

VM管理人員的神兵利器- VMware Skyline

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2022/03/30



AGENDA

關於我

VM管理者日常

VMware Skyline 概要-Skyline 導入 Before / After

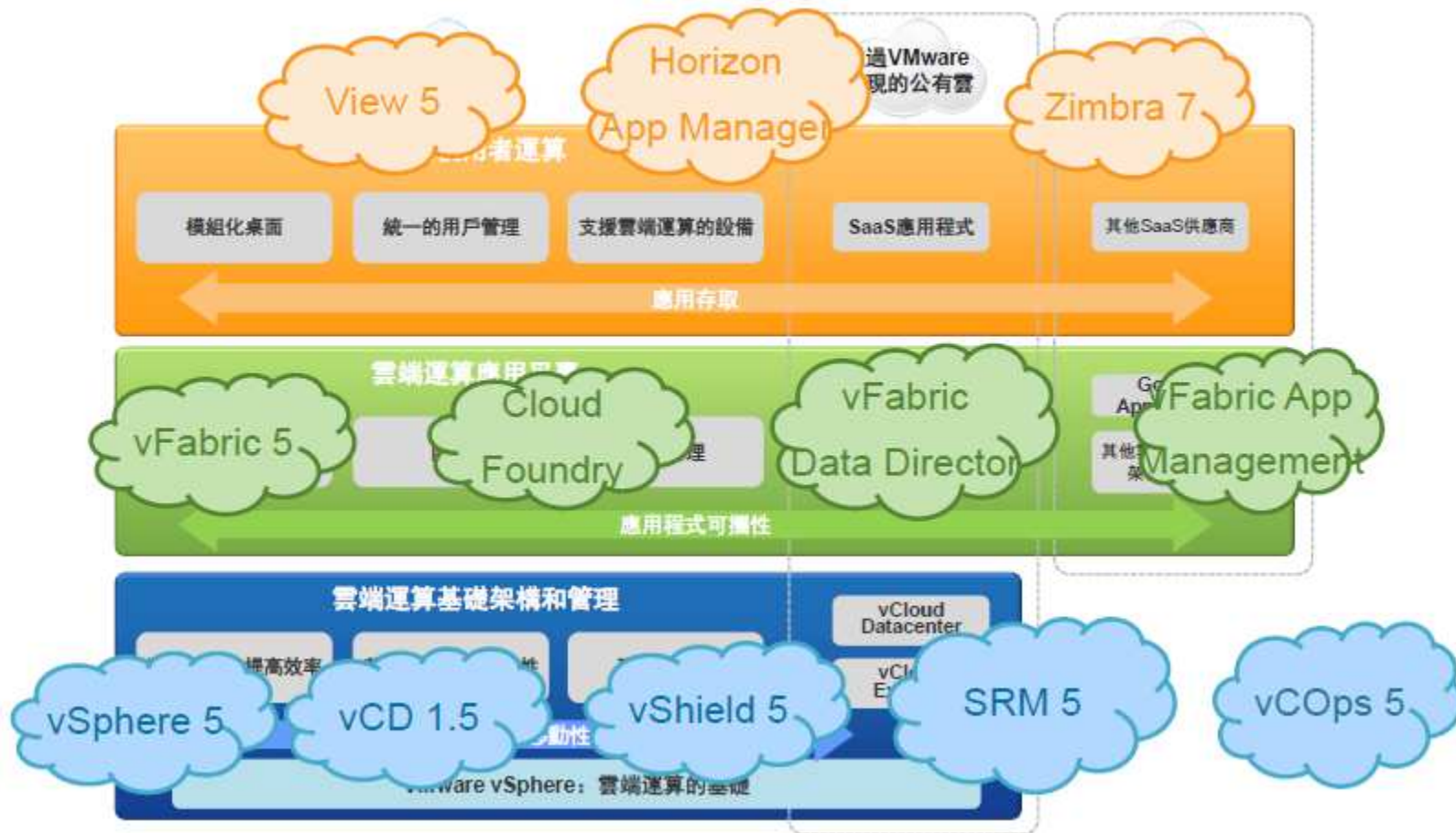
VMware Skyline 導入步驟

Summary

2011年11月23日

一切的開始

安全、合規、受控



VM管理者日常

自家環境 客戶環境 盤點分類保護

現在主機台數VM數量?

這版本有穩定嗎有沒有已知Issue?

環境設定是否是Best practice?

這版本有CVE漏洞?誰通知我?

每一次開Support request 總是要花許多時間上傳Log

什麼時候發生的，什麼時候解決的?

VMware Skyline 概要

防患於未然的主動式支援方案

提前避免問題

- 提供隱藏在VMWARE環境中的現有錯誤和解決方案

縮短解決問題的時間

- 幫助支援工程師了解客戶環境
- Log Assist 顯著減少日誌上傳時間

無額外費用

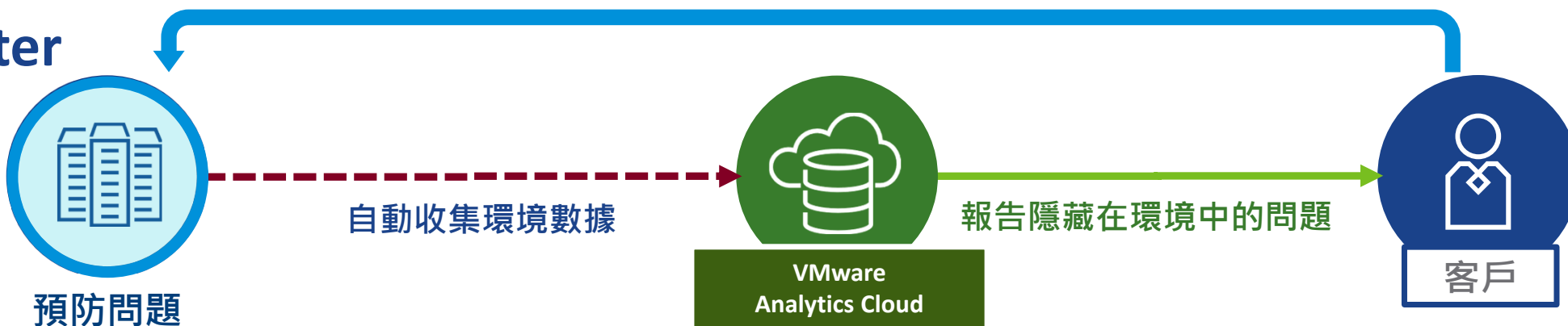
- 如果與 VMware 簽訂了支援合約，部分功能無需支付額外費用

Skyline 導入 Before / After

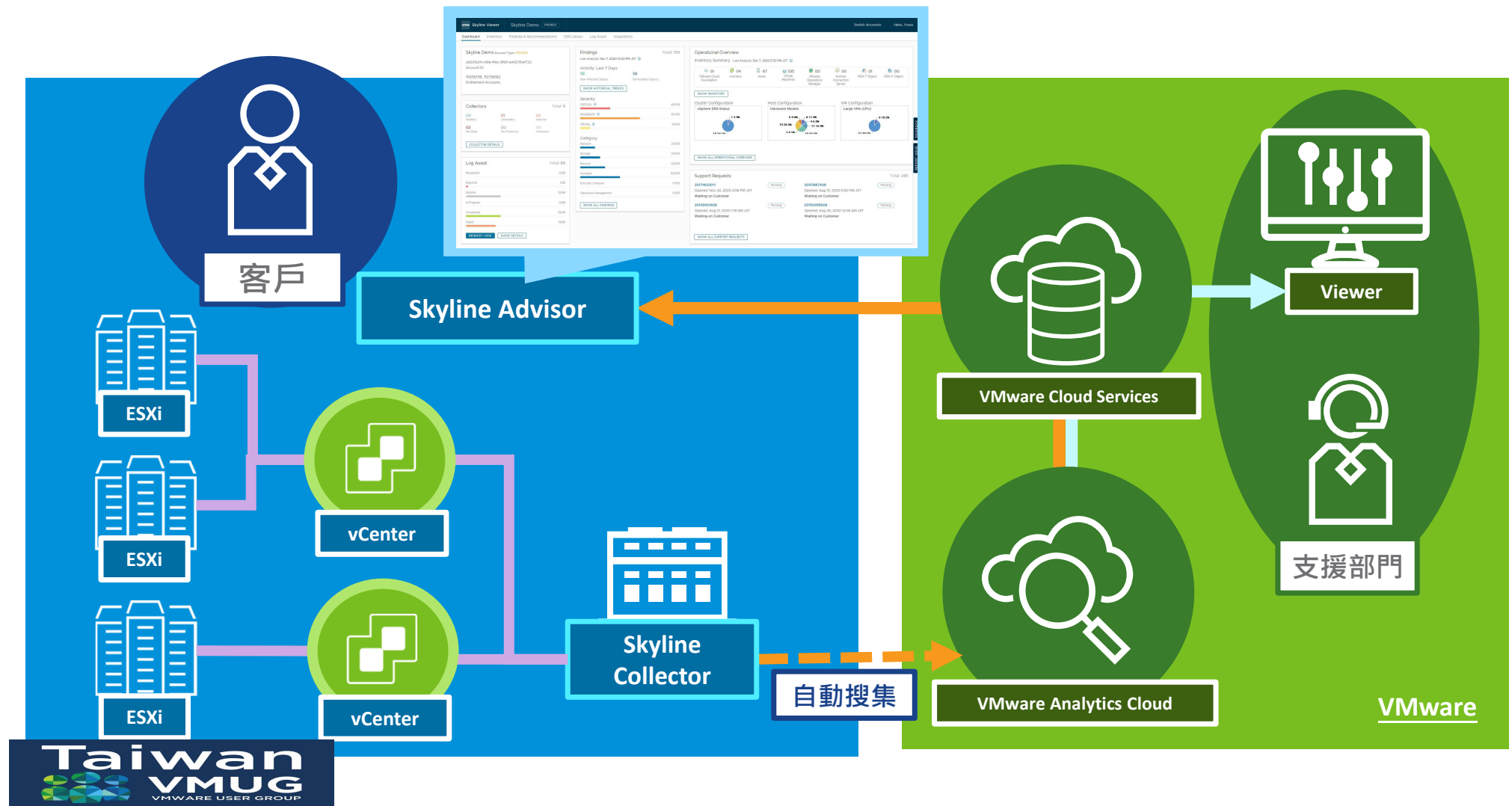
Before



After

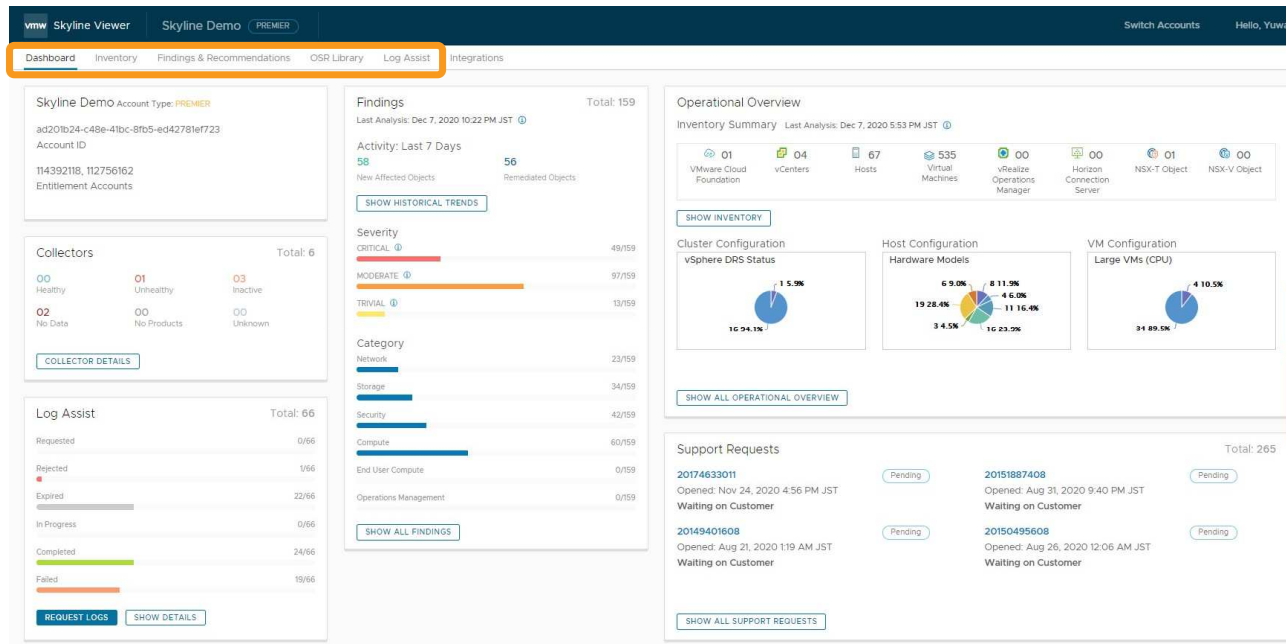


Skyline配置和使用



Advisor

現在主機台數VM數量？



Inventory

- 庫存資訊
- 顯示主機、網路、儲存等。

Findings & Recommendations

- 查看現有錯誤
- 顯示解決方案或是Workaround

OSR Library

- 以報告格式提供Advisor資訊
- 可以下載過往的報告

Log Assist

- 將日誌包裹上傳到 VMware

Dashboard

- 客戶帳戶資訊
- Collector, vCenter, ESXi, VM 個別總數
- 每個菜單的摘要資訊



Advisor

這版本有穩定嗎有沒有已知Issue?

vm Skyline Advisor

Michelle Clopton
Skyline Hands-On Lab

Objects

Skyline Hands-On Lab

ESXi host fails with the error: PANIC bora/vmkernel/main/dlmalloc.c:xxxx - Corruption in dlmalloc (2147888)

Last Updated: 2020/2/12 Categories: Troubleshooting Total Views: 13398 Language: English subscribe

Symptoms

- The ESXi host fails with the error:

```
PANIC bora/vmkernel/main/dlmalloc.c:xxxx - Corruption in dlmalloc
```

- In the /var/log/vmkernel.log file, similar entries are seen:

```
@BlueScreen: PANIC bora/vmkernel/main/dlmalloc.c:4907 - Corruption in dlmalloc
Code start: 0x418029600000 VMK uptime: 234:01:32:49.087
0x43949ed1b360:[0x418029677ada]PanicvPanicInt@vmkernel#nover+0x37e stack: 0x43949ed1b3f8
0x43949ed1b3f0:[0x418029677da5]Panic_NoSave@vmkernel#nover+0x4d stack: 0x43949ed1b450
0x43949ed1b450:[0x41802962cb0b]DLM_free@vmkernel#nover+0x6c7 stack: 0x8
0x43949ed1b460:[0x418029629bf1]Heap_Free@vmkernel#nover+0xb9 stack: 0xbad000e
0x43949ed1b4b0:[0x418029646001]Dump_SetFile@vmkernel#nover+0x155 stack: 0x4303bfdef3b0
```

Additional Resources

- KB • Downloading and licensing vSphere Hypervisor (ESXi 6.x & 7.x) (2107518)
- Docs • Download the ESXi Installer
- KB • 下載和許可 vSphere Hypervisor (ESXi 6.x 及 7.x) (2107518)
- KB • vSphere ハイパーバイザー (ESXi 6.x) のダウンロードおよびライセンスについて (2107518)
- Docs • Download the vSphere Client

Ask The Community

Get answers quickly from VMware experts in the community

● 庫存

● 提供與庫存對應的資訊

- ✓ 現有錯誤
- ✓ 解決方法、Workaround

> vCenter

Taiwan
VMUG
VMWARE USER GROUP

Advisor

環境設定是否是Best practice?

←

EXPORT

Finding ID

vSphere-VCFinconsistentBIOS-KB#81654

Severity

MODERATE

Category

Compute

First Observed

Aug 3, 2021

Description

BIOS Version inconsistency on servers of the same vendor and model.

Risk if no action taken

Environmental Stability

✓ Recommendation & Affected Objects

Recommendations

• Please confirm that all hosts in your cluster are running the same BIOS version on servers of the same vendor and model.

Helpful Links

• <https://kb.vmware.com/s/article/81654>

Affected Objects (1)

Search by Source Name, Object Name, Object Type or Summary and hit enter

Last Analysis: Mar 29, 2022 9:44 PM CST

Source Name ↑	Object Name	Object Type	Solution Tags	Object First Observed	Summary	
W	com	DMZ-Cluster	Cluster	-	Aug 3, 2021	Cluster DMZ-Cluster has BIOS version inconsistency...

1 - 1 of 1

VMware Skyline New Critical Findings



Skyline Notification Service <donotreply@vmware.com>

週日 2022/2/20 下午 08:24

收件匣

收件者: Kevin Hsieh(謝政輝)(TPE);

Risk if no action taken -Security Risk

Number of objects impacted by the finding -7

Recommendations-Update to the ESXi versions noted in the following VMSA.;<https://www.vmware.com/security/advisories/VMSA-2022-0004.html>;This vulnerability is remediated with VMware ESXi 6.5 Express Patch 25 (build number 19092475).;This vulnerability is remediated with VMware ESXi 6.7 Patch 06 (build number 18828794).;This vulnerability is remediated with VMware ESXi 7.0 Update 1 EP4 (build number 19324898).;This vulnerability is remediated with VMware ESXi 7.0 Update 2 EP3 (build number 19290878).;This vulnerability is remediated with VMware ESXi 7.0 Update 3c (build number 19193900).

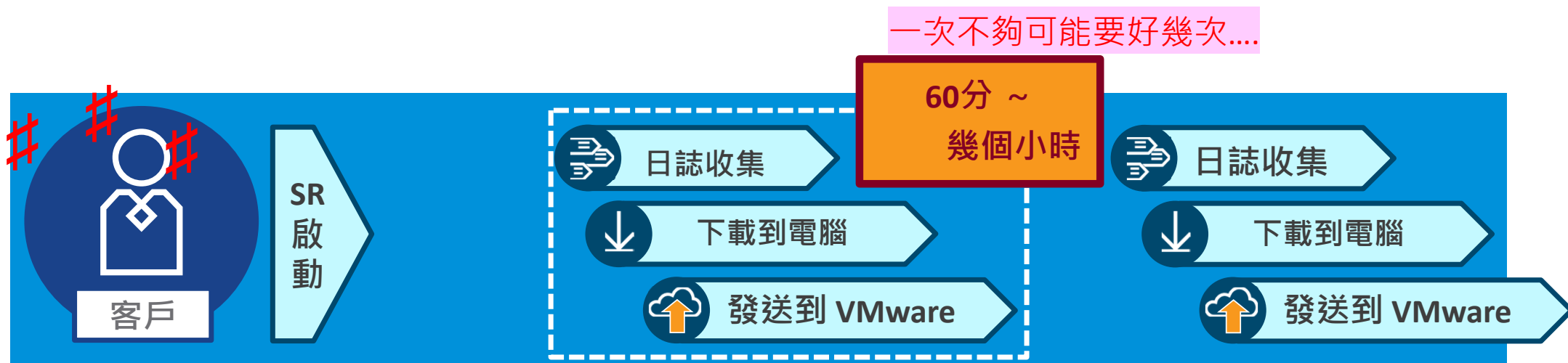
Best Regards,
VMware Skyline Team

Have questions? Check the [Skyline Community](#) for answers.



- 主動發信通知
- 提供與庫存對應的資訊
 - ✓ 現有錯誤
 - ✓ 解決方法、Workaround

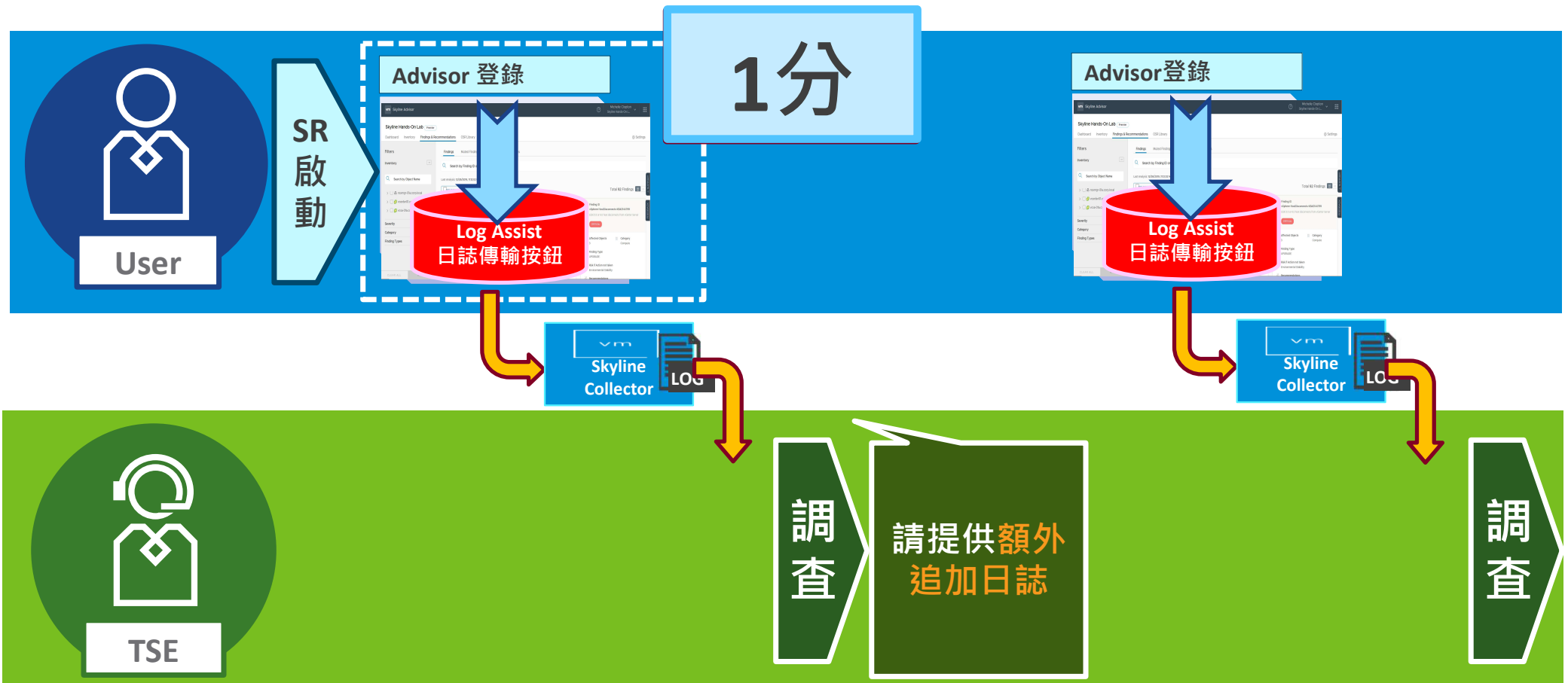
SR 日誌傳輸的“麻煩”



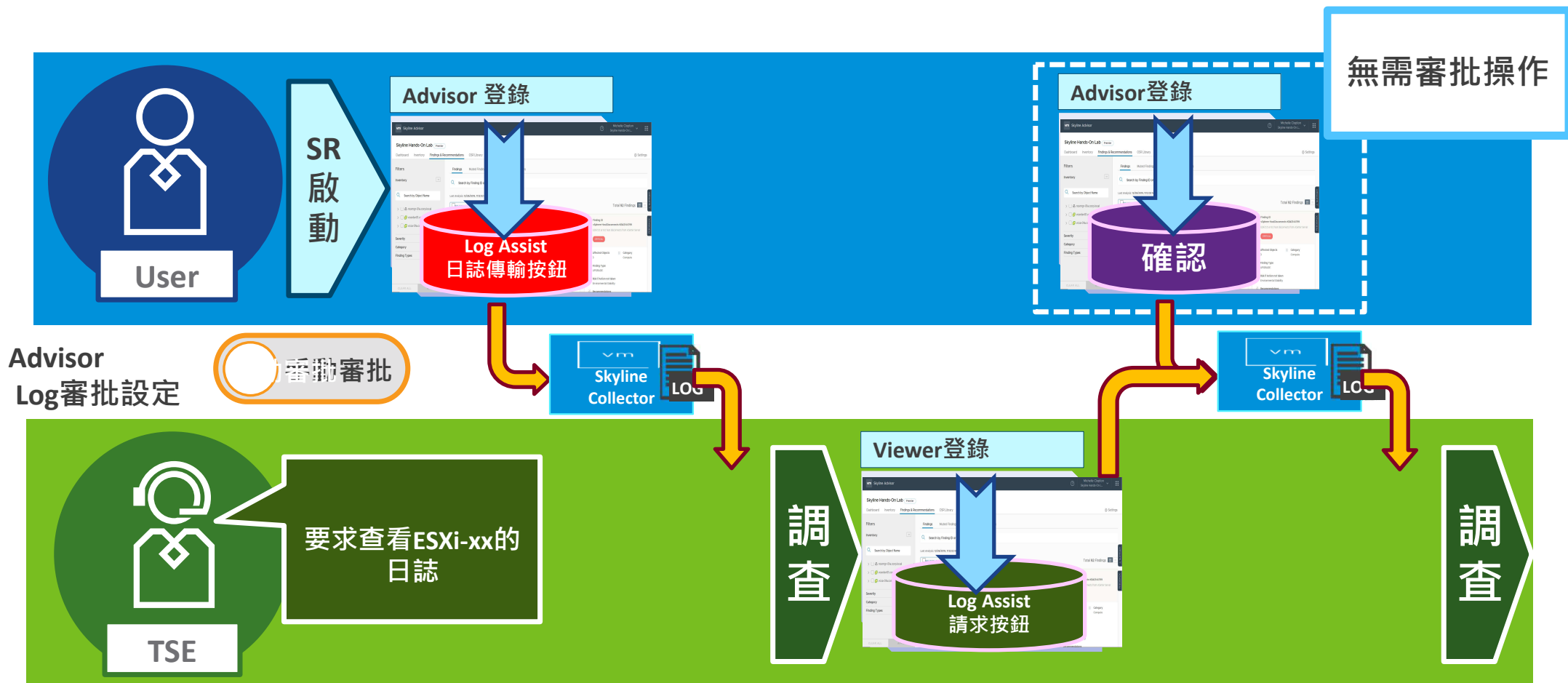


日誌包裹傳送只需點擊幾下 方法有 2 種

方法① User執行日誌包裹傳送的情境



方法② TSE請求日誌包裹



Log Assist

日誌包裹傳輸過程

Initiate Log Transfer

Log Library

Step 2 of 2 - Select Inventory

Select products/hosts from inventory to request logs for

BACK

INITIATE LOG TRANSFER

Privileges and connectivity checks occur periodically. Click "RE-VALIDATE" below to get the latest privileges and connectivity status.
[Learn more about privileges.](#)

RE-VALIDATE

Last revalidated at Aug 7, 2021 1:31 AM JST.

Search by Object Name and hit

③選擇組件

Last Analysis: Nov 2, 2021 5:26 AM

Inventory Type	Name	Version	Build	Collector Name	Products Linked	Privileges	Connectivity
> <input type="checkbox"/> NSX Manager	brm-nsx-manager.brmstorage.com	6.4.10	17626462	SkylineDemoGSS	1 Product	✓	-
✓ <input checked="" type="checkbox"/> vCenter	brm-prod-vc.brmstorage.com	7.0.2	17958471	SkylineDemoGSS	2 Products	✓	-
✓ <input type="checkbox"/> Datacenter	Broomfield Production	-	-	SkylineDemoGSS	-	-	-
✓ <input type="checkbox"/> Cluster	Colorado Management Cluster	-	-	SkylineDemoGSS	-	-	-
<input checked="" type="checkbox"/> Host	brm-dell-01.brmstorage.com	7.0.1	17325551	SkylineDemoGSS	NSX-V Enabled	✓	✓
<input type="checkbox"/> Host	brm-dell-02.brmstorage.com	7.0.1	17325551	SkylineDemoGSS	NSX-V Enabled	✓	✓

④ 點擊 [INITIATE LOG TRANSFER]

Log Assist

TSE 請求日誌包裹時的審批畫面

[Initiate Log Transfer](#)[Log Transfer Requests](#)[Log Library](#)

Auto Approve Log Requests ☐

Showing 1 Log Requests

Name	Requested Time	Associated SR	Requested By	Action
Log_Bundle_01-03-2020_03:03:39	01/03/2020 08:33:39 IST	1908	Srikanth Hampapura Shivananda	

SUPPORT

[Initiate Log Transfer](#)[Log Transfer Requests](#)[Log Library](#)

Auto Approve Log Requests ☐

Showing 1 Log Request

Name	Requested Time	Associated SR	Requested By	Action
Log_Bundle_07-12-2019_06:11:16	07/12/2019 14:11:16 +08	607	Srikanth Hampapura Shivananda	Approving

Advisor

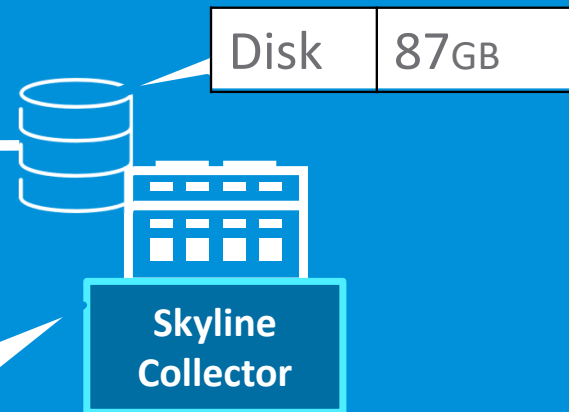
什麼時候出現的問題，什麼時候解決的？

Remediated Objects



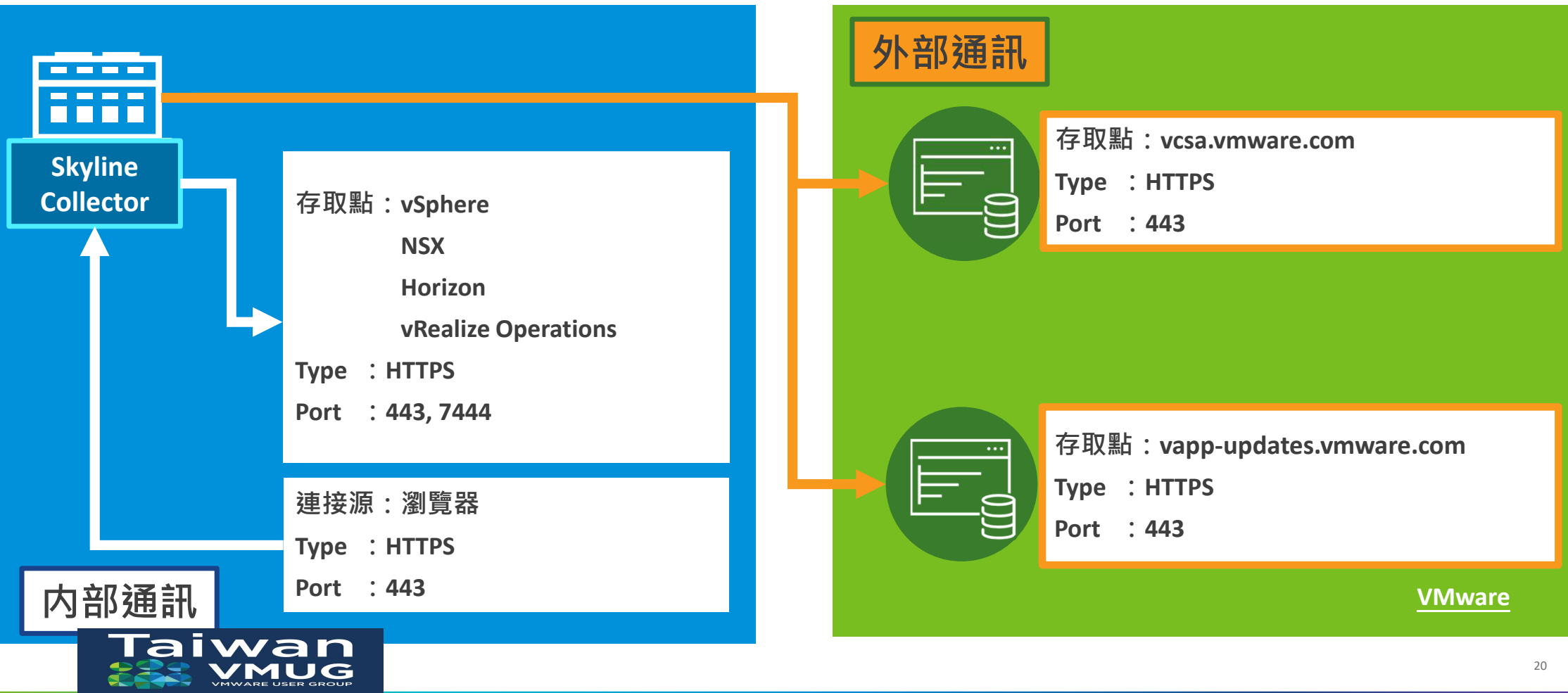
Skyline Collector 安裝條件

部署對象是 VMware vSphere® 6.5, 6.7, 7.0



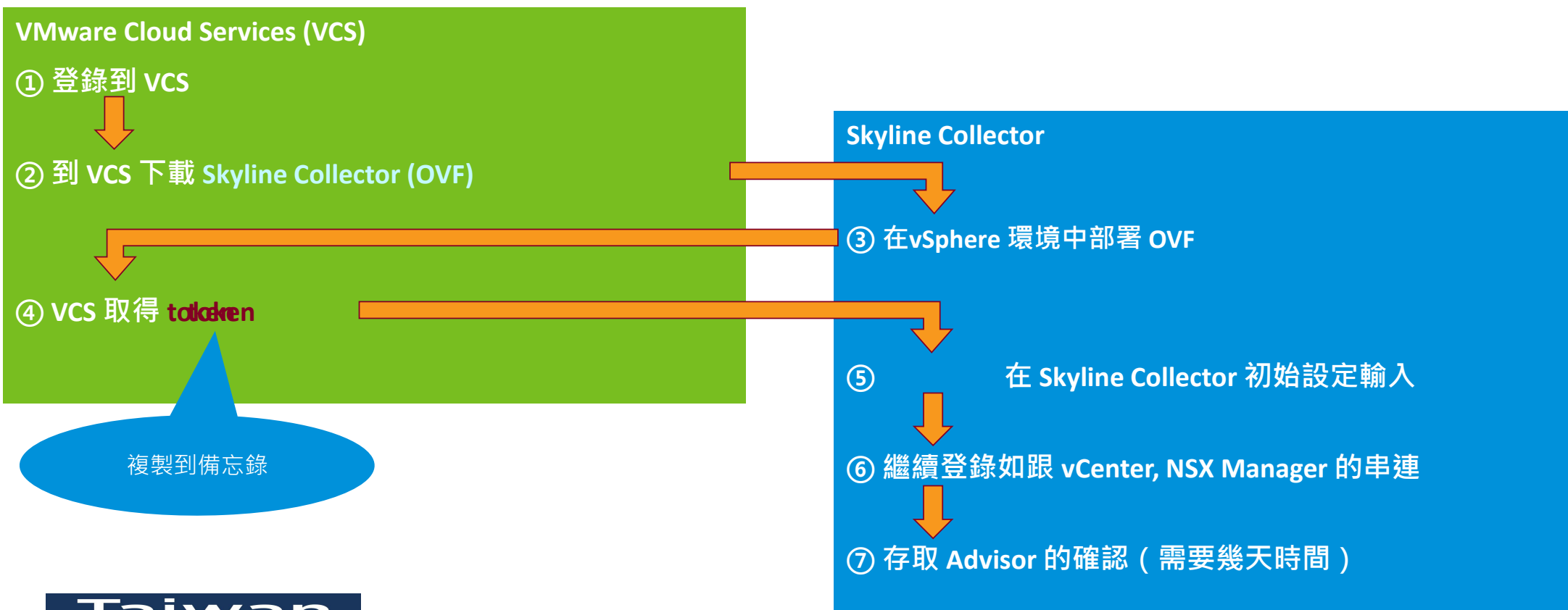
vCPU	2
記憶體	8GB
IP位址	固定

Skyline Collector 網路要求



Skyline 導入流程

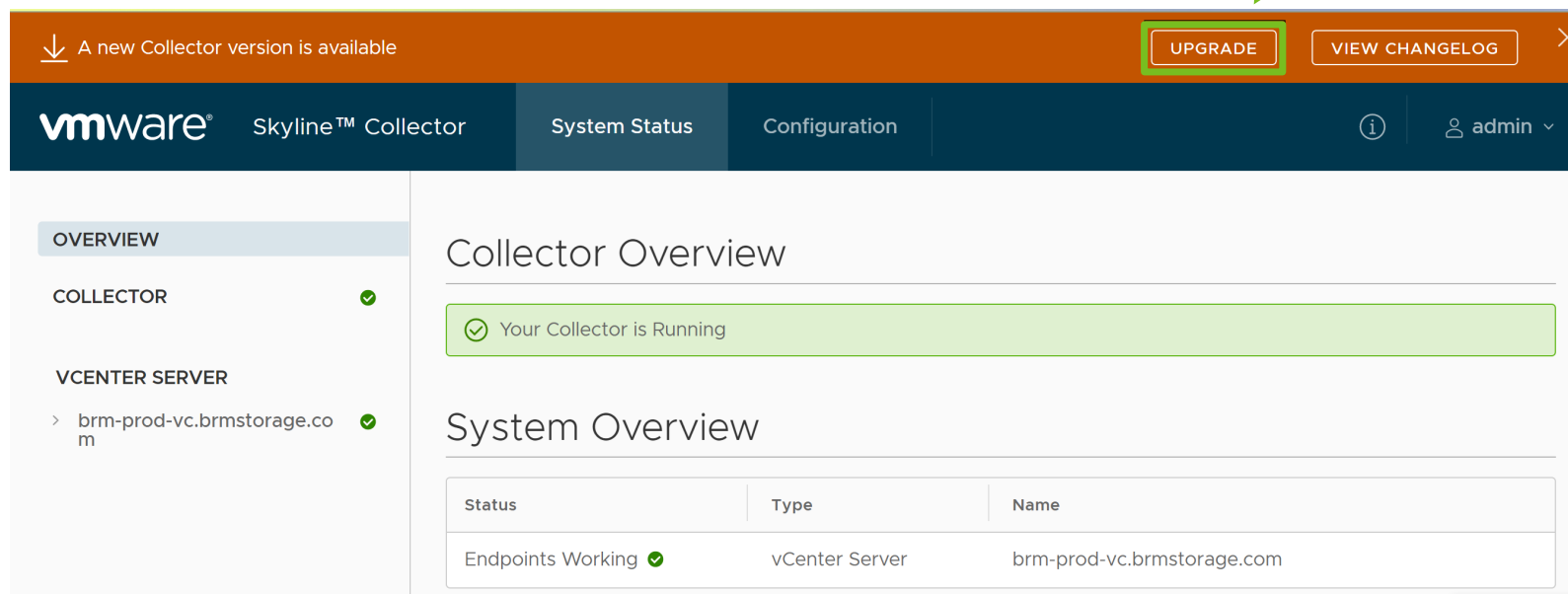
Skyline Get Started (<http://vmware.com/go/skyline/download>)



Skyline Collector 升級

Skyline Collector 始終建議使用最新版本

- Skyline Collector 僅支援最新的 3 個世代 (N-2支援策略)
- 易於升級 (只需單擊 Skyline Collector Web 界面中的 [UPGRADE])
- 約20分鐘完成



The screenshot shows the Skyline Collector web interface. At the top, there is a notification bar with the text "A new Collector version is available" and a green arrow pointing to the "UPGRADE" button. The "UPGRADE" button is highlighted with a green box. To the right of the "UPGRADE" button is a "VIEW CHANGELOG" button. Below the notification bar is a navigation bar with the VMware logo, "Skyline™ Collector", and tabs for "System Status" and "Configuration". The "System Status" tab is selected. On the right side of the navigation bar, there is an information icon and a user profile labeled "admin". The main content area is divided into two sections: "Collector Overview" and "System Overview". The "Collector Overview" section shows a green status bar with a checkmark and the text "Your Collector is Running". The "System Overview" section contains a table with the following data:

Status	Type	Name
Endpoints Working ✓	vCenter Server	brm-prod-vc.brmstorage.com

支援的產品

提供已知問題和解決方案的 VMware 產品

產品	版本
VMware vCenter Server®	5.5 ~
VMware ESXi™	5.5 ~
VMware NSX® for vSphere®	6.2 ~
VMware NSX-T Data Center™	2.5 ~
VMware vSAN™	6.0 ~
VMware Horizon® View™	7.0 ~
VMware vRealize® Operations Manager™	6.6 ~
VMware Cloud Foundation™	4.1 ~
VMware vRealize® Automation™	8.1 ~

VMware Skyline Collector 2.8 Release Notes (2021/7/15 Updated)

<https://docs.vmware.com/en/VMware-Skyline-Collector/2.8/rn/Skyline-Collector-28-Release-Notes.html>

VM管理者日常-有了 Skyline以後, 可以快速完成下列所有任務

現在主機台數VM數量?-**可以即時瀏覽所有產品數量**

這版本有穩定嗎有沒有已知Issue?-**給予建議版本**

環境設定是否是Best practice? -**給予相關設定方式**

這版本有CVE漏洞?誰通知我?-**即時郵件通知**

每一次開Support request 總是要花許多時間上傳Log-**自動上傳**

什麼時候發生的, 什麼時候解決的?-**通通有紀錄**