRealize Operations Manager master node.

Procedure

- 1 Log in to the master node command line console as root.
- 2 Enter the following command, and follow the prompts.

```
$VMWARE_PYTHON_BIN $VCOPS_BASE/../../vmware-vcopssuite/utilities/sliceConfiguration/bin/vcopsSetAdminPassword.py --reset
```

Reset the vRealize Operations Manager Administrator Password on Windows Clusters

If the admin account password is lost, you need to reset the password.

When the vRealize Operations Manager password for the built-in admin account is lost, follow these steps to reset it on Windows clusters.

Procedure

- 1 Open the command prompt using the **Run as Administrator** option.
- 2 Enter the following command, and follow the prompts.

```
%VMWARE_PYTHON_BIN% %VCOPS_BASE%\..\vmware-vcopssuite\utilities\sliceConfiguration\bin\vcopsSetAdminPassword.py --reset
```

Generate a vRealize Operations Manager Passphrase

When users need to add a node to the vRealize Operations Manager cluster, you can generate a temporary passphrase instead of giving them the master administrator login credentials, which might be a security issue.

A temporary passphrase is good for one use only.

Prerequisites

Create and configure the master node.

Procedure

- 1 In a Web browser, navigate to the vRealize Operations Manager administration interface at <https://master-node-name-or-ip-address/admin>.
- 2 Log in with the admin username and password for the master node.
- 3 In the list of cluster nodes, select the master node.
- 4 From the toolbar above the list, click the option to generate a passphrase.
- 5 Enter a number of hours before the passphrase expires.
- 6 Click **Generate**.

A random alphanumeric string appears, which you can send to a user who needs to add a node.

What to do next

Have the user supply the passphrase when adding a node.

How To Preserve Customized Content

When you upgrade vRealize Operations Manager, it is important that you upgrade the current versions of content types that allow you to alert on and monitor the objects in your environment. With upgraded alert definitions, symptom definitions, and recommendations, you can alert on the various states of objects in your environment and identify a wider range of problem types. With upgraded views, you can create dashboards and reports to easily identify and report on problems in your environment.

You might need to perform certain steps before you upgrade the alert definitions, symptom definitions, recommendations, and views in your vRealize Operations Manager environment.

- If you customized any of the alert definitions, symptom definitions, recommendations, or views that were provided with previous versions of vRealize Operations Manager, and you want to retain those customized versions, perform the steps in this procedure.
- If you did not customize any of the alert definitions, symptom definitions, recommendations, or views that were provided with previous versions of vRealize Operations Manager, you do not need to back them up first. Instead, you can start the upgrade, and during the upgrade select the check box named **Reset out-of-the-box content**.

Prerequisites

You previously customized versions of your alert definitions, symptom definitions, recommendations, or views.

Procedure

- 1 Before you begin the upgrade to vRealize Operations Manager, back up the changes to your alert definitions, symptom definitions, recommendations, and views by cloning them.
- 2 Start the upgrade of vRealize Operations Manager.
- 3 During the upgrade, select the check box named **Reset out-of-the-box content**.

After the upgrade completes, you have preserved your customized versions of alert definitions, symptom definitions, recommendations, and views, and you have the current versions that were installed during the upgrade.

What to do next

Review the changes in the upgraded alert definitions, symptom definitions, recommendations, and views. Then, determine whether to keep your previously modified versions, or to use the upgraded versions.

Backup and Restore

Backup and restore your vRealize Operations Manager system on a regular basis to avoid downtime and data loss in case of a system failure. If your system does fail, you can restore the system to the last full or incremental backup.

You can backup and restore vRealize Operations Manager single or multi-node clusters by using vSphere Data Protection or other backup tools. You can perform full, differential, and incremental backups and restores of virtual machines.

NOTE All nodes are backed up and restored at the same time. You cannot back up and restore individual nodes.

Backing Up vRealize Operations Manager Systems

Be aware of these prerequisites when you back up vRealize Operations Manager systems by using vSphere Data Protection.

- [“Disable Quiescing,”](#) on page 130.
- Verify that all nodes are powered on and are accessible while the backup is taking place.

Be aware of these guidelines when you back up vRealize Operations Manager systems by using any tool.

- Use a resolvable host name and a static IP address for all nodes.
- Back up the entire virtual machine. You must back up all VMDK files that are part of the virtual appliance.
- Do not stop the cluster while performing the backup.
- Do not perform backup while dynamic threshold (DT) calculations are running because this might lead to performance issues or loss of nodes.

You are not required to delete any snapshots, however, be aware that tools such as vSphere Data Protection delete all existing snapshots at the time of backup.

Restoring vRealize Operations Manager Systems

Be aware of these prerequisites when restoring vRealize Operations Manager systems by using any tool.

- Power off the virtual machines in the multi-node cluster that you want to restore.
- Before restoring to a different host, power off virtual machines at the original location, and then bring up the environment on the new host to avoid hostname or IP conflict. Verify that the datastore on the new host has sufficient capacity for the new cluster.
- Verify that all VMDK files have been assigned to the same datastore.

When you restore vRealize Operations Manager systems by using any tool, be aware that you need to reset the root password after the restore completes.

Backing Up and Restoring with vSphere Data Protection

Use vSphere Data Protection to associate the back up of a vRealize Operations Manager multi-node cluster with a backup schedule and retention policies. After backup, use vSphere Data Protection to restore a vRealize Operations Manager multi-node cluster to its original location.

Disable Quiescing

Before you backup your vRealize Operations Manager multi-node cluster by using vSphere Data Protection, disable quiescing of the file system.

Procedure

- 1 Log in to the ESXi host with an SSH session, and power off all nodes.
- 2 Navigate to the `/vmfs/volumes/virtual_machine_datastore/ virtual_machine/` directory, and open the `virtual_machine.vmx` file for editing.
- 3 Set the `disk.EnableUUID` parameter to `false`.
You may have to add the `disk.EnableUUID` parameter to the `virtual_machine.vmx` file.
- 4 Save and close the file.
- 5 Power on all nodes.

- 6 Open a console session to the virtual machine, and log in to each node.
- 7 Navigate to the `/etc/vmware-tools` directory, and open the `tools.conf` file for editing.
If you cannot locate the `tools.conf` file, run the `vi tools.conf` command to create a file.
- 8 Add these parameters to the file.

```
[vmbackup]
enableSyncDriver = false
```

This runs a synchronization operation before the snapshot, and does not run a freeze on the file system.

- 9 Save and close the file.

What to do next

Backup your vRealize Operations Manager multi-node cluster by using vSphere Data Protection.

Back Up vRealize Operations Manager By Using vSphere Data Protection

You can use vSphere Data Protection to associate the backup of a vRealize Operations Manager multi-node cluster with a backup schedule and retention policies.

Be aware of these guidelines when you back up vRealize Operations Manager systems.

- Use a resolvable host name and a static IP address for all nodes.
- Back up the entire virtual machine. You must back up all VMDK files that are part of the virtual appliance.
- Do not stop the cluster while performing the backup.
- Do not perform backup while dynamic threshold (DT) calculations are running because this might lead to performance issues or loss of nodes.

You are not required to delete any snapshots, however, be aware that vSphere Data Protection deletes all existing snapshots at the time of backup.

Prerequisites

- [“Disable Quiescing,”](#) on page 130.
- Verify that all nodes are powered on and are accessible while the backup is taking place.
- Deploy and configure the vSphere Data Protection appliance. See the *vSphere Data Protection Administration Guide*.
- Verify that the vSphere Data Protection appliance is installed on the vCenter Server instance where the vRealize Operations Manager cluster is deployed.
- Verify that you have sufficient disk space available for your vSphere Data Protection instance. This depends on the size of the multi-node cluster that you want to back up.
- Use the vSphere Web Client to log in as an administrator to the vCenter Server instance that manages your environment.
- In the vSphere Web Client verify that the virtual machines have the latest version of VMware Tools installed.

Procedure

- 1 In the left pane of the vSphere Web Client, select **vSphere Data Protection**.
- 2 Select the preconfigured vSphere Data Protection appliance and click **Connect**.
- 3 On the **Getting Started** tab, select **Create Backup Job**.

- 4 Leave the **Guest Images** option selected, and click **Next**.
- 5 Leave the **Full Images** option selected, and click **Next**.
- 6 In the inventory tree select all the nodes of the cluster that you want to back up, and click **Next**.
- 7 Set a schedule for the backup job, and click **Next**.
- 8 Specify a retention policy for the backup job, and click **Next**.
- 9 Enter a name for the backup job, and click **Next**.
- 10 Review the summary information for the backup job and click **Finish**.
The newly created backup job is listed on the **Backup** tab. The backup runs automatically according to the schedule you configured.
- 11 (Optional) To run the backup job manually at a later time.
 - a On the **Backup** tab, select the backup job.
 - b Click **Backup Now**, and select **Backup all sources**.
- 12 (Optional) On the **Reports** tab, select **Job Details** to verify that the backup job was completed.

What to do next

Restore a backed up system.

Restore vRealize Operations Manager By Using vSphere Data Protection

You can restore a backed up vRealize Operations Manager multi-node cluster to its original location by using vSphere Data Protection.

Prerequisites

- Power off the virtual machines in the multi-node cluster that you want to restore.
- Before restoring to a different host, power off virtual machines at the original location, and then bring up the environment on the new host to avoid hostname or IP conflict. Verify that the datastore on the new host has sufficient capacity for the new cluster.
- Verify that all VMDK files have been assigned to the same datastore.
- Deploy and configure the vSphere Data Protection appliance. See the *vSphere Data Protection Administration Guide*.
- Back up the vRealize Operations Manager multi-node cluster.
- Use the vSphere Web Client to log in as an administrator to the vCenter Server instance that manages your environment.
- In the vSphere Web Client verify that the virtual machines have the latest VMware Tools installed.

Procedure

- 1 In the left pane of the vSphere Web Client, select **vSphere Data Protection**.
- 2 Select the preconfigured vSphere Data Protection appliance, and click **Connect**.
- 3 Click the **Restore** tab.
- 4 Select the first virtual machine listed that is part of the cluster.
All performed backups for this virtual machine are displayed.
- 5 Select the backup from which you want to restore components.
- 6 Double-click the backup job, and select the components that you want to restore.

- 7 Click **Restore** to start the Restore backup wizard.
- 8 On the Select Backup page, verify that the backup is correct and click **Next**.
- 9 On the Set Restore Options page, leave the **Restore to original location** check box selected, and click **Next**.
If you deselect the **Restore to original location** check box, you can select a different destination for the restore. You might have to specify options such as the host name, network, datastore, and folder.
- 10 On the Ready to complete page, review the summary information for the restore request, and click **Finish**.
- 11 Repeat steps 4 to 10 for the same backed up copies of all other virtual machines that are part of the cluster.
- 12 Reset the root password.
- 13 To verify that the restore operation is successful, power on the virtual machines in the cluster and check that all vRealize Operations Manager services are running.

What to do next

If you restored your system to a remote location, change the IP address to point the cluster to the new host.

Checking the Restore of vRealize Operations Manager Systems

After you have restored a vRealize Operations Manager system, verify that the system nodes are up and running.

Procedure

- 1 Power on the master node for a simple cluster, and the master node and replica node for HA clusters.
- 2 Use SSH to log into the vRealize Operations Manager master node to check the vRealize Operations Manager service status, and run `service vmware-vcops status`.

```
# service vmware-vcops status
Slice Online=true
admin Role Enabled=true
    vRealize Operations vPostgres Replication Database is running (31810).
    vRealize Operations Gemfire Locator is running (31893).
data Role Enabled=true
    vRealize Operations vPostgres Database is running (32013).
    vRealize Operations Cassandra Distributed Database is running (21062).
    vRealize Operations Analytics is running (32142).
    vRealize Operations Collector is running (32225).
    vRealize Operations API is running (32331).
ui Role Enabled=true
remote collector Role Enabled=false
```
- 3 Confirm that the `admin`, `data`, and `ui` roles are running.
- 4 Verify that all the nodes in the cluster are up and collecting data. If you have an HA-enabled cluster, verify that HA mode is enabled.
 - a In a Web browser, navigate to the vRealize Operations Manager administration interface at `https://<Master_Node_IP>/admin/login.action`.
 - b Log in with the admin username and password.
 - c Verify that each node is online.

- d Click each node, and verify that the status of adapter instances is Data receiving.
- e Verify that HA mode is enabled. If the cluster is running in degraded mode, restart the cluster.

Change the IP Address of Nodes After Restoring a Cluster on a Remote Host

After you have restored a vRealize Operations Manager cluster to a remote host, change the IP address of the master nodes and data nodes to point to the new host.

Prerequisites

- Verify that the restore job has completed successfully.
- Verify that the datastore on the new host has sufficient capacity for the new cluster.

Procedure

- 1 Shut down the vRealize Operations Manager cluster at the original location.
- 2 In the Virtual Appliance Management Interface (VAMI), access the machine from the vCenter console and run the `/opt/vmware/share/vami/vami_set_network eth0 STATICV4 new IP netmask gateway` to change the IP address for each node in the cluster.

For example:

```
/opt/vmware/share/vami/vami_set_network  
eth0 STATICV4 10.145.152.170 255.255.252.0 10.145.155.253
```
- 3 After the command runs successfully, restart the network, reboot each node, and power on the remote collector node.
- 4 Use SSH to access the master, data, and remote collector nodes, and run the `$VMWARE_PYTHON_BIN /usr/lib/vmware-vcopssuite/utilities/sliceConfiguration/bin/vcopsConfigureRoles.py --action=bringSliceOffline --offlineReason=restore cluster` command to take the cluster offline.
- 5 Update the CaSA database with the new IP address first on the master nodes, and then on the data nodes.
 - a Run the `vmware-casa stop` command to stop the CaSA service.
 - b Open the `/storage/db/casa/webapp/hsqldb/casa.db.script` file for editing, and replace all instances of the old IP address and with the new IP address.
 - c Run the `vmware-casa start` command to start the CaSA service.
- 6 In the following configuration files, use a text editor to replace all instances of the old IP address with the new IP address.
 - `/usr/lib/vmware-vcopssuite/utilities/sliceConfiguration/data/roleState.properties.`
 - `/usr/lib/vmware-vcops/user/conf/gemfire.properties.`
 - `/usr/lib/vmware-vcops/user/conf/gemfire.locator.properties.` This configuration file only runs on the master node. Edit the `locator` parameter.
 - `/usr/lib/vmware-vcops/user/conf/gemfire.native.properties.`
 - `/usr/lib/vmware-vcops/user/conf/persistence/persistence.properties.`
- 7 Navigate to the `/usr/lib/vmware-vcops/user/conf/cassandra/` directory, and edit the `cassandra.yaml` file so that the `seeds` parameter points to the new IP address of the master node, and the `listen_address` and `broadcast_rpc_address` point to the IP addresses of the data nodes.
- 8 Log in to the vRealize Operations Manager administration interface, and bring the cluster online.

OPS-CLI Command-Line Tool

The OPS-CLI tool is a Java application that you can use to manipulate the vRealize Operations Manager database. It replaces the VCOPS-CLI and DBCLI tools.

The product includes the executable file in the tools directory or in `<VCOPS_BASE>/tools/opsccli/`.

Operating System	File Name
Linux	<code>ops-cli.sh</code>
Windows	<code>ops-cli.bat</code>
Python	<code>ops-cli.py</code>

All OPS-CLI commands use the `-h` parameter for interactive and localized help.

When you add the `control` command to the `post_install.sh` script, it triggers the `redescribe` process after an adapter is installed or upgraded.

```
control -h | redescribe --force
```

Supported Operations

The OPS-CLI tool supports the following database operations.

- [dashboard Command Operations](#) on page 136
You use the `dashboard` command to import, export, share, unshare, delete, reorder, show, hide, and set the default summary for dashboards.
- [template Command Operations](#) on page 136
You use the `template` command to import, export, share, unshare, delete, and reorder templates.
- [supermetric Command Operations](#) on page 137
You use the `supermetric` command to import, export, configure, and delete super metrics.
- [attribute Command Operations](#) on page 138
You use the `attribute` command to configure properties of a specific metric in one or more packages. The metric is the object attribute.
- [reskind Command Operations for Object Types](#) on page 138
You use the `reskind` command to configure the default settings in your object type as defined by the ResourceKind model element. The command sets the default attribute or supermetric package, enables or disables dynamic thresholds, and enables or disables early warning smart alerts.
- [report Command Operations](#) on page 138
You use the `report` command to import, export, configure, and delete super metrics.

- [view Command Operations](#) on page 139

You use the `view` command to import, export, or delete view definitions.

- [file Command Operations](#) on page 139

You use the `file` command to import, export, list or delete database files. The command operates on metric, text widget, and topology widget files.

dashboard Command Operations

You use the `dashboard` command to import, export, share, unshare, delete, reorder, show, hide, and set the default summary for dashboards.

The dashboard command uses the following syntax.

```
dashboard -h | import|defsummary|export|share|unshare|delete|reorder|show|hide [parameters]
```

Table 5-1. dashboard Command Options

Command Name	Description	Syntax
dashboard import	Import a dashboard from a file and assign the ownership to a user account.	<code>dashboard import -h user-name all group:group_name input-file [--force] [--share all group-name[{,group-name}]] [--retry maxRetryMinutes] [--set rank] [--default] [--create]</code>
dashboard export	Export an existing dashboard to a file.	<code>dashboard export -h user-name dashboard-name [output-dir]</code>
dashboard defsummary	Import a dashboard from a file and assign the ownership to a user account.	<code>dashboard defsummary -h input-file default --adapterKind adapterKind --resourceKind resourceKind</code>
dashboard share	Share an existing dashboard with one or multiple user groups.	<code>dashboard share -h user-name dashboard-name all group-name[{,group-name}]</code>
dashboard unshare	Stop sharing a dashboard with specified groups.	<code>dashboard unshare -h user-name dashboard-name all group-name[{,group-name}]</code>
dashboard delete	Permanently delete a dashboard.	<code>dashboard delete -h user-name all group:group_name dashboard-name</code>
dashboard reorder	Set the order rank for a dashboard, with an option to make it the default.	<code>dashboard reorder -h user-name all group:group_name dashboard-name [--set rank] [--default]</code>
dashboard show	Show a dashboard.	<code>dashboard show -h user-name all group:group_name {,dashboardname} all</code>
dashboard hide	Hide a dashboard.	<code>dashboard hide -h user-name all group:group_name {,dashboardname} all</code>

template Command Operations

You use the `template` command to import, export, share, unshare, delete, and reorder templates.

The `template` command uses the following syntax.

```
template -h | import|export|share|unshare|delete|reorder [parameters]
```


Table 5-2. template Command Operations

Command Name	Description	Syntax
template import	Import a template from a file.	template import -h input-file [--force] [--share all group-name[{{,group-name}}]] [--retry maxRetryMinutes] [--set rank] [--create]
template export	Export an existing template to a template file.	template export -h template-name [output-dir]
template share	Share an existing template with one or multiple user groups.	template share -h template-name all group-name[{{,group-name}}]
template unshare	Stop sharing a template with specified groups.	template unshare -h template-name all group-name[{{,group-name}}]
template delete	Permanently delete a template.	template delete -h template-name
template reorder	Set the order rank for a template. The order rank controls the order of templates created based on shared templates.	template reorder -h template-name [--set rank]

supermetric Command Operations

You use the supermetric command to import, export, configure, and delete super metrics.

The supermetric command uses the following syntax.

```
supermetric -h | import|export|configure|delete [parameters]
```

Table 5-3. supermetric Command Operations

Command Name	Description	Syntax
supermetric import	Import a super metric from a file and assign the ownership to the specified user account.	supermetric import -h input-file [--force] [--policies all policy-name[{{,policy-name}}]] [--check (true false)] [--retry maxRetryMinutes] [--create]
supermetric export	Export an existing super metric to a template file.	supermetric export -h supermetric-name [output-dir]

Table 5-3. supermetric Command Operations (Continued)

Command Name	Description	Syntax
supermetric configure	Configure properties of a supermetric in one or more supermetrics packages.	<pre>supermetric configure -h supermetric-name --policies all policy- name[,{,policy-name}] --check (true false) --ht (true false) --htcriticality level-name --dtabove (true false) -- dtbelow (true false) --thresholds threshold- def[,{,threshold-def}]</pre>
supermetric delete	Permanently delete a supermetric.	<pre>supermetric delete -h supermetric-name</pre>

attribute Command Operations

You use the `attribute` command to configure properties of a specific metric in one or more packages. The metric is the object attribute.

The `attribute` command uses the following syntax.

```
attribute configure -h | adapterkind-key:resourcekind-key attribute-key
                        --packages all|package-name[,{,package-name}] --check (true|false)
                        --ht (true|false) --htcriticality level-name
                        --dtabove (true|false) --dtbelow (true|false)
                        --thresholds threshold-def[,{,threshold-def}]
```

reskind Command Operations for Object Types

You use the `reskind` command to configure the default settings in your object type as defined by the ResourceKind model element. The command sets the default attribute or supermetric package, enables or disables dynamic thresholds, and enables or disables early warning smart alerts.

The `reskind` command uses the following syntax.

```
reskind configure -h | adapterkind-key:resourcekind-key
                        --package package-name --smpackage smpackagename
                        --dt (true|false) --smartalert (true|false)
```

report Command Operations

You use the `report` command to import, export, configure, and delete super metrics.

The `report` command uses the following syntax.

```
report -h | import|export|delete [parameters]
```

Table 5-4. report Command Options

Command Name	Description	Syntax
report import	Import a report definition from a file.	<pre>report import -h input-file [--force]</pre>
report export	Export one or more report definitions to a file.	<pre>report export -h all report-name[,{,report- name}] [output-dir]</pre>
report delete	Permanently delete one or more report definitions.	<pre>report delete -h all report-name[,{,report- name}]</pre>

view Command Operations

You use the view command to import, export, or delete view definitions.

The view command uses the following syntax.

```
view -h | import|export|delete [parameters]
```

Table 5-5. view Command Operations

Command Name	Description	Syntax
view import	Import a view definition from a file.	view import -h input-file [--force]
view export	Export one or more view definitions to a file.	view export -h all view-name[,{,view-name}] [output-dir]
view delete	Permanently delete one or more view definitions.	view delete -h all view-name[,{,view-name}]

file Command Operations

You use the file command to import, export, list or delete database files. The command operates on metric, text widget, and topology widget files.

The file command uses the following syntax.

```
file -h | import|export|delete|list [parameters]
```

Table 5-6. file Command Operations

Command Name	Description	Syntax
file import	Import a metric or widget from a file.	file import -h reskndmetric textwidget topowidget input-file [--title title] [--force]
file export	Export one or more metrics or text widgets, or export the topology widget to a file.	file export -h reskndmetric textwidget topowidget all title[,{,title}] [output-dir]
file delete	Permanently delete a metric or a widget.	file delete -h reskndmetric textwidget topowidget all title[,{,title}]
file list	List all metric or a widget files.	file list -h reskndmetric textwidget topowidget

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