VMware HealthAnalyzer Collector Installation and User Guide

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About This Document

This guide describes how to install, configure, and use the VMware HealthAnalyzer Collector.

The contents of this document are also available from the Help link in the VMware HealthAnalyzer Collector user interface.

Intended Audience

This information is intended for use only by VMware Professional Services consultants, VMware partners, and VMware customers who have a current Services Software Solutions subscription.

Support, Feedback and Questions

If you have questions, require support, or have suggestions for improving the VMware HealthAnalyzer documentation, contact Product Support.

1. Introducing VMware HealthAnalyzer

VMware HealthAnalyzer automates the collection and analysis of VMware Horizon®, VMware vSphere®, and VMware NSX® for vSphere, including configuration and utilization data.

VMware HealthAnalyzer Collector gathers VMware Horizon®, VMware vSphere®, and VMware NSX® for vSphere inventory data from the systems in your environment. You can then export the data and send it to VMware or a VMware partner for analysis.

VMware HealthAnalyzer provides consistent, scalable data collection:

- vSphere – Data can be collected from a specified VMware vCenter Server® and other systems within the vSphere infrastructure. Supported versions are vSphere 8.0, vSphere 7.0 and vSphere 6.x.
- VMware Horizon – Data for analysis of desktop systems can be captured from a View Connection Server, VMware App Volumes™ Manager, and all of the systems with related data within the vSphere infrastructure. Supported versions are Horizon 6.x.
- VMware NSX® for vSphere – Data can be collected from VMware NSX Manager™ (standalone or Cross-vCenter Server setup),VMware NSX Controller™ and VMware NSX ESXi™ instances. Supported versions are NSX 6.x.

1.1 Security

To collect vCenter Server data, VMware HealthAnalyzer connects to vCenter Server over port 443 and 7444 (with SSO) using the VMware API.

To collect data from View Connection Server, VMware HealthAnalyzer uses Horizon View API.

To collect data from VMware App Volumes Manager, VMware HealthAnalyzer uses REST API over port 443.

To collect data from VMware NSX, VMware HealthAnalyzer uses REST API over port 443 to collect data from NSX Manager and SSH protocol over port 22 to collect data from NSX Controller instances.

During data collection, the communication between VMware HealthAnalyzer and the target servers is secured with HTTPS (HTTP over SSL, default port 443), where applicable.

For the VMware HealthAnalyzer virtual appliance, data is stored in a local database protected by VMDK file system security. For the VMware HealthAnalyzer application, the file is protected by default Windows or Mac security. VMware HealthAnalyzer collects only general inventory, configuration, and some utilization information.

VMware HealthAnalyzer requires only read-only permission for vCenter Server, read-only administrator role for the View Connection Server, read-only permission for App Volumes Manager, and read-only administrator permission for NSX Manager,NSX Controller and NSX ESXi for data collection, so consultants or administrators can use the inherent security and authorization feature to create an account without compromising the security of the customer's vSphere, View, and NSX environments.

VMware HealthAnalyzer does not store the password of the environments and any customer account.

VMware HealthAnalyzer uses the following ports.

Table 1. VMware HealthAnalyzer Network Ports

Port	Protocol	Description

22	SSH	Inbound TCP port that is used by an administrator to log in to the VMware HealthAnalyzer virtual appliance to perform maintenance tasks. This port is not used by the VMware HealthAnalyzer application. This port is also used for outbound collection tasks to external NSX Controllers.
443	HTTPS	Outbound TCP port that is used by VMware HealthAnalyzer to retrieve data from the customer's vCenter Server, NSX Manager, and App Volumes Manager. This port is specified when configuring VMware HealthAnalyzer to retrieve data and might be different depending on the customer's environment.
7444	HTTPS	Outbound TCP port Outbound TCP port that is used by VMware HealthAnalyzer to retrieve data from the customer's vCenter Server using SSO.
8080	HTTP	Inbound TCP port that is used by the VMware HealthAnalyzer user interface.
8005	HTTP	Port used by Tomcat to accept shutdown requests
80 and 8080	HTTP	Both inbound TCP ports are used by the VMware HealthAnalyzer virtual appliance user interface.
8443	HTTPS	Inbound TCP Port to access the TAM Data Collector virtual appliance user interface
41984		Port used for the VMware HealthAnalyzer database.

5480	HTTPS	Inbound TCP port used to access the VMware HealthAnalyzer virtual appliance management web interface from a web browser.

2. Installing and Configuring VMware HealthAnalyzer Collector

The following sections describe how to install and configure VMware HealthAnalyzer Collector.

2.1 System Requirements

VMware HealthAnalyzer is available as a Java application or as a virtual appliance. The VMware HealthAnalyzer user interface uses HTML and JavaScript, and is accessed through a web browser. Before installing VMware HealthAnalyzer, confirm that the following system requirements are satisfied.

- Platform options:
  - Use Microsoft Windows Server (2008 or later), Windows (7 or later) or Apple MacOS (Lion, Mountain Lion, Mavericks, Yosemite, El Capitan, Sierra, or High Sierra).
  - Directly import and power on the OVA file containing the VMware HealthAnalyzer virtual appliance using the VMware vSphere Client™ (4.0 or later), VMware Workstation™ (9 or later), or VMware Fusion® (5 or later).
- At least 3 GB RAM.
- JDK 11 (only 64-bit is supported)
  - JDK 11 download links
    https://adoptium.net/en-GB/temurin/releases/?_version=11
  - JDK 11 installation guide link:
    https://adoptium.net/en-GB/installation/macOS/
    https://adoptium.net/installation/windows

Note Do not run HealthAnalyzer on the same computer that runs vCenter Server or View Connection Server or App Volumes Manager, to avoid port conflict and resource contention issues. To avoid performance issues, do not run HealthAnalyzer from a shared folder or a USB drive.

2.2 Installing and Configuring VMware HealthAnalyzer Collector

Before installing VMware HealthAnalyzer Collector, verify that you have satisfied all of the system requirements and review the *VMware HealthAnalyzer Release Notes* for information that might affect your installation.

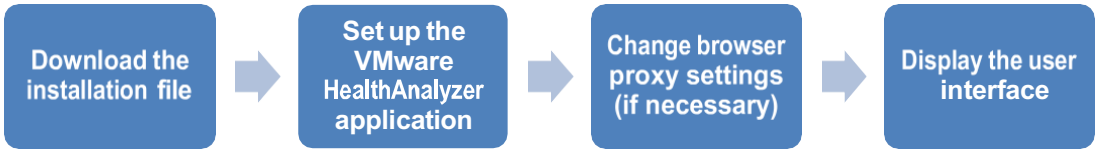
Obtain the installation package from your VMware consultant or partner.

2.2.1 Installing the VMware HealthAnalyzer Collector Java Application

The high-level steps required to install the VMware HealthAnalyzer Collector application and display the user interface are shown in the following figure.

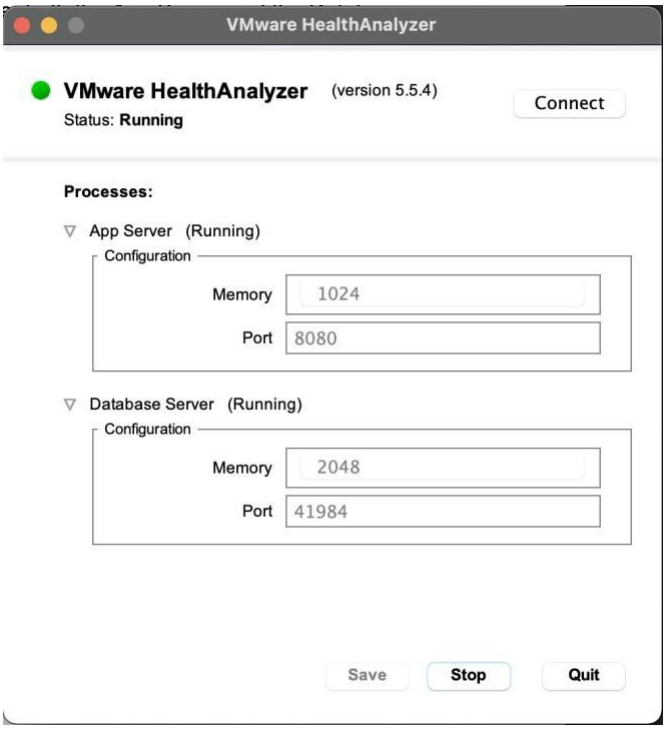
Note If you have any trouble completing the installation steps, examine the files in the `logs` folder within the installation folder. If you still have trouble, contact Support.

Figure 1. VMware HealthAnalyzer Collector Application Installation Workflow



To install and open the VMware HealthAnalyzer Collector Java application

1. Download the VMware HealthAnalyzer Collector application installation file.
2. Unzip the installation package, and open the folder containing the unzipped files. Avoid placing the unzipped package in a folder with a long path name or with special characters or shared folder.
3. Double-click `HealthAnalyzer.jar`.
4. The VMware HealthAnalyzer Collector launcher application opens. After both the App Server and the Database Server are running, click **Connect** to start the VMware HealthAnalyzer Collector user interface in a web browser. Review and accept the end user license agreement, if prompted.

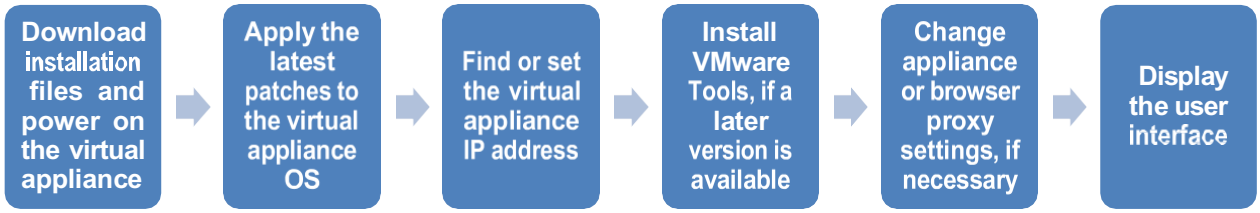


Note The memory allocation for Java App Server and Database Server can be adjusted. The configuration can be modified only after stopping the servers. In order to set new values, click **Stop**, set necessary amount of memory in **App Server Configuration** or **Database Server Configuration**, and then click **Start**.

2.2.2 Installing the VMware HealthAnalyzer Collector Virtual Appliance

The high-level steps required to install the VMware HealthAnalyzer Collector virtual appliance and display the user interface are shown in the following figure.

Figure 2. VMware HealthAnalyzer Collector Virtual Appliance Installation Workflow



2.2.2.1. Installing the Virtual Appliance OVA File

To install the virtual appliance OVA File

1. Download the VMware HealthAnalyzer Collector virtual appliance installation file.
2. Unzip the installation directory file.
3. Import the OVA file using the vSphere Client (4.0 or later), Workstation (9 or later), or VMware Fusion (5 or later).

Note During OVA deployment, an initial password for the appliance root user must be specified. Password strenghth validation occurs during VM boot. If the initial password doesn't meet complexity criteria, then another password will be auto generated and set as initial password. The generated password can be found in the Welcome message in VM Web console/Remote console.

4. Power on the virtual appliance.

The virtual appliance must continue to run until you are finished using the VMware HealthAnalyzer Collector user interface. You can minimize its window or run the process in the background.

2.2.2.2. Using the Virtual Appliance Web Console

The VMware HealthAnalyzer Collector virtual appliance provides a web console management user interface. This is the standard web console for virtual appliances and vApps generated using VMware Studio. Instead of using the command line, you can use the web console to perform tasks such as reboot, shutdown, setting the system time zone, finding or changing the appliance IP address, and changing network or proxy settings.

2.2.2.3. Logging in to the Virtual Appliance

To log in to the virtual appliance web console

1. Open your browser and go to https://<virtual appliance IP address>:5480.
2. Enter **root** as **User name**.
3. Type the password which was set on the first login to the appliance into the field **Password**.

Note Be careful, the user **root** will be locked for 15 minutes after 3 authentication failures.

If you cannot access the appliance web console, check proxy settings between the appliance and the browser. See Section 2.2.4, Changing Browser Proxy Settings.

To log in to the virtual appliance command-line interface

1. At the login prompt, type **root** and press Enter.
2. If this is the first login after OVA deployment, specify the initial password for the root appliance user. If the initial password is not accepted, then the password didn't meet complexity criteria, and it was replaced with a temporary autogenerated password which can be found in the Welcome message in VM Web console/Remote console.

   If the initial password was changed to a permanent password on the first login, use the password.

Note Be careful, the user **root** will be locked for 15 minutes after 3 authentication failures.

2.2.2.4. Finding the Virtual Appliance IP Address

You need to know the virtual appliance IP address to display the VMware HealthAnalyzer Collector user interface or the virtual appliance web console.

To display the virtual appliance IP address from the vSphere Client

1. Power on the virtual appliance.
2. Open the vSphere Client.
3. Click the **Summary** or **Console** tab to display the IP address.

To display the virtual appliance IP address from Workstation

1. Power on the virtual appliance.
2. The IP address is displayed as the virtual appliance starts.

To display the virtual appliance IP address from the command-line

Type `ifconfig` at an appliance command-line prompt. Use the eth0 inet address.

2.2.2.5. Configuring the Virtual Appliance to Use a Static IP Address

By default, the virtual appliance is configured to use DHCP, but you can configure it to use a static IP address.

To configure a static IP address from the web console

1. Open the VMware HealthAnalyzer Collector virtual appliance web console.
2. Click the **Network** tab, and click **Address**.
3. Select **Use the following IP settings**.
4. Enter the IP address and other network parameters (**Netmask**, **Gateway**, **Preferred DNS Server**, **Alternate DNS Server**, **Hostname**) and click **Save Settings**.

2.2.2.6. Changing Virtual Appliance Proxy Settings

If there is a proxy server set up between the virtual appliance and the internet or vCenter Server, configure the virtual appliance to use the proxy server.

To configure the proxy

1. Open the VMware HealthAnalyzer Collector virtual appliance web console.
2. Click the **Network** tab.
3. Click **Proxy**.
4. Select **Use a Proxy Server**.

5. Enter the information about the proxy server:
   - **Proxy Server** – Enter the IP address or fully qualified domain name of the proxy server.
   - **Proxy Port** – Enter the port used by the proxy server.
6. Click **Save Settings**.

2.2.3 Changing the Application Memory Allocation

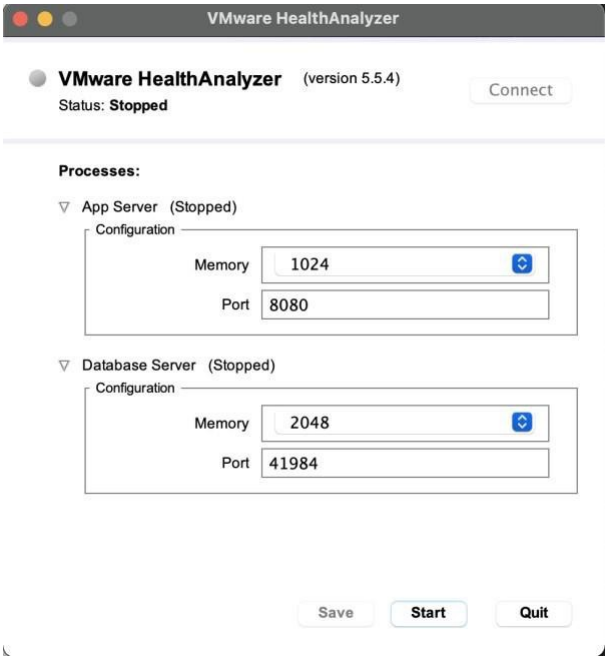
There is a capability to increase the amount of memory allocated to the application and database. This is useful feature if VMware HealthAnalyzer is used in a large environment.

Memory allocation happens automatically for the VMware HealthAnalyzer appliance version and depends on the amount of memory that is allocated to the VM.

Java launcher allows manually select the amount of memory allocated to the VMware HealthAnalyzer Java application and database.

To change the amount of memory used by the Java application and database

1. Start the VMware HealthAnalyzer Collector Java application.
2. Click the disclosure triangle to the left of **App Server** or **Database Server** to reveal amount of memory.
3. Click **Stop**.



4. Enter the desired memory values.
5. Click **Save**.
6. Click **Start**.

2.2.4 Changing Browser Proxy Settings

Proxy servers might be used as part of a corporate firewall. A proxy server acts as an intermediary between a client computer and the internet by intercepting requests and contacting the target server to make the request on behalf of the client. Proxies offer fast access to cached content, filter content, and hide computers from the internet to improve security.

However, a proxy server will also prevent the VMware HealthAnalyzer Collector user interface from accessing the appliance because it does not recognize that the appliance is running locally. If you are running the VMware HealthAnalyzer Collector on a LAN that runs behind a proxy server, you probably need to change the proxy settings before you can display the VMware HealthAnalyzer Collector user interface. VMware recommends that you bypass the proxy by configuring your browser proxy settings to add the VMware HealthAnalyzer Collector virtual appliance to the list of addresses that do not use a proxy.

If there is no proxy server, ignore these procedures.

To change proxy settings for Firefox

1. Start your Firefox browser.
2. Click **Tools** > **Options**.
3. Click the **Network** tab.
4. Click **Settings**.
5. Select **Manual proxy configuration** if it is not already selected.
6. In the **No proxy for** text box, type a comma delimiter followed by the appliance IP address.
7. Click **OK** in each dialog box until you have exited.

To change proxy settings for Internet Explorer

1. Start your Internet Explorer browser.
2. Click **Tools** > **Internet Options**.
3. Click the **Connections** tab.
4. Click **LAN Settings**.
5. Click **Advanced**.
6. In the text box labeled **Do not use proxy server for addresses beginning with**, type a semicolon delimiter after any existing entries, followed by the appliance IP address.
7. Click **OK** in each dialog box until you have exited.

2.2.5 Displaying the VMware HealthAnalyzer Collector User Interface

All project setup and data collection is performed using the VMware HealthAnalyzer Collector user interface. The first time you display the user interface you might be asked to agree to the EULA.

To display the VMware HealthAnalyzer Collector user interface using the VMware HealthAnalyzer application

1. Start your browser.
2. Enter the URL as http://localhost:8080.

If you cannot access the user interface, check the browser proxy settings and verify that there is no port conflict with another application. Verify that both the application server and database server start. If you have any trouble accessing the user interface, examine the files in the `logs` folder within the installation folder to see if there are any port conflicts with another application.

To display the VMware HealthAnalyzer Collector user interface using the VMware HealthAnalyzer virtual appliance

1. Start your browser.
2. Enter the URL as http://<virtual appliance IP address>.
3. Enter credential of the web application user which was specified during OVA deployment.

Note Be careful, the web application user will be locked for 5 minutes after 3 authentication failures.

To reconfigure the VMware HealthAnalyzer web interface user

1. Log in to the virtual appliance using the user **root** .
2. Execute the following command:
   tomcat_set_user -u <username>
   where:
   <username> is required user name for the web interface, for example:
   tomcat_set_user -u vha_user
3. When it is prompted, enter a password that will be used for this user.
4. Confirm the password
5. The user is configured

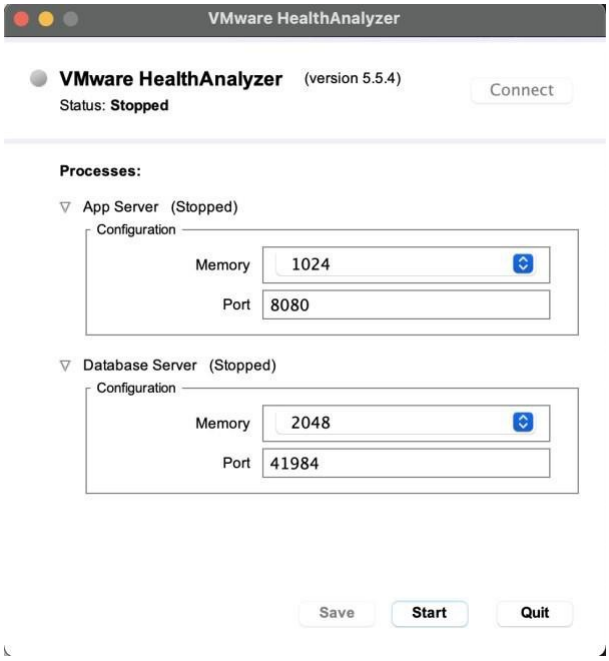
2.2.5.1. Port Settings

The VMware HealthAnalyzer Collector virtual appliance uses port 80 and 8080. It is not necessary to specify the port number with the URL. Port conflicts are unlikely because all processes that run are known in advance, but if you do not want to use default ports 80 or 8080, change the port numbers using one of the procedures given in the following sections.

For the user interface, it is not necessary to specify the port number with the URL. Port conflicts are unlikely because all processes that run are known in advance. Follow this procedure if you need to change the port used by the VMware HealthAnalyzer Collector application.

To change the port used by the VMware HealthAnalyzer Collector application

1. Start the VMware HealthAnalyzer Collector Java application.
2. Click the disclosure triangle to the left of **App Server** or **Database Server** to reveal the port number.



3. Click **Stop**.
4. Enter the desired port values.

5. Click **Save**.
6. Click **Start**.

To change the port used by the VMware HealthAnalyzer Collector virtual appliance

1. Log in to the virtual appliance.
2. From the virtual appliance command-line interface, run the following command as root using your own password.

   ```
   sudo -s
   ```

3. Edit `/usr/share/vha/tomcat/conf/Server.xml` and change the following:

   ```
   Connector port="8080"
   ```

   to

   ```
   Connector port="x"
   ```

   where x is the new port number.
4. Save and close the file.
5. Reboot the virtual appliance.

2.2.6 Shutting Down VMware HealthAnalyzer Collector

When you are finished working with VMware HealthAnalyzer Collector, close the browser and perform a graceful shutdown. The procedure for shutting down depends on whether you are using the VMware HealthAnalyzer Collector application or the virtual appliance.

2.2.6.1. Shutting Down the VMware HealthAnalyzer Collector Application

To shut down VMware HealthAnalyzer Collector, click **Quit**.

2.2.6.2. Shutting Down the VMware HealthAnalyzer Collector Virtual Appliance

To shut down the VMware HealthAnalyzer Collector virtual appliance from the web console

1. Open the VMware HealthAnalyzer Collector virtual appliance web console.
2. Click the **System** tab (this is default).
3. Click **Information** (this is default).
4. Click **Shutdown**.

To shut down the VMware HealthAnalyzer Collector virtual appliance from the command line

1. Log in to the virtual appliance.
2. From the virtual appliance command-line interface, if you are not already running as the root user, run the following command as root using your own password:

   ```
   sudo -s
   ```

3. Type `shutdown -h now` and press Enter.

2.2.7 Uninstalling VMware HealthAnalyzer Collector

To uninstall VMware HealthAnalyzer Collector, remove the installation folder and all associated files.

3. Working with VMware HealthAnalyzer Collector

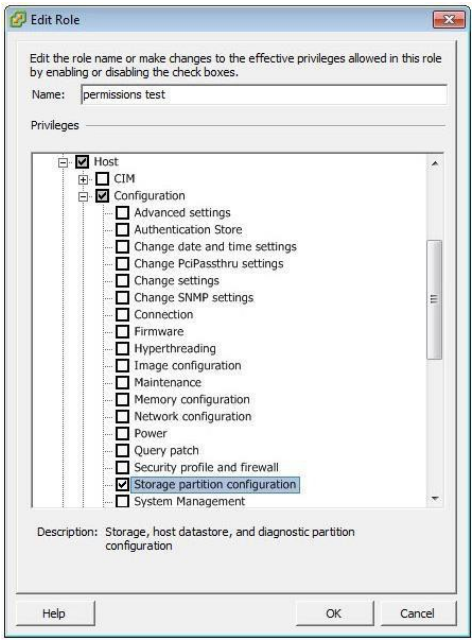
VMware HealthAnalyzer Collector provides consistent, scalable data collection from vSphere, Horizon, or NSX environments.

3.1 Setting Up Access to vCenter Server, View Connection Server, App Volumes Manager, NSX Manager, NSX Controller, and NSX ESXi

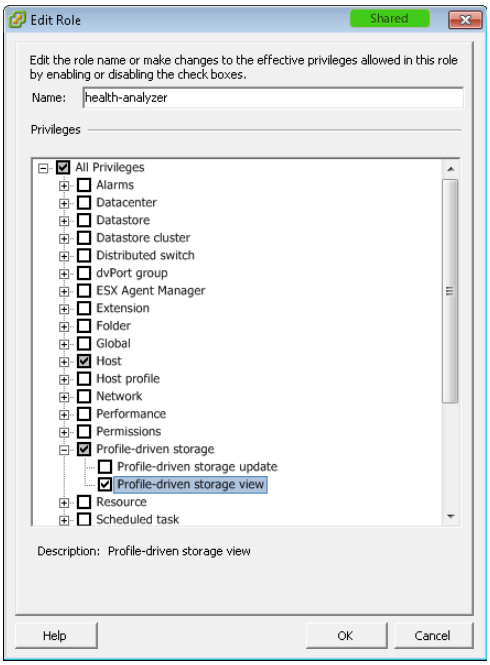
Although you could use the administrator account to access the target systems and collect data, it is a best practice to restrict use of the administrator account. The preferred approach is to ask the administrator to set up user accounts on the target vCenter Server and View Connection Server with limited permissions sufficient to collect data.

Set up an account on vCenter Server

1. Set up an account with read-only privileges for all objects.
2. To collect iSCSI manager data, add **Host** > **Configuration** > **Storage** partition configuration privileges.



3. To collect storage policy data, add **Profile-driven storage** > **Profile-driven storage view** privileges.



4. If you are not able to change the **Profile-driven storage view** or **Storage** partition configuration privileges, iSCSI and VM storage profile collection can be turned off by updating the following file in VMware HealthAnalyzer Collector.

   `<VHA_Instance>/tomcat/tomcat/webapps/vha/WEB-INF/classes/vha.properties`

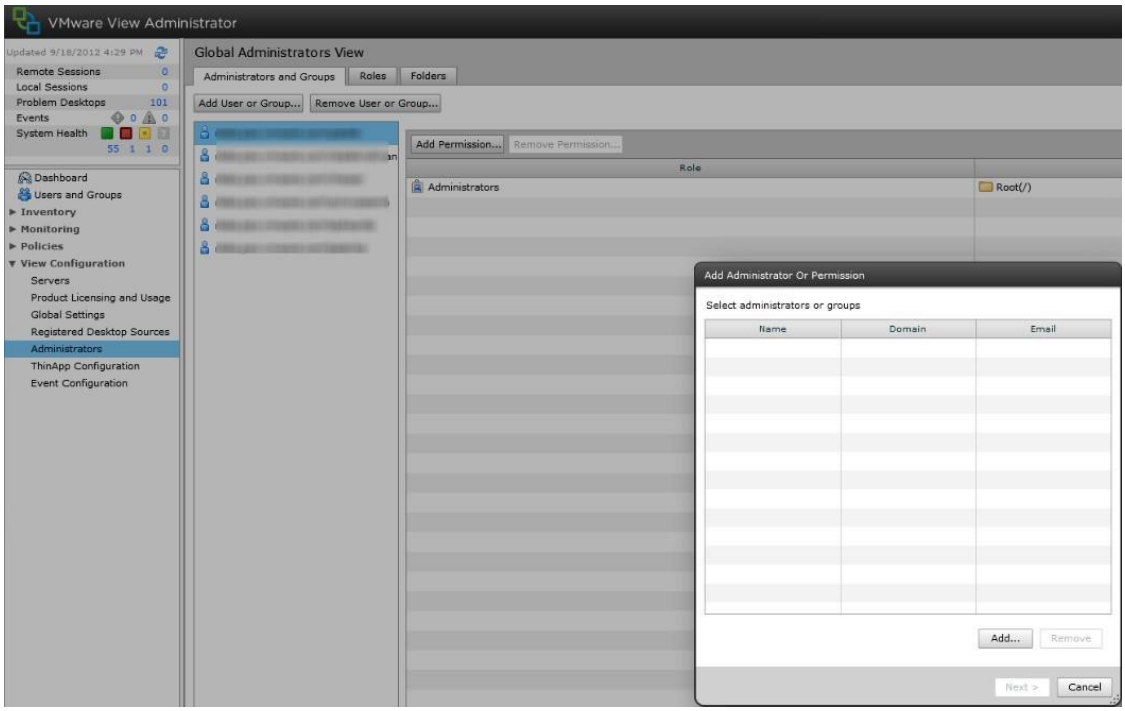
   Set the following properties to **false** and then restart the VMware HealthAnalyzer Collector instance.

   `collection.iscsiport.enabled`

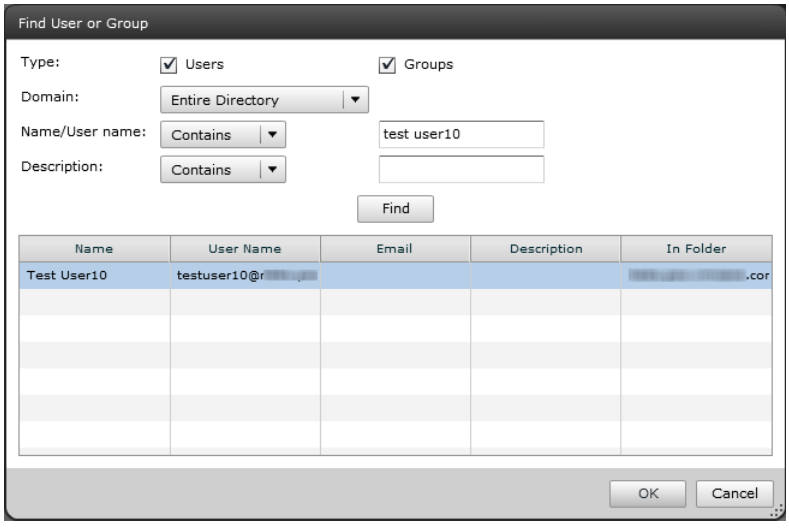
   `collection.storagepolicies.enabled`

Set up an account on the target View Connection Server

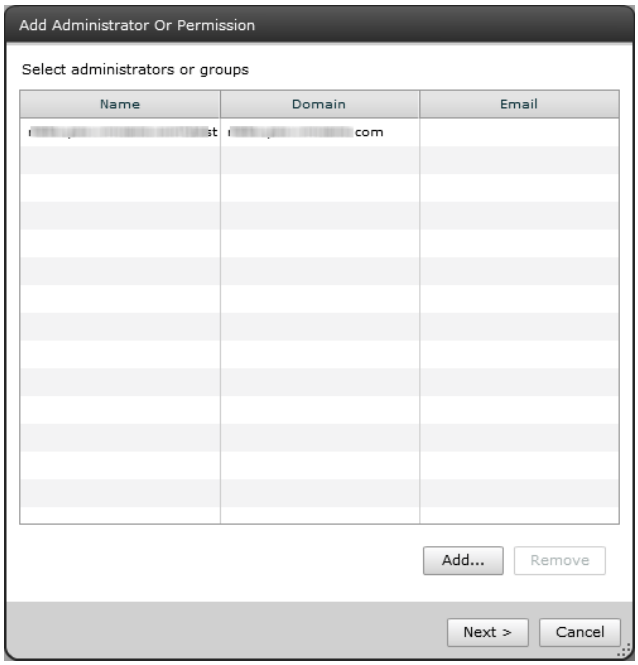
1. Log in to the View Connection Server administration user interface.
2. Select **View Configuration** > **Administrators** > **Add User or Group** to start the wizard.
3. Click **Add**.



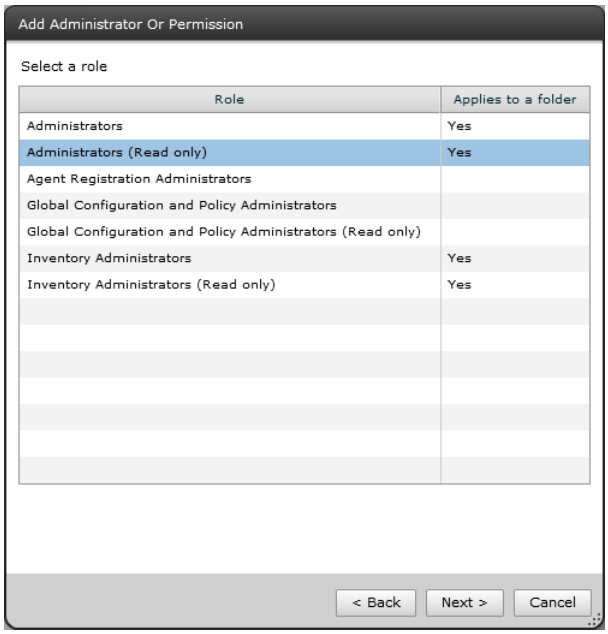
4. In the **Find User or Group** dialog box, select a user to change and click **OK**.



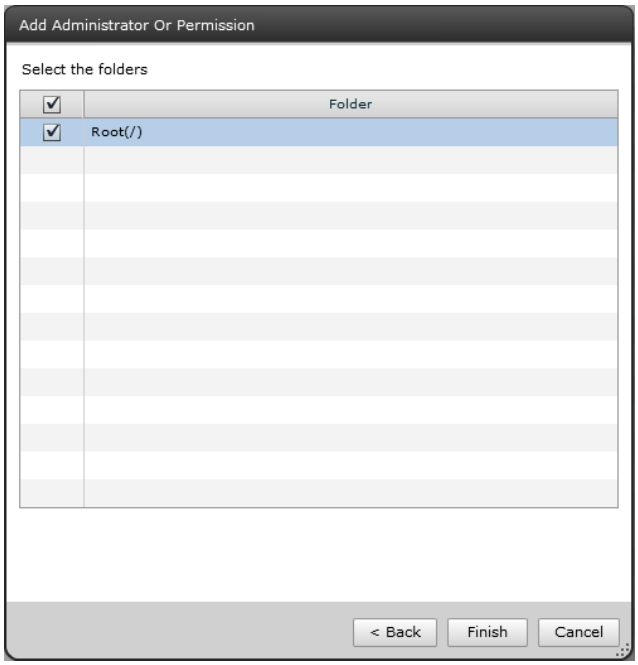
5. In the **Add Administrator Or Permission** wizard, select the administrator and click **Next**.



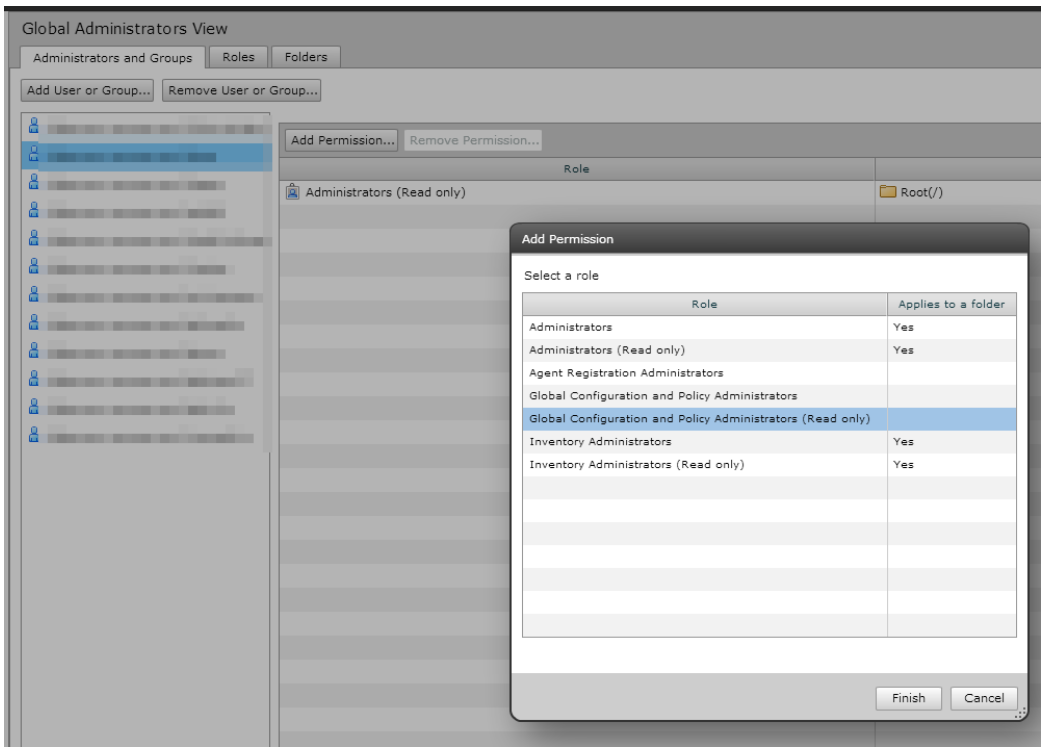
6. Verify that the **Administrators (Read only)** role is marked **Yes** and click **Next**.



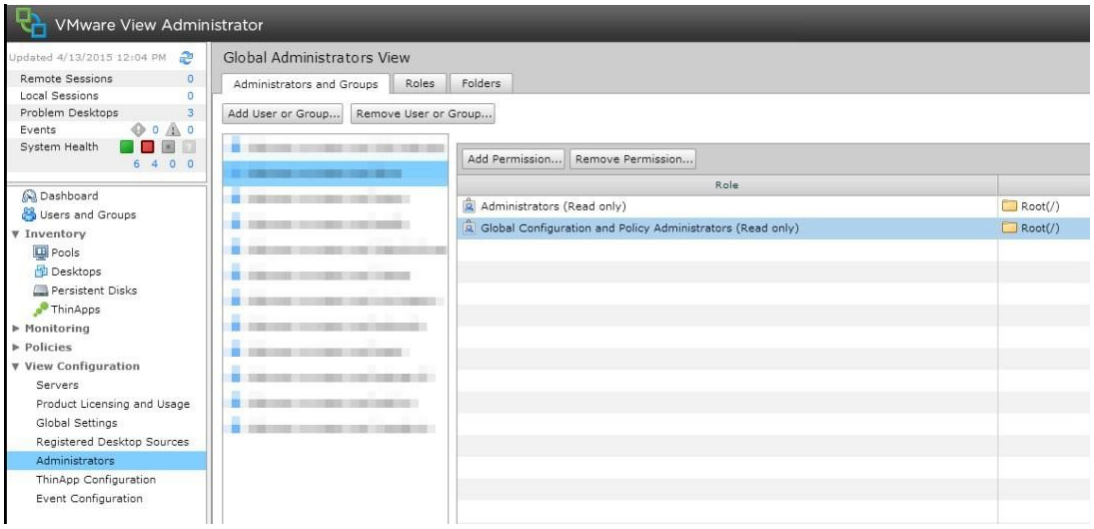
7. Select **Root** and click **Finish**.



8. Select the user or group added in earlier step and click **Add Permission**.
9. In the **Add Permission** dialog box, select **Global Configuration and Policy Administrators (Read only)** role and click **Finish**.

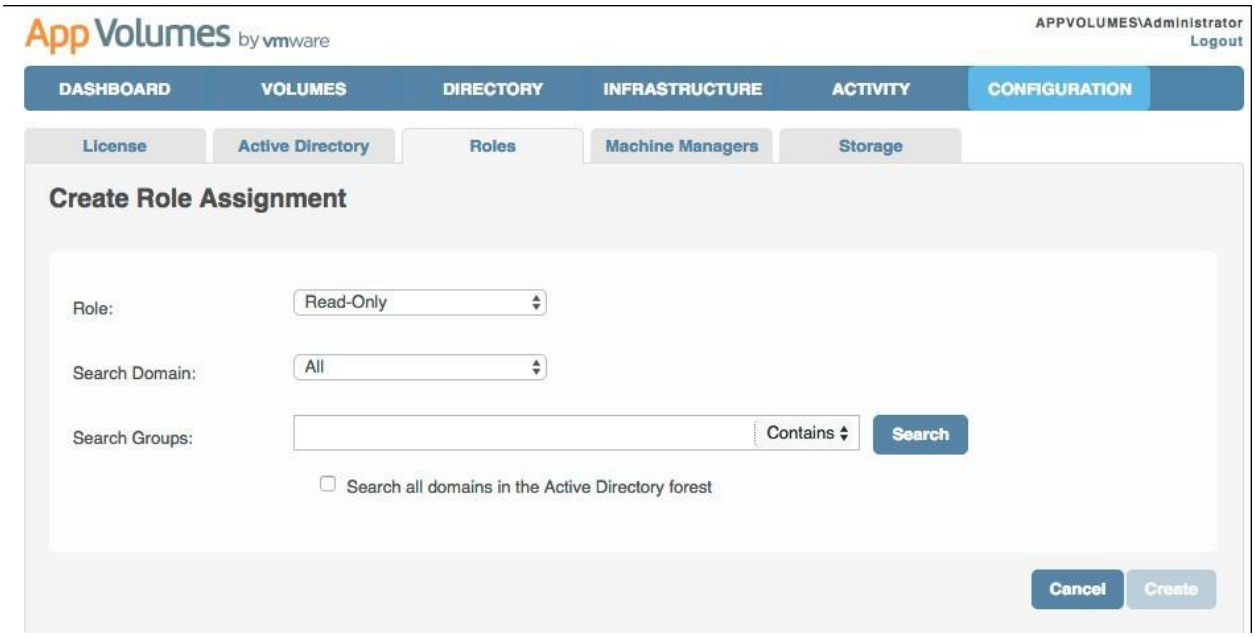


The selected user is shown with **Administrators (Read only)** and **Global Configuration and Policy Administrators (Read only)** roles.



Set up an account on the target App Volumes Manager

1. Log in to the App Volumes Manager as administrator
2. Select **Configuration** > **Roles**
3. Click **Add Role**
4. Select **Read-Only** in **Role** dropdown list
5. Search and select the User Group to be assigned Read-Only role
6. Click **Create**

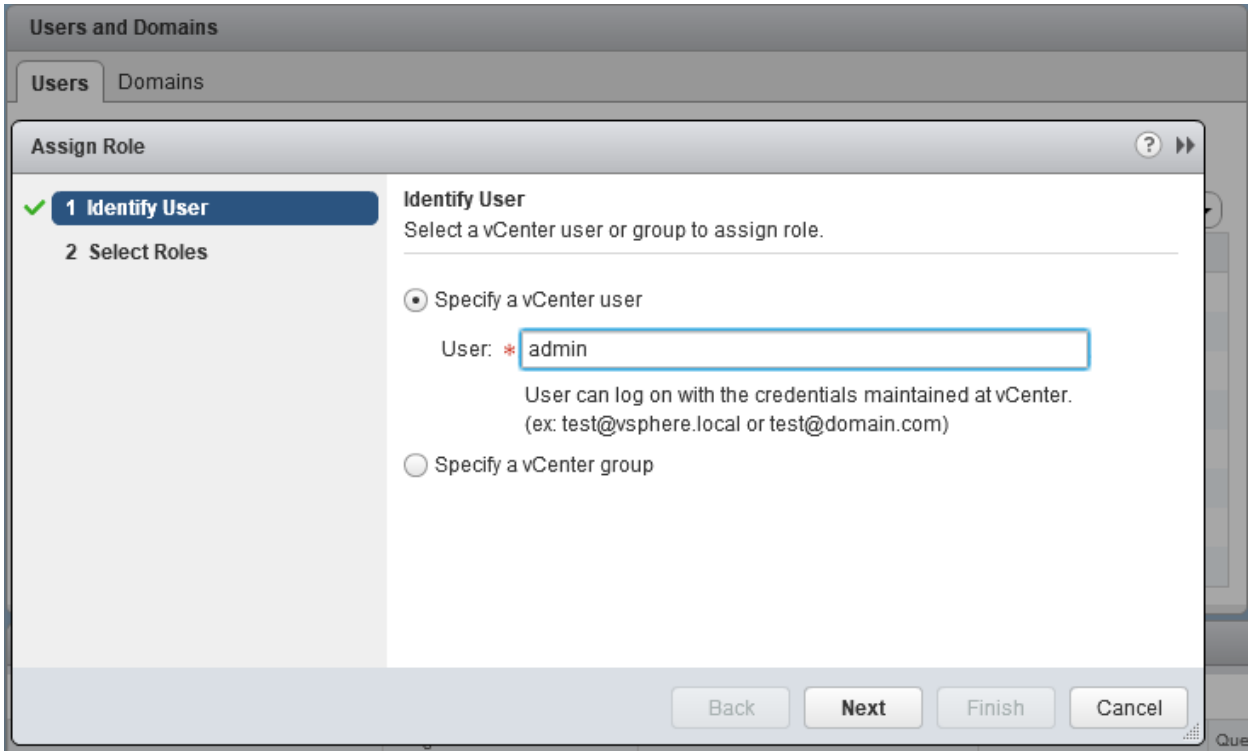


All users in the selected User Group will be assigned Read-Only role to access App Volumes Manager

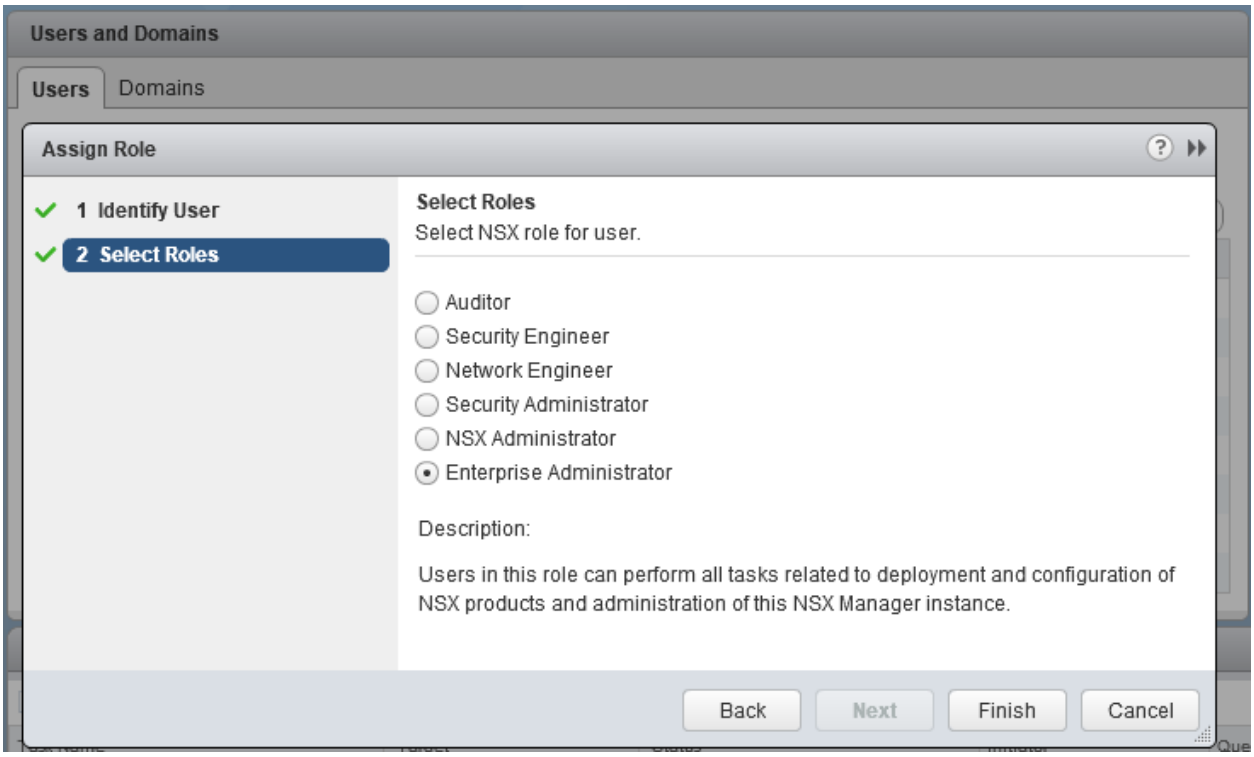
Set up an account on the target NSX Manager

1. Log in to the VMware vSphere Web Client user interface.
2. Select **Networking & Security > System > Users and Domains.**
3. Ensure that you are in the **Users** tab.
4. If multiple IP addresses are available in the **NSX Manager** drop-down menu, select an IP address, or keep the default selection.
5. Click the **Add** icon.

6. Select **Specify a vCenter user** and type in the vCenter Server user in the **User** field.



7. Click **Next**.
8. Select **Enterprise Administrator**, and under **Select Roles**, click **Finish**.



Set up an account on the target NSX Controller

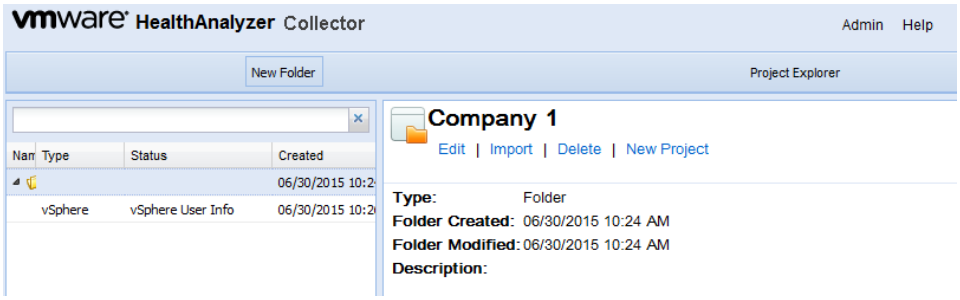
Use the default administrator account for the NSX Controller/NSX ESXi and make sure SSH port 22 is open on the NSX Controller/NSX ESXi VM for data collection from VMware HealthAnalyzer Collector.

3.2 Using the Project Explorer

Use the Project Explorer to create and manage folders and projects.

The Project Explorer opens when you start VMware HealthAnalyzer Collector. Initially, the list of folders is empty. From other VMware HealthAnalyzer Collector screens, click **Project Explorer** to return to the Project Explorer. In the following figure, an existing folder (Company 1) is selected, and associated information is displayed in the right pane.

Figure 3. Project Explorer



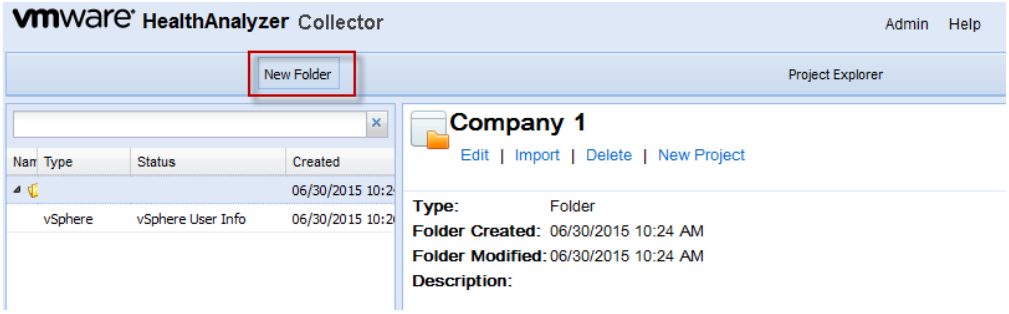
3.2.1 Managing Folders

Folders are used to contain and organize projects. Each project must be created in a folder, and each folder can contain one or more projects.

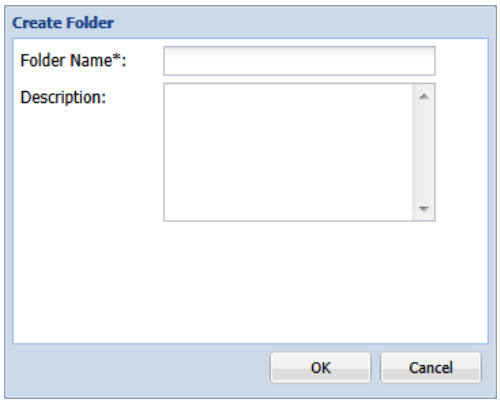
Note You must create a folder before you can create a new project.

To create a new folder

1. Click **New Folder**.



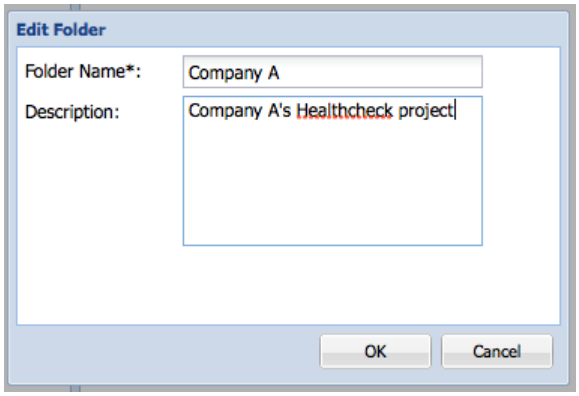
2. Enter a folder name and optionally a description.



3. Click **OK**.

To edit the information for a folder

1. Click the name of a folder to select it.
2. Click **Edit** to open the **Edit Folder** dialog box.



3. Change the folder name or description, and click **OK**.

To delete a folder

Deleting a folder also deletes all projects within that folder and all data and reports associated with those projects.

1. Click the name of a folder to select it.
2. Click **Delete**.
3. Click **Yes** to confirm the action.

3.2.2 Creating a New Project and Starting to Collect Data

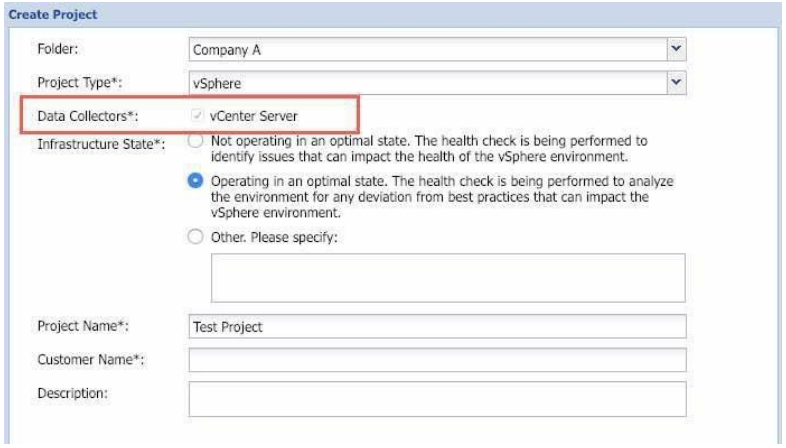
Create a project to begin the process of collecting data.

The procedure differs according to whether you are collecting data from vSphere or View.

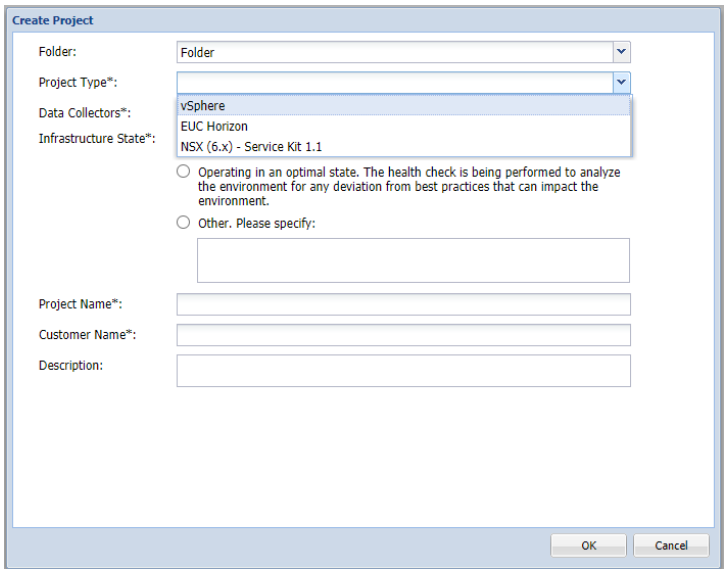
- vSphere – The initial discovery phase identifies the data centers and clusters that are available for data collection. You are given the option of filtering out any data centers or clusters that you do not want to include. The collection phase then collects data for the selected items.
- EUC – You first identify and collect data from a View Connection Server, and then identify and collect data from one or more vCenter Server instances related to the View environment, and then identify and collect data from App Volumes Manager.
- NSX – You first identify and collect data from one or more NSX Managers, and HealthAnalyzer presents the related NSX Controllers. You can then collect information from the NSX Controllers.

3.2.2.1. To create a new project for vSphere data collection and start collecting data

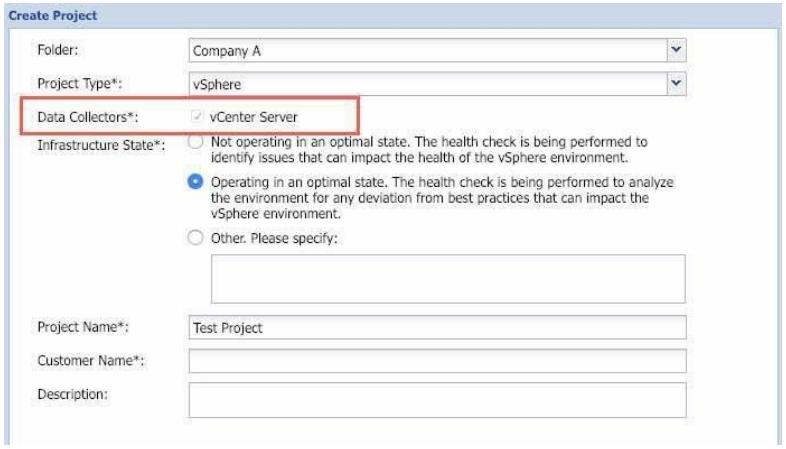
1. Click the VMware HealthAnalyzer Collector folder where you want to create a new project.
2. Click **New Project** to create a new project within the folder. The **Create Project** dialog box appears.



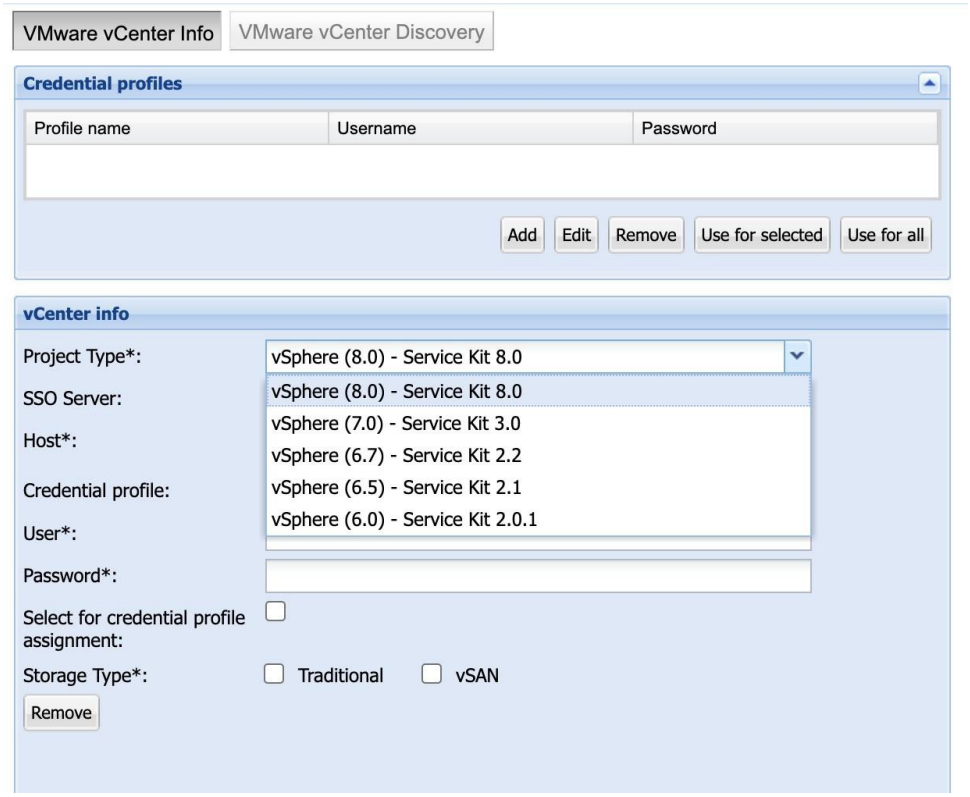
3. Select **vSphere** as the project type, which supports vSphere 8.0, vSphere 7.0 and vSphere 6.x collection and best practices catalog. For vSphere 5.x, use HealthAnalyzer 5.4 or earlier. Selection of a specific version of vSphere 6.x catalog is allowed in the subsequent step of vSphere data collection, as multiple vCenters are supported in HealthAnalyzer 5.5 and above.



Selecting a project type shows all available **Data Collectors** for that project type, which can be selected to proceed with data collection and analysis. For vSphere project type, vCenter Server is the only Data Collector available and is required and cannot be deselected.



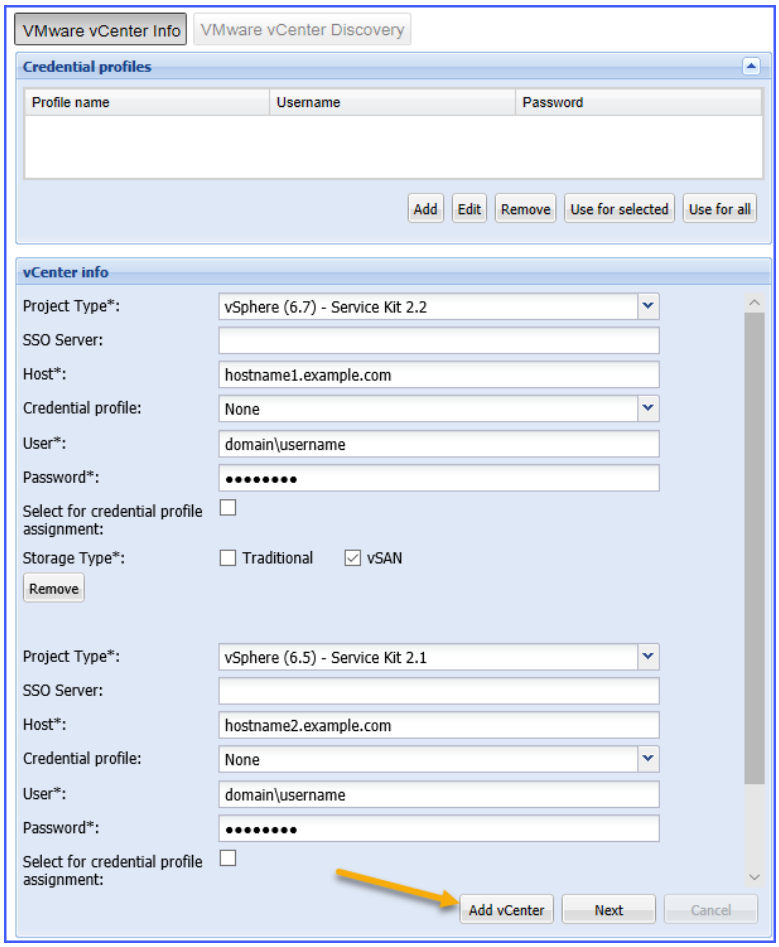
4. Type a **Project Name**, **Customer Name** for the new project, and select the **Infrastructure State** of the customer environment. Click **OK**.
5. The **VMware vCenter Info** tab of the project panel appears. This is where you supply information for the vCenter Server that will be the source for data collection. Select the **Project Type** to depending on the customer's environment. This enables choosing of different service kit version accordingly.



Specify the vCenter Server host name or IP address, SSO Server name or IP address, the user name of the read-only user account you created earlier, and the password. For more information, see Section **Error! Reference source not found.**.

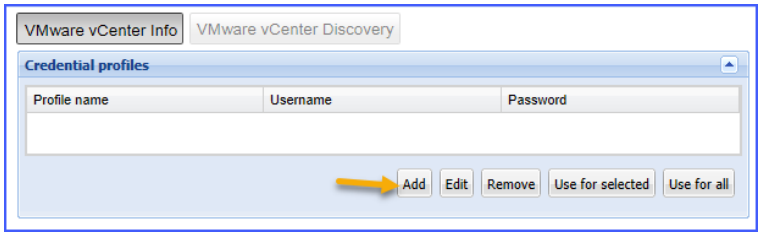
Note If you use a host name, first confirm that it can be pinged from the network. If you cannot access the server using a DNS name, use an IP address. If the target server is configured to use HTTP, you must explicitly add an HTTP prefix (for example, http://10.12.20.143).

6. Type the login credentials for the vCenter Server in the **User** and **Password** fields. You can include a domain name in the **User** field by using the domain\user format.
7. Optionally you can add more vCenter Server entries to collect data at the same time. This will enable you to generate one final consolidated report for all vCenter Servers.

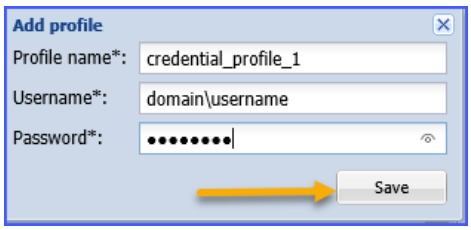


Credential profiles enable a more convenient way to provide credentials for vCenter Servers if several vCenter Servers use the same credentials. To use this feature, follow the instruction below:

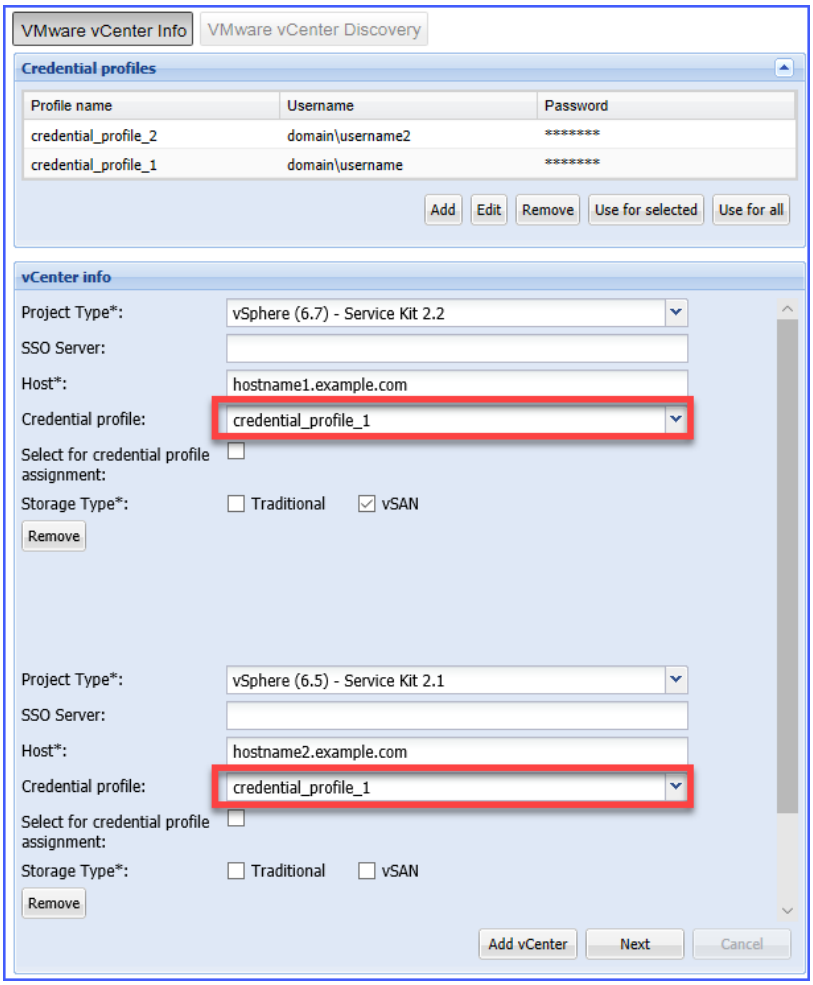
a. Click the **Add** button under **Credential profiles** section to add a new profile.



b. In the dialog window, specify **Profile name**, **Username** and **Password**, then click Save. Add as many profiles as needed.



c. Select one of the added credentials profiles in **Credential profile** combo box which is appropriate for the vCenter Server.



d. (Optional) There is a capability to apply credential profile to a specific group of vCenter Servers or to all vCenter Servers at once.

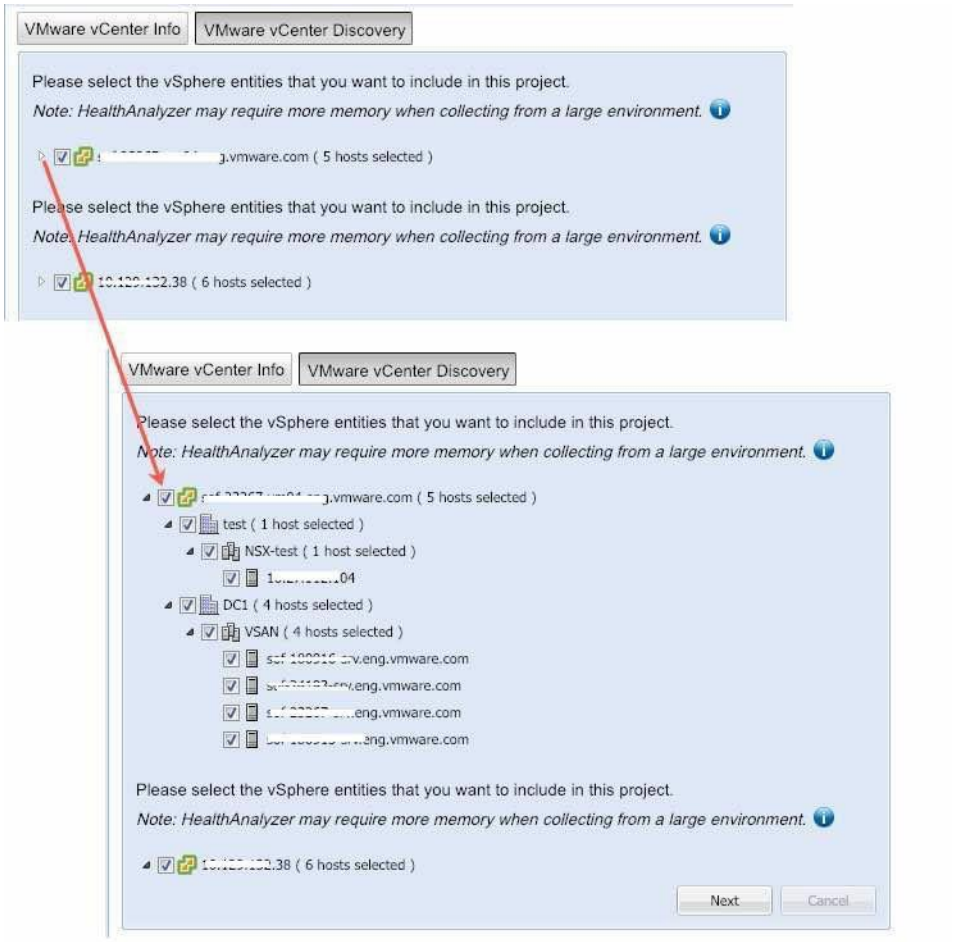
- **Use for selected** assigns a selected profile to those vCenter Servers which have the **Select for credential profile assignment** option enabled.
- **Use for all** assigns a selected profile to all vCenter Servers.

8. Click **Next**.

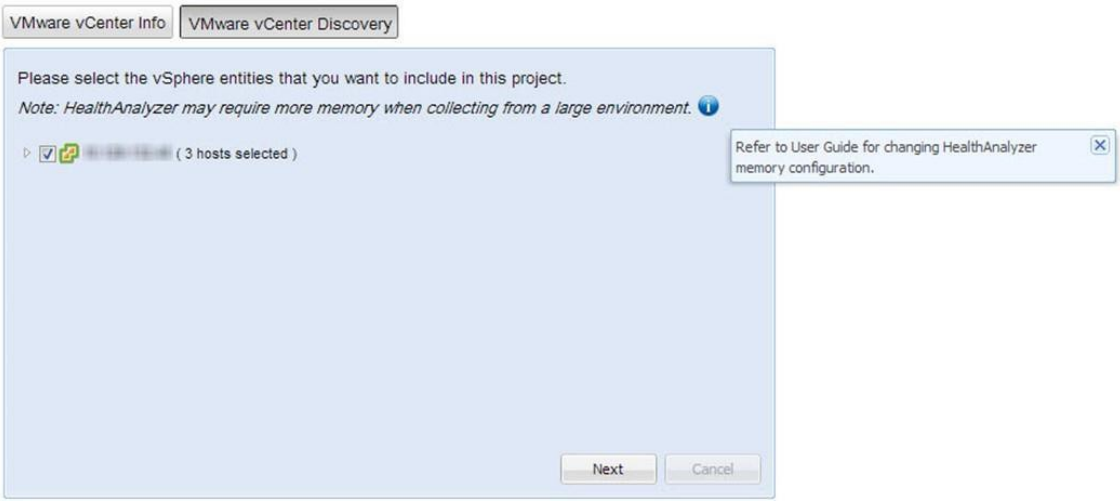
VMware HealthAnalyzer now collects data from the specified vCenter Server. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:

- Initiating connection
- Collecting VM inventory
- Collecting vCenter references
- Collecting connection server references
- Collecting datastore inventory
- Collecting pool inventory
- Collecting desktop inventory

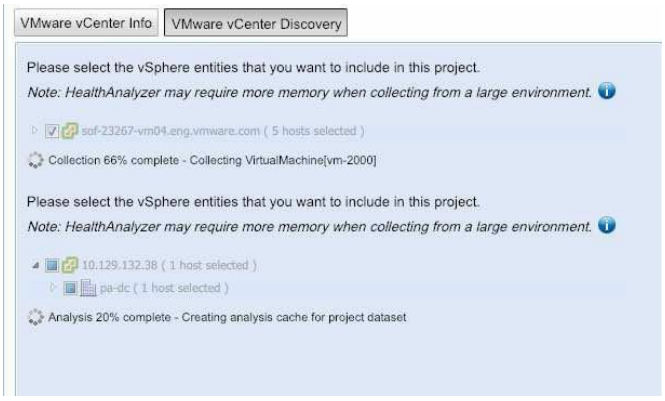
9. If the data collection process takes a long time without updating the progress information, and you believe there is a problem, try to cancel the collection from the UI. Look for any collection-related errors in the `logs/vha.log` file in the unzipped installation folder.
10. When data collection is complete, the **VMware vCenter Discovery** tab appears. The tab lists the vCenter Server with the data centers, clusters and ESXi hosts that were discovered during data collection. Click the arrow to expand the list. If there are any data centers or clusters or ESXi hosts that you do not want to include in your analysis, deselect them.



A note on the page indicates that VMware HealthAnalyzer might require additional memory when collecting from a large environment. Click the **i** icon to display additional information about memory configuration.



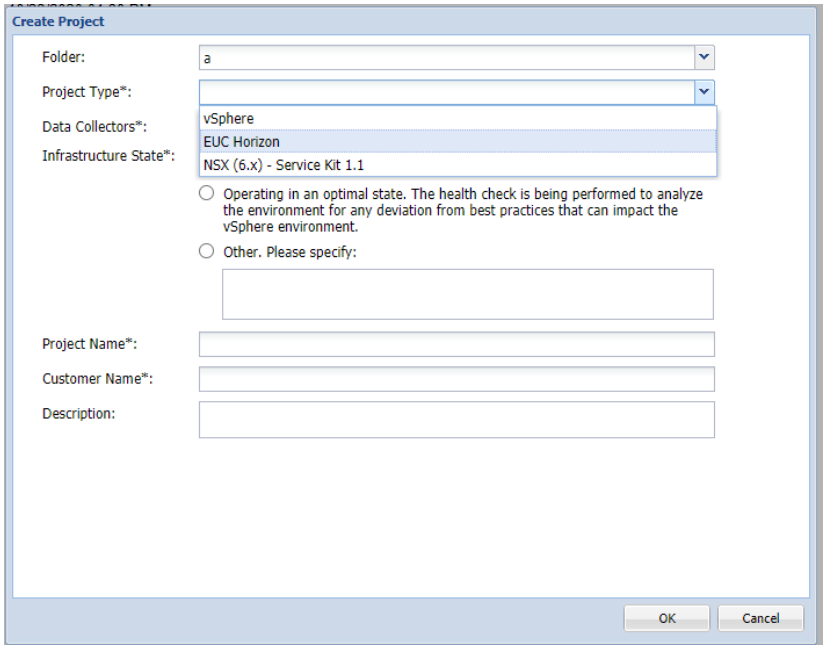
11. Click **Next** to start collecting data from all of the specified systems. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:
    - Initiating connection
    - Collecting inventory for Datacenter[…]
    - Collecting HostSystem[…]
    - Collecting VirtualMachine[…]
    - Collecting Folder[…]
    - Collecting Datastore[…]
    - Collecting DistributedVirtualPortGroup[…]
    - Processing collected data
    - Dataset processed successfully



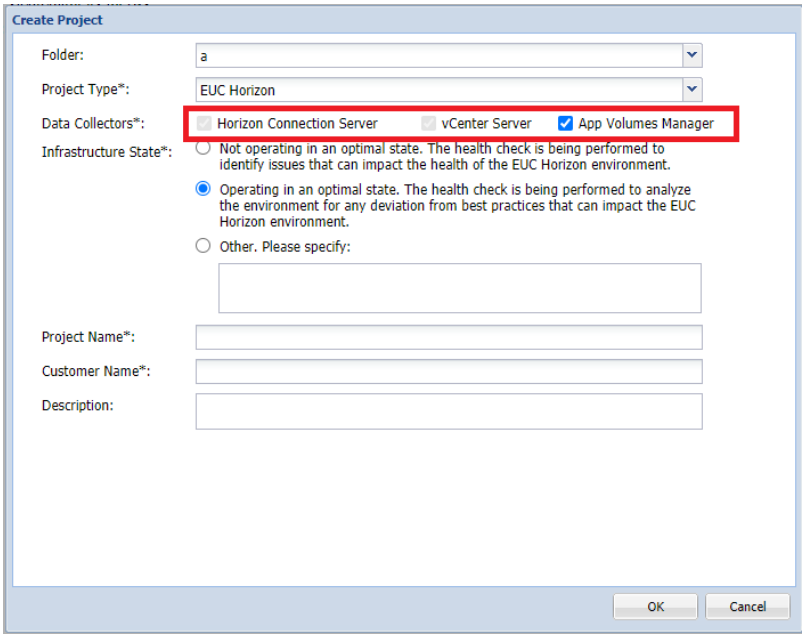
12. If the data collection process takes a long time without updating the progress information, and you believe there is a problem, try to cancel the collection from the UI. Look for any collection related errors in the `logs/vha.log` file in the unzipped installation folder.

3.2.2.2. To create a new project for EUC (Horizon) data collection and start collecting data

1. Click the VMware HealthAnalyzer folder where you want to create a new project.
2. Click **New Project** to create a new project within the folder. The **Create Project** dialog box appears.



3. Select **EUC** as the project type.
4. Select the **Data Collectors** that are applicable for this EUC environment. Note View Connection Server and vCenter Server are required **Data Collectors** and cannot be deselected.



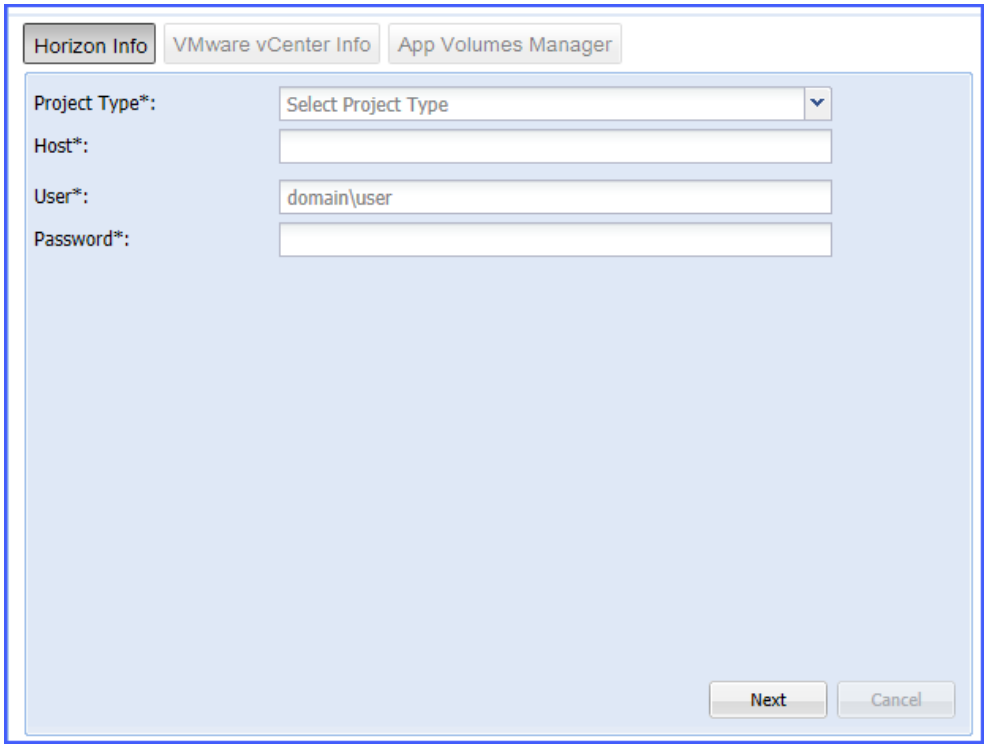
5. Select **Horizon 7x - Service Kit R3.3**. This option allows you to use the new Horizon View Collector with the new Service Kit 3.3.

Note: To use the old Flex API select one of the other two options, depending on you Horizon Version. The analysis will be run with Service Kit 1.1.

6. Type a project name for the new project, and optionally a description and customer name.

7. Click **OK**.

   The **Horizon View Info** tab of the project panel appears. This is where you supply the information for the View Connection Server.



8. Select project type in the combo box **Project Type**. This project type depends on the version of Horizon from which data will be collected.
9. Type the host name or IP address of the **View Connection Server**.

Note If you use a host name, first confirm that it can be pinged from the network. If you cannot access the server using a DNS name, use an IP address. If the target server is configured to use HTTP, you must explicitly prefix target server with the HTTP (for example, http://10.12.20.143).

10. Type the login credentials for the View Connection Server in the **User** and **Password** fields. You can include a domain name in the **User** field by using the domain\user format.

    Note: Entered information for all vCenter instances associated with the Horizon View environment during the collection phase. Verify the vCenter Connection String matches the Connection String within the Horizon Configuration". For Example: If Horizon uses "vCenter-View.example.com" use the same string when collecting from this vCenter.

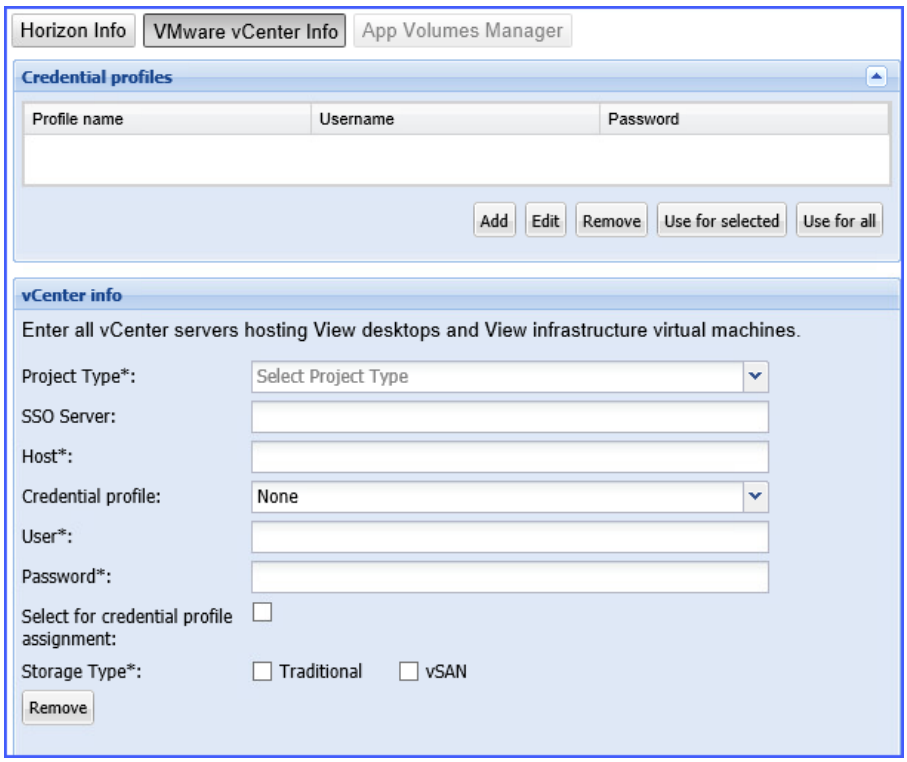
11.
12. Click **Next**.

    VMware HealthAnalyzer now collects data from the specified View Connection Server. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:

    - Initiating connection
    - Collecting VM inventory
    - Collecting vCenter references

- Collecting connection server references
- Collecting datastore inventory
- Collecting pool inventory
- Collecting desktop inventory

13. The **VMware vCenter Info** tab appears. Supply information about one or more vCenter Server instances and specify the SSO server.



14. Type the host name or IP address of a vCenter Server.

    If the target server is not configured to use the default HTTPS port 443, you must also specify the port (for example, 10.12.30.143:8089 or https://10.12.20.143:8089/sdk). If you use a host name, first confirm that it can be pinged from the network. If you cannot access the server using a DNS name, use an IP address.

15. (Optional) To add an additional vCenter Server, click **Add vCenter**.

    If View infrastructure machines, such as View Connection Servers, View security servers, View transfer servers, View Composer servers, and vCenter Server instances hosting View desktops are virtual machines, enter all vCenter Server systems that host these virtual machines. If all vCenter Server systems are not included, manual analysis must be performed for several best practices that rely on this data.

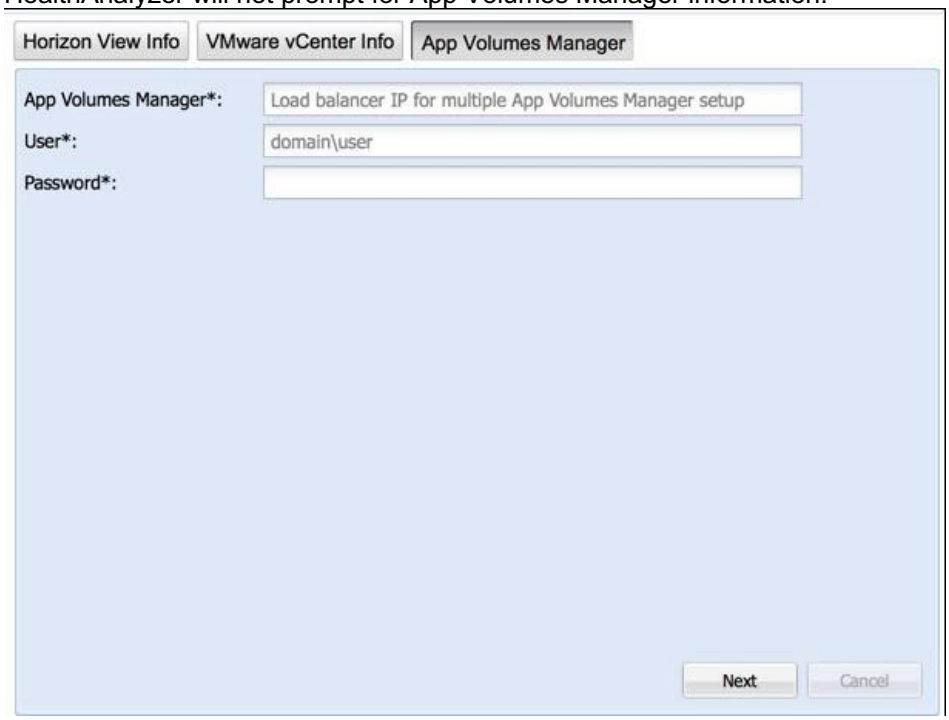
    Credential profiles can be used as described in the previous paragraph for vSphere project.

16. After supplying information for all vCenter Server instances, click **Next** to start collecting data from all of the specified systems. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:

    - Initiating connection

- Collecting inventory for Datacenter[…]
- Collecting HostSystem[…]
- Collecting VirtualMachine[…]
- Collecting Folder[…]
- Collecting ResourcePool[…]
- Collecting Datastore[…]
- Collecting DistributedVirtualPortGroup[…]
- Processing collected data
- Dataset processed successfully

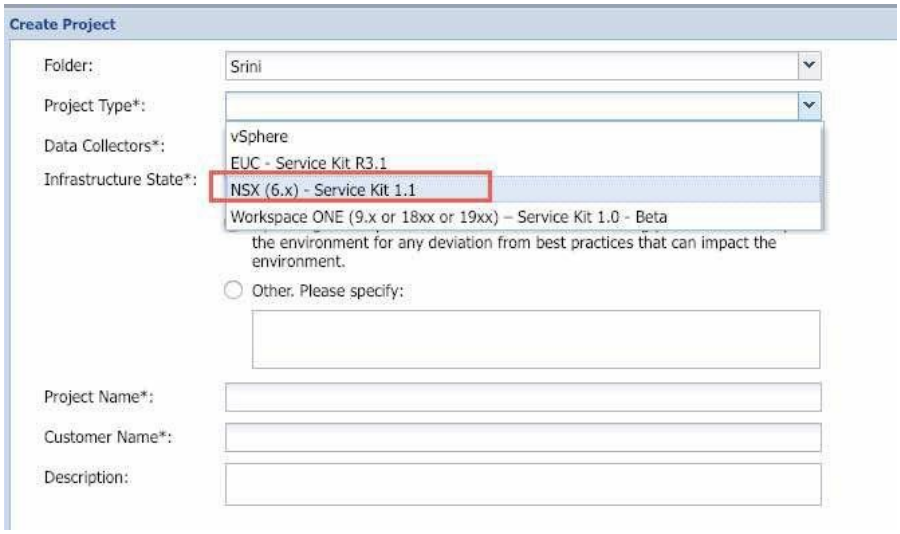
17. The App Volumes Manager tab appears. Supply information about the App Volumes Manager. If the App Volumes Manager servers are behind a load balancer, enter the load balancer information instead. Note: If App Volumes Manager Data Collector was not selected in the Create Project step, HealthAnalyzer will not prompt for App Volumes Manager information.



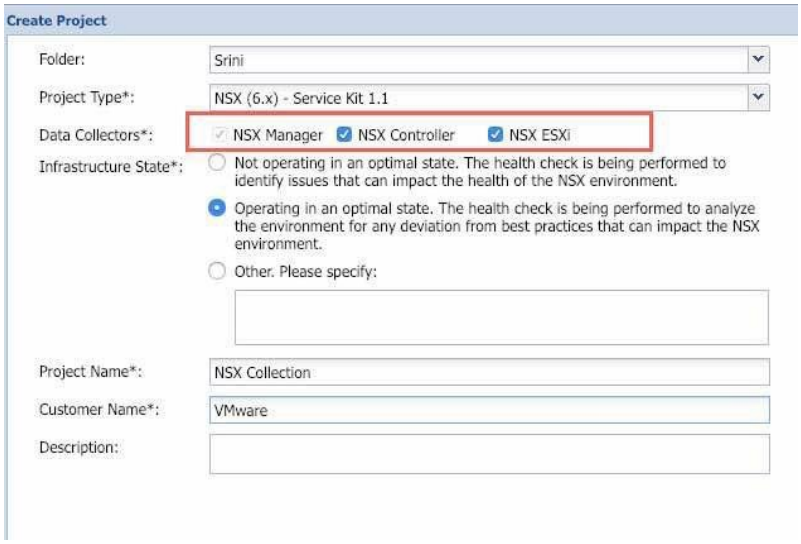
18. If the data collection process takes a long time without updating the progress information, and you believe there is a problem, try to cancel the collection from the UI. Look for any collection-related errors in the `logs/vha.log` file in the unzipped installation folder.

3.2.2.3. To create a new project for NSX data collection and start collecting data

1. Click the VMware HealthAnalyzer folder where you want to create a new project.
2. Click **New Project** to create a new project within the folder. The **Create Project** dialog box appears.



3. Select **NSX (6.x) - Service Kit R1.0** as the project type.
4. Select the **Data Collectors** that are applicable for this NSX environment. Note NSX Manager is a required **Data Collector** and cannot be deselected.



5. Type a project name for the new project, and optionally a description and customer name.

   The **NSX Manager Info** tab of the project panel appears. This is where you supply the information for the NSX Manager. For Cross-vCenter Server setup, additional NSX Manager instances could be added by clicking on **Add NSX Manager**.

6. Type the host name or IP address of the **NSX Manager**.

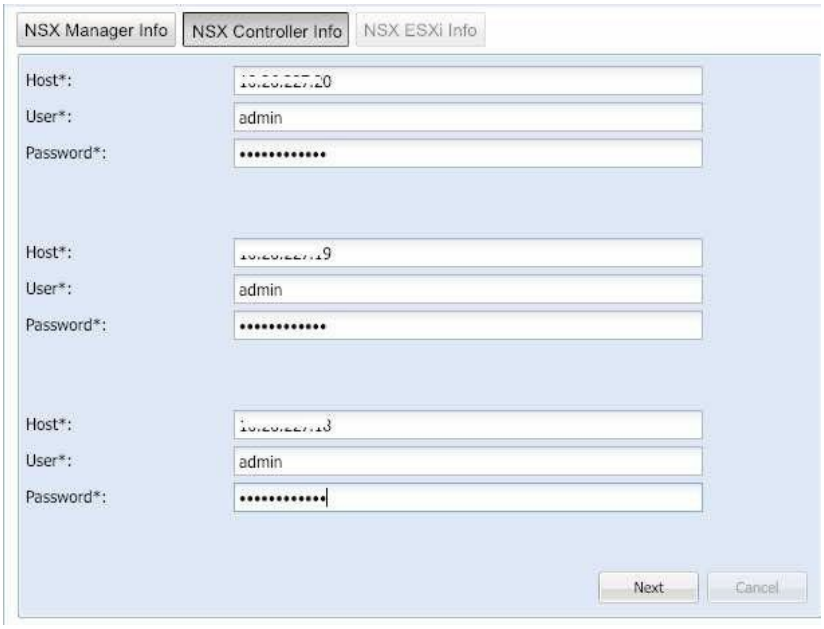
Note If you use a host name, first confirm that it can be pinged from the network. If you cannot access the server using a DNS name, use an IP address.

7. Type the login credentials for the NSX Manager in the **User** and **Password** fields. You can include a domain name in the **User** field by using the domain\user format.
8. Click **Next**.

   VMware HealthAnalyzer now collects data from the specified NSX Manager. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:

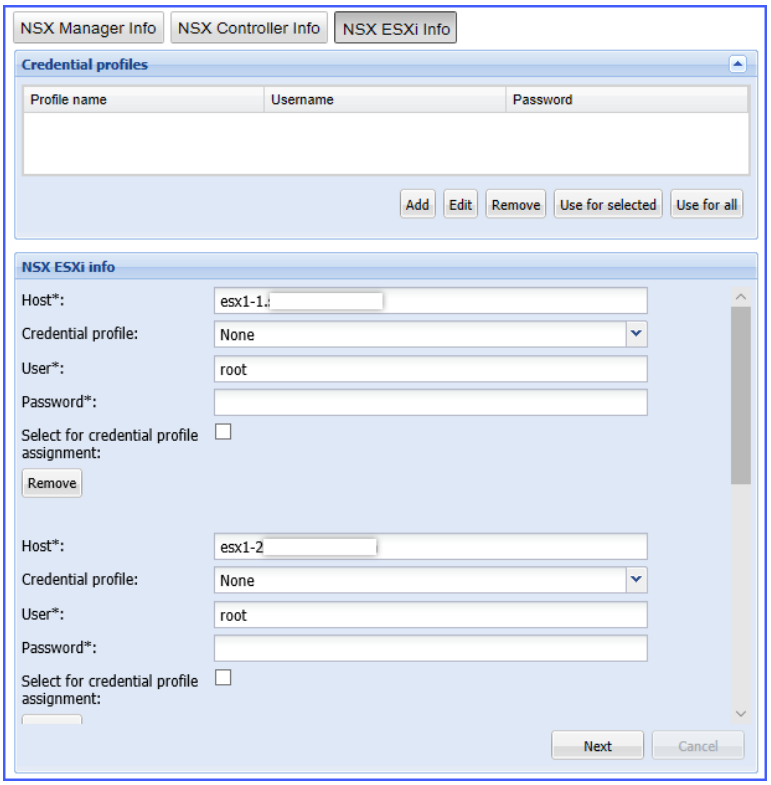
   - Initiating connection
   - Collecting NSX Manager vCenter Info
   - Collecting NSX Edge list info
   - Collecting NSX Cluster List info
   - Collecting High Availability configuration for Edge […]
   - Collecting NSX Host List for cluster […]
   - Collecting Storage information for NSX Edge VM […]
   - Collecting NSX Manager Communication Channel Health
   - Collecting Health Status for ESX Host […]
   - Collecting NSX VM list for ESX Host […]

9. The **NSX Controller Info** tab appears. Supply password information about one or more NSX Controller instances as setup with NSX Manager.



10. After supplying information for all NSX Controller instances, click **Next** to start collecting data from all of the specified systems. During data collection, VMware HealthAnalyzer reports its progress with messages such as the following:
    - Initiating connection
    - Collecting VTEP Table information for VNI […]
    - Collecting Control Cluster configuration information for VNI Id […]
    - Collecting Host Connection Table information for VNI […]
    - Dataset processed successfully

11. The NSX ESXi Info tab appears. Supply the password information of the ESXi.



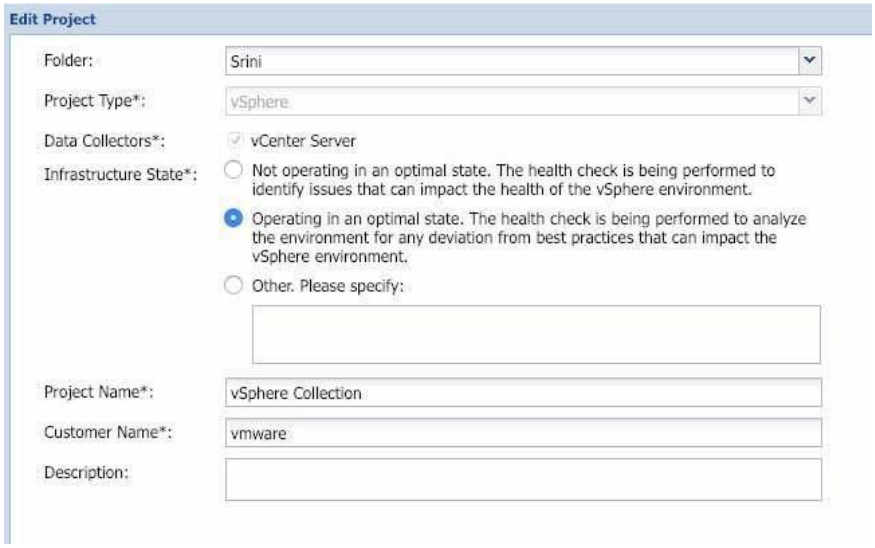
Credential profiles can be used as described before for vSphere project.

3.2.3 Managing Projects

This section describes the project actions that are available in the Project Explorer.

To edit the information for a project

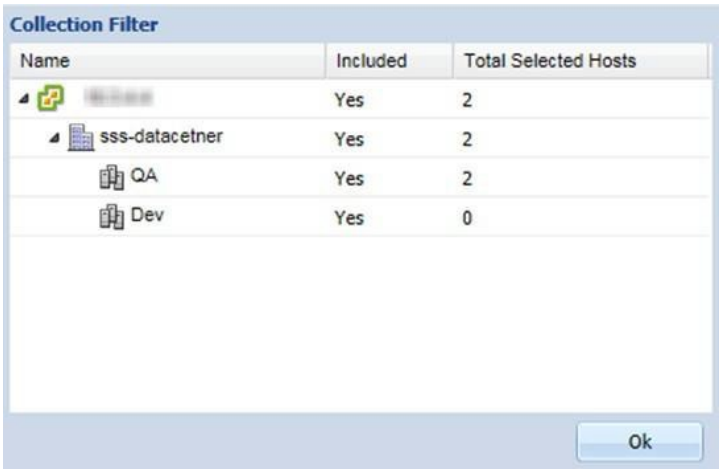
1. Click the name of a project to select it.
2. Click **Edit** to open the **Edit Project** dialog box.



3. Make the needed changes and click **OK**.

To display vSphere project filters applied when the project was set up

1. Click the name of a project to select it.
2. Click **Show Filter** to open the **Collection Filter** dialog box.



3. Click **OK**.

To delete a project

Deleting a project deletes all data and the report associated with that project.

1. Click the name of a project to select it.
2. Click **Delete**.
3. Click **Yes** to confirm the action.

3.3 Exporting Projects and Log Files

3.3.1 Exporting Projects

You can export a project from VMware HealthAnalyzer Collector for analysis by VMware or a VMware partner.

To export a project

When you export a project, the project is stored in a binary file. This file can be copied to another computer, for example, to review after you leave the site.

1. In the Project Explorer, click the name of the project you want to export.
2. Click **Export** and follow the prompts to save the project to your disk.

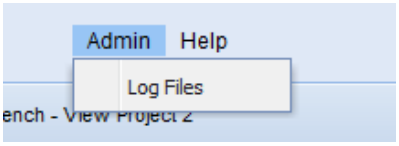
   Note The exact procedure for saving a file differs depending on which browser you use to access VMware HealthAnalyzer Collector.

3.3.2 Exporting Log Files

You can export log files to help in diagnosing any issues that arise in your use of VMware HealthAnalyzer Collector.

To generate the Health Check Report

1. Click **Admin** in the upper right area of the VMware HealthAnalyzer Collector interface.
2. Select **Log Files**.



3. Click **Save File** to save the `vha-logs.zip` file to your computer.