

VMware Monitoring on SCOM



NiCE Management Pack for VMware

VMware Monitoring

Virtualization is part of many IT environments. It is an effective way to reduce expenses while boosting efficiency and flexibility. VMware monitoring using the NiCE VMware Management Pack for Microsoft System Center Operations Manager enables you to ensure maximum performance and availability of your VMware vSphere and ESXi environments.

The NiCE Management Pack for VMware enables insight beyond the virtualization layer and discovers how the virtualization configuration impacts your application services and end-user experience.

- ✓ Discovery of key components health
- ✓ Detect and solve issues fast
- ✓ Leverage built-in reports
- ✓ Lowers TCO & MTTR
- ✓ Secured Microsoft SCOM integration

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Details

Monitoring VMware

VMware Monitoring means observing components such as servers, hosts, and VMs within a VMware environment. Locating the source of potential issues using performance metrics including CPU, memory, storage, network, and disk usage keep the VMware environment stable and at peak performance.

The NiCE Management Pack for VMware ensures maximum performance and availability of VMware vSphere environments. Full-stack Auto-Discovery, more than 180 out-of-the-box monitors for critical components, views and rules, predefined tasks for eased administration, as well as reporting options, form a robust yet versatile VMware monitoring framework.

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vCenter Server Monitoring

The VMware vCenter Server provides a centralized and extensible platform for managing your virtual infrastructure. The NiCE Management Pack makes sure all connections are up and running.

Datacenter Monitoring

A virtual data center is a container for inventory objects required for operating virtual machines. The NiCE VMware Management Pack observes the configuration and overall status and the number of total VMs, min/max active VMs, plus shutdown and suspended VMs.

Datastore Monitoring

VMware vSphere Datastores are storage containers for files. They could be located on a local server hard drive or across the network on a SAN. They hide the specifics of each storage device and provide a uniform model for storing virtual machine files. The NiCE Management Pack observes and alerts on the connectivity status, provisioning space, used and free space, and read/write latencies.



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Datastore Provision Monitoring

Thin Provisioning is a very effective technique using oversubscription on virtual machines, assuming the entire provisioned datastore space is not used simultaneously. Yet, when a datastore runs out of space, thin-provisioned virtual disks can no longer dynamically grow to accommodate additional storage demand. When VMware ESX detects this condition, virtual machines needing extra storage, are instantly paused to prevent guest operating systems from failing. NiCE monitors and collection rules help you properly observe and organize your datastore overprovisioning.

Host Monitoring

VMware ESX and VMware ESXi are software-based hypervisors to abstract processor, memory, storage, and networking resources into multiple VMs. ESX hosts are the servers/data storage devices on which the hypervisor is installed. NiCE provides extensive host monitoring. Configuration, CPU, disconnect, maintenance, suspended or not responding hosts, connected sensors groups such as fan, memory, power, software, storage, processor, temperature, voltage, and WatchDog metrics provide a complete picture of your VMware Hosts.



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VM Monitoring

VMs can run multiple operating systems on a single physical computer, saving physical space, time, and management costs. However, running multiple VMs on one physical machine may result in unstable performance.

Get the most out of your VMs by observing key components such as Storage Utilization, Uptime, Tools, Network Utilization and Adapters, detailed CPU Utilization including Swaps, Overall Health and State, High Balloon Drivers, Guest Disks, Dropped Packets, and DSR Recommendation Ratings.

Cluster Monitoring

A VMware cluster is a group of centrally managed VMware Hosts, enabling HA computing and Heavy Load Balancing. The NiCE VMware Management Pack gives you extensive monitoring options such as CPU utilization, ready time, MHz, min/max active VMs, memory commitment and utilization, overall state, noisy neighbours, shutdown and suspended VMs, storage, HA and memory failover, to ensure your VMware Clusters are at peak performance.



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VMware vSAN Monitoring

VMware vSAN is software-defined storage used in collaboration with VMware ESXi hypervisor. vSAN provisions and manages storage based on policies, regardless of the underlying hardware. It is used for high-performance, mission-critical applications, as well as VDI and back-office systems. VM Skyline Health provides self-service findings for configuration, patches, upgrades, and security for vSAN. For those who still want to drill deeper into the underlying data and micro-service flow of vSAN and Skyline Health, NiCE offers a new, extensive set of monitors for best performance and utilization balance of your vSAN deployments.

- ✓ Build Recommendation Engine Group Health
- ✓ Capacity Utilisation Group Health
- ✓ Cluster Group Health
- ✓ Cluster Health
- ✓ Compliance Group Health
- ✓ Data Health
- ✓ Hardware Compatibility DB Health
- ✓ Hardware Compatibility Group Health
- ✓ Hardware Compatibility SCSI Controller Certification
- ✓ Physical Disk Space Health
- ✓ Network Health
- ✓ Online Health Group Health
- ✓ Performance Service Group Health
- ✓ Disk Used Capacity
- ✓ Disk Operational Health Capacity
- ✓ Disk Capacity Health

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vCenter Service Monitoring

vCenter Server provides a centralized platform for management, operation, resource provisioning, and performance evaluation of virtual machines and hosts. Unwanted outages mainly affect DRS and HA management. The NiCE VMware Management Pack checks the service health and availability so you can stay relaxed.

VMware Certificate Status Monitoring

If your vCenter machine certificate expires, most communication and services will fail. The NiCE certificate status monitor keeps track of your certificates to avoid expiry failures.

Rules and Views

Fully adjustable out-of-the-box rules and views collect, manage, and graph data across your entire VMware environment, helping you spot anomalies and trends easily.



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Tasks

Predefined tasks, such as Check VMware Tools Status, Check HA Network Configuration, or Power Off VM, will help you a lot in your day-to-day administration. They allow you to perform basic to advanced processes by a mouse-click, saving you a lot of "dead" admin time. Thirty predefined tasks are available for cluster, datacenter, host, host log file, VMware server, and VM management.

Snapshot Management

Snapshots affect the performance of your VMs. As snapshot changes are written to a separate delta file, snapshotted disks can quickly reach double their size. Avoid administration clean-up efforts by advanced NiCE snapshot management tasks.

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Reports

Effective communication is a driving force for team synergy, performance, and productivity. Delivering complete, accurate, and objective information helps to develop future forecasts, IT infrastructure plans, and guide budget planning.

More than twenty predefined reports, ranging from infrastructure summaries, memory and CPU over-/under utilizations, host capacity and performance, cluster, datastore, VMs, tasks and events, improve decision-making.

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Features

Discovered Objects

Datacenters, Clusters, Hosts, Disk, Datastores including Provisioning, Networks, Resource Pools, VMs and VM certificate, vSAN, vCenter Services, Appliances, Distributed Switches and Port Groups

Monitors

Cluster, Datacenter, Datastore and Host Reference, Hardware Health Status, Host, Host Local Partition, Host System Network Adapter, Host Sensor, Host Storage, License, Network, Network DV Port Group and Switch, Resource Pool, vCenter and Service, VM, VM CPU, VM Guest Disk, VM Network Adapter, VM Storage, VMware Server, VMware Service, vSAN Physical Disk and Skyline Health

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Features

Rules

Cluster, Datacenter, Datastore and Host Reference, Host, Host Local Partition, Host Network Adapter, Host Sensor, Host Storage, VMware Server Resource Pool, vCenter Storage Class, vCenter Service, VM, VM CPU, VM Guest Disk, VM Network Adapter, VM Storage, VMware Server, VMware Service, vSAN Physical Disk

Tasks

Cluster, Datacenter, Host, Host Log File, Internal / VMwareServer, VM, VMware Server, Computer

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Features

Views

Cluster, Datacenter and Group, Datastore and Group, Datastore Host Reference, Host and Local Partition, Host Log File, Host Network Adapter, Hosts Group, Host Sensor, Host Storage, Network, Network DV Devices Group, Network DV Port Group, Network DV Switch, VMware Server Pool, Pools and Group, vCenter Storage Class, vCenter Service, VM, VM CPU, VM Guest Disk, VM Network Adapter, Virtual Disk, VMs Collection Group, VM Snapshot, VMware Server, VMware Service, VMware Base

Reports

Cluster VMs, Cluster CPU, Cluster Memory, VM CPU, VM Memory, Datastore, VM Storage Usage, Capacity, Memory, Performance, Alerts, VM Network Usage, Events, Resource Pool Infrastructure, Tasks, VM Audit, VM Migration



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Benefits

Highly Customizable

Environments and business needs are manifold. Adjust all monitors and rules to fit your needs

Easy Administration

Use predefined tasks and rules to automate day-to-day tasks

Boost Performance

Dedicated health & performance monitors observe and detect issues on-the-go

Troubleshoot faster

Alert-Integrated troubleshooting advice speeds up MTTR

Fire-Proof Operations

Natively secured through full Microsoft SCOM integration

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Licensing and Support

Licensing

The NiCE VMware Management Pack is licensed per one (1) physical CPU socket on a vSphere/ESX production server.

Software Support

Customers will receive direct support from the NiCE support team, software updates, and free upgrades to the latest software versions within the support time frame.

Services

To help customers get the most practical setup, NiCE is offering remote installation assistance.

Remote professional services include installation and configuration, training, and custom application enhancements.



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FAQ

What Microsoft SCOM versions are supported?

The NiCE Management Pack for VMware support Microsoft SCOM 2012 R2, 2016, and 2019.

What VMware versions are supported?

Supported VMware vCenter Servers and VMware ESXi are 6.0, 6.5, 6.7, and 7.0.

Do you invest in VMware Monitoring?

Yes. NiCE Management Packs for Microsoft SCOM are under constant development. New features as well as support for the latest platforms are made available throughout the year.

Do you provide customization services?

Yes. Whenever you need a specialized tweak or enhancement specific to your environment, NiCE will assist you with professional Management Pack authoring services.



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