vizioncore™
A QUEST SOFTWARE COMPANY

vFoglight™ Pro 5.2.4

What's New Guide

DELL

Table of Contents

Introduction to this Guide

This chapter provides information about what is contained in the What's New Guide. It also provides information about the vFoglight documentation suite and Vizioncore.

This chapter contains the following sections:

About vFoglight

vFoglight helps IT organizations understand the virtual infrastructure by managing the relationships and interaction between all the components in the environment, including data centers, data stores, clusters, resource pools, hosts and virtual machines. With vFoglight, administrators can quickly determine the root-cause of an incident or problem, track virtual machine (VM) movements and understand their impact, and identify contention for resources between virtual machines.

About this Guide

This What's New Guide describes the improvements that have been made to vFoglight and the vFoglight documentation for release v.5.2.4.

The guide is organized as follows:

Chapter 1, What's New in vFoglight—describes the new features and major defect fixes in release v.5.2.4.

Chapter 2, What's New in the vFoglight Documentation—describes the improvements that have been made to the vFoglight core documentation set for release 5.2.4.

vFoglight Documentation Suite

The vFoglight documentation suite is made up of the core documentation set, plus the documentation set for each vFoglight cartridge that you deploy. Documentation is provided in a combination of online help, PDF and HTML.

- **Online Help:** You can open the online help by selecting the Help tab from vFoglight's action panel.

- **PDF:** The *Getting Started Guide*, *What's New Guide*, *System Requirements and Platform Support Guide*, *Installation and Setup Guide* set, *Administration and Configuration Guide*, *vFoglight User Guide*, *Command-Line Reference Guide*, *Web Component Guide*, and *Web Component Tutorial*, are provided as PDF files. The PDF guides are included in the zip file downloaded from Vizioncore. Adobe® Reader® is required.

HTML: Release Notes are provided in HTML.

Core Documentation Set

The core documentation set consists of the following files:

- *Release Notes* (HTML)

- *Getting Started Guide* (PDF)

- *What's New Guide* (PDF)

- *System Requirements and Platform Support Guide* (PDF)

- *Installation and Setup Guide* set (all in PDF format):

    - Installation and Setup Guide—*Installing on Windows with an Embedded MySQL Database*

    - Installation and Setup Guide—*Installing on Windows with an External MySQL Database*

- Installation and Setup Guide—*Installing on Windows with an External Oracle Database*
- *Administration and Configuration Guide* (PDF and online help)
- *vFoglight User Guide* (PDF and online help)
- *Advanced Configuration Guide* set
  - *Command-Line Reference Guide* (PDF and online help)
  - *Web Component Guide* (PDF and online help)
  - *Web Component Tutorial* (PDF and online help)
  - *Web Component Reference* (online help)

Cartridge Documentation Sets

When you deploy a cartridge, the documentation set for the cartridge is installed. The online help for the cartridge is integrated automatically with the core vFoglight help. When you open the help, the name of the cartridge is displayed in a top level entry within the table of contents.

Some cartridges include additional PDF guides, which may be one or more of the following: a *Getting Started Guide*, an *Installation Guide*, a *User Guide*, and a *Reference Guide*.

Feedback on the Documentation

We are interested in receiving feedback from you about our documentation. For example, did you notice any errors in the documentation? Were any features undocumented? Do you have any suggestions on how we can improve the documentation? All comments are welcome. Please submit your feedback to the following email address:

info@vizioncore.com

Please do not submit Technical Support related issues to this email address.

Text Conventions

The following table summarizes how text styles are used in this guide:

Convention	Description
Code	Monospace text represents code, code objects, and command-line input. This includes: • Java language source code and examples of file contents • Classes, objects, methods, properties, constants, and events • HTML documents, tags, and attributes
Variables	Monospace-plus-italic text represents variable code or command-line objects that are replaced by an actual value or parameter.
Interface	Bold text is used for interface options that you select (such as menu items) as well as keyboard commands.
Files, components, and documents	Italic text is used to highlight the following items: • Pathnames, file names, and programs • The names of other documents referenced in this guide

About Vizioncore Inc.

Vizioncore was formed in July 2002 as a consulting and software-development company with the mission to create easy-to-use software solutions that performed reliable and repeatable automation of datacenter functions specifically for the Citrix platform. A main corporate goal was to enable business partners to offer solutions that targeted real-world IT issues and provided the best possible installation and automation for their clients' systems.

Vizioncore's solutions have proved successful in organizations from small to mid-sized businesses to large enterprises, in a wide variety of vertical industries, including Financial Services, Government, Healthcare, Manufacturing, and High Tech. Vizioncore, Inc. can be found in offices around the globe and at www.vizioncore.com.

Contacting Dell

Note: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit http://support.dell.com.

2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom of the page.

3. Click Contact Us on the left side of the page.Note: Toll-free numbers are for use within the country for which they are listed.

4. Select the appropriate service or support link based on your need.

5. Choose the method of contacting Dell that is convenient for you.

Country (City) International Access Code Country Code City Code	Service Type	Area Codes, Local Numbers, and Toll-Free Numbers Web and E-Mail Addresses
Anguilla	Web Address	www.Dell.com/ai
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	toll-free: 800-335-0031
Antigua and Barbuda	Web Address	www.Dell.com.ag
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	1-800-805-5924
Aomen	Technical Support	
	Dell™ Dimension™, Dell Inspirion™, Dell	0800-105
	Optiplex™, Dell Lattitude™, and Dell	
	Precision™Servers and Storage	0800-105
Argentina (Buenos Aires)	Web Address	www.dell.com.ar
International Access Code: 00	E-Mail Address for Desktop/ Portable Computers	la-techsupport@dell.com
Country Code: 54	E-Mail Address for Servers and EMC® Storage Products	la_enterprise@dell.com
City Code: 11	Customer Service	toll-free: 0-800-444-0730
	Technical Support	toll-free: 0-800-444-0733
	Technical Support Services	toll-free: 0-800-444-0724
	Sales	0-800-444-3355
Aruba	Web Address	www.Dell.com/aw
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	toll-free: 800-1578
Australia (Sydney)	Web Address	support.ap.dell.com
International Access Code: 0011	Contact Dell Web Address	support.ap.dell.com/contactus
Country Code: 61	Technical Support., Customer Service, Sales	13DELL-133355
City Code: 2		

Austria (Vienna) International Access Code: 900 Country Code: 43 City Code: 1	Web Address	Support.euro.dell.com
	E-Mail Address	Tech_support_central_europe@dell.com
	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Service	0820 240 530 14
	Home/Small Business Support	0820 240 530 17
	Preferred Accounts/Corporate Customer	0820 240 530 16
	Service Preferred Accounts/Corporate Customer	0820 240 530 17
	Switchboard	0820 240 530 00
Bahamas	Web Address	www.dell.com/bs
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	toll-free: 1-866-874-3038
Barbados	Web Address	www.dell.com/bb
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	1-800-534-3142
Belgium (Brussels)	Web Address	Support.euro.dell.com
	General Support	02 481 92 88
	General Support Fax	02 481 92 95
	Customer Service	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 91 99
	Switchboard	02 481 91 00
Bolivia	Web Address	www.dell.com/bo
	E-Mail Address	la_techsupport@dell.com
	Technical Support., Customer Service, Sales	toll-free: 800-10-0238
Brazil International Access Code: 00 Country Code: 55 City Code: 51	Web Address	www.dell.com/br
	E-Mail Address	BR_TechSupport@dell.com
	Customer Service and Tech Support	0800 970 3355
	Technical Support Fax	51 2104 5470
	Customer Service Fax	51 2104 5480
	Sales	0800 722 3498
British Virgin Islands	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6820
Brunei Country Code: 673	Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 4888
	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York, Ontario) International Access Code: 011	Online Order Status Web Address	www.dell.ca/ostatus
	AutoTech (automated Hardware and Warranty Support)	support.ca.dell.com
	Customer Service	toll-free:1-800-247-9362
	Home/Home Office	toll-free:1-800-847-4096
	Small Business	toll-free:1-800-906-3355
	Medium/Large Business, Government, Education	toll-free:1-800-387-5757
	Hardware Warranty Phone Support	
	Computers for Home/Home Office	toll-free:1-800-847-4096
	Computers for Small/Medium/Large Business Government	toll-free:1-800-387-5757
	Printers, Projectors, Televisions, Handheld, Digital	1-877-335-5767
	Jukebox, and Wireless Sales	toll-free:1-800-999-3355
	Home and Home Office Sales	toll-free:1-800-387-5752
	Small Business	toll-free:1-800-387-5755
	Medium/Large Business, Government	1 866 440 3355
	Spare Parts and Extended Service	
Cayman Islands	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-877-262-5415

Chile (Santiago)	Web Address	www.dell.com/cl
Country Code: 56	E-Mail Address	la-techsupport@dell.com
City Code: 2	Sales and Customer Support	toll-free: 1230-020-4823
China (Xiamen)	Technical Support Web Address	support.dell.com.cn
Country Code: 86	Technical Support E-Mail Address	support.dell.com.cn/email
City Code: 592	Customer Service E-Mail Address	customer_cn@dell.com
	Technical Support Fax	592 818 14350
	Technical Support – Dimension and Inspiron	toll-free: 800 858 2969
	Technical Support – OptiPlex, Lattitude and Dell Precision	toll-free: 800 858 0950
	Technical Support – Servers and Storage	toll-free: 800 858 0960
	Technical Support – Projectors, PDAs, Switches, Routers, etc	toll-free: 800 858 2920
	Technical Support – Printers	toll-free: 800 858 2311
	Customer Service	toll-free: 800 858 2060
	Customer Service Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Columbia	Web Address	www.dell.com/co
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	01-800-915-4755
Costa Rica	Web Address	www.dell.com/cr
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-012-0231
Czech Republic (Prague)	Web Address	support.euro.dell.com
International Access	E-Mail Address	czech_dell@dell.com
Code: 00	Technical Support	22537 2727
Country Code: 420	Customer Service	22537 2707
	Fax	22537 2714
	Technical Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Web Address	Support.euro.dell.com
International Access	Technical Support	7023 0182
Code: 00	Customer Service – Relational	7023 0184
Country Code: 45	Home/Small Business Customer Service	3287 5505
	Switchboard – Relational	3287 1200
	Switchboard Fax – Relational	3287 1201
	Switchboard – Home/Small Business	3287 5000
	Switchboard Fax – Home/Small Business	3287 5001
Dominica	Web Address	www.dell.com/dm
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6821

Dominican Republic	Web Address	www.dell.com/do
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-156-1588
Ecuador	Web Address	www.dell.com/ec
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales (Calling from Quito)	toll-free: 999-119-877-655-3355
	Technical Support, Customer Service, Sales (Calling from Guayaquil)	toll-free: 1800-999-119-877-655-3355
El Salvador	Web Address	www.dell.com/sv
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	800-6132
Finland (Helsinki) International Access Code: 990 Country Code: 358 City Code: 9	Web Address	support@euro.dell.com
	E-Mail Address	fi_support@dell.com
	Technical Support	0207 533 555
	Customer Service	0207 533 538
	Switchboard	0207 533 533
	Sales under 500 employees	0207 533 540
	Fax	0207 533 530
	Sales over 500 employees	0207 533 533
	Fax	0207 533 530
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Web Address	Support.euro.dell.com
	Home and Small Business	
	Technical Support	0825 387 270
	Customer Service	0825 832 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Service	0825 338 339
	Switchboard	55 94 71 00
	Sales	01 55 94 71 00
Germany (Frankfurt) International Access Code: 00 Country Code: 49 City Code: 69	Web Address	support.euro.dell.com
	E-mail Address	tech_support_central_europe@dell.com
	Technical Support	069 9792-7200
	Home/Small Business Customer Service	0180-5-224400
	Global Segment Customer Service	069 9792-7320
	Preferred Accounts Customer Service	069 9792-7320
	Large Accounts Customer Service	069 9792-7320
	Public Accounts Customer Service	069 9792-7320
	Switchboard	069 9792-7000
Greece International Access Code: 00 Country Code: 49	Web Address	Support.euro.dell.com
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	Web Address	www.dell.com/gd
	E-Mail Address	la-techsuppo@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355

Guatemala	Web Address	www.dell.com/gt
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-999-0136
Guyana	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-270-4609
Hong Kong	Web Address	support.ap.dell.com
	Technical Support E-mail Address	support.dell.com.cn/email
International Access Code: 001	Technical Support - Dimension and Inspiron	00852-2969 3188
Country Code: 852	Technical Support - OptiPlex, Latitude, and Dell Precision	00852-2969 3191
	Technical Support - Servers and Storage	00852-2969 3196
	Technical Support - Projectors, PDAs, Switches, Routers, etc .	00852-3416 0906
	Customer Service	00852-3416 0910
	Large Corporate Accounts	00852-3416 0907
	Global Customer Programs	00852-3416 0908
	Medium Business Division	00852-3416 0912
	Home and Small Business Division	00852-2969 3105
India	Dell Support Website	support.ap.dell.com

Portable and Desktop Support

	Desktop Support E-mail Address	india_support_desktop@dell.com
	Portable Support E-mail Address	india_support_notebook@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or your city STD code + 60003355 or toll-free: 1-800-425-8045

Server Support

	E-mail Address	india_support_Server@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or your city STD code + 60003355 or toll-free: 1-800-425-8045

Gold Support Only

	E-mail Address	eec_ap@dell.com
	Phone Numbers	080-25068033 or your city STD code + 60003355 or toll-free: 1-800-425-9045

Customer Service

	Home and Small Business	India_care_HSB@dell.com toll-free : 1800-4254051
	Large Corporate Accounts	India_care_REL@dell.com toll free : 1800-4252067

Sales

	Large Corporate Accounts	1600 33 8044
	Home and Small Business	1600 33 8046

Ireland (Cherrywood)	Web Address	Support.euro.dell.com
International Access Code: 00 Country Code: 353 City Code: 1	**Technical Support**	
	E-mail Address	dell_direct_support@dell.com
	Business computers	1850 543 543
	Home computers	1850 543 543
	At Home Support	1850 200 889
	Sales	
	Home	1850 333 200
	Small Business	1850 664 656
	Medium Business	1850 200 646
	Large Business	1850 200 646
	E-mail Address	Dell_IRL_Outlet@dell.com
	Customer Service	
	Home and Small Business	204 4014
	Business (greater than 200 employees)	1850 200 982
	General	
	Fax/Sales fax	204 0103
	Switchboard	204 4444
	U.K. Customer Service (dealing with U.K.only)	0870 906 0010
	Corporate Customer Service (dial within U.K. only)	0870 907 4499
	U.K. Sales (dial within U.K. only)	0870 907 4000
Italy (Milan)	Web Address	Support.euro.dell.com
International Access Code: 00 Country Code: 39 City Code: 02	**Home and Small Business**	
	Technical Support	02 577 826 90
	Customer Service	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Service	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales (dial from within Jamaica only)	1-800-440-920

Japan (Kawasaki)	Web Address	support.jp.dell.com
International Access Code: 001 Country Code: 81 City Code: 44	Technical Support - Dimension and Inspiron	toll-free: 0120-198-26
	Technical Support outside of Japan - Dimension and Inspiron	81-44-520-1435
	Technical Support - Dell Precision, OptiPlex, and Latitude	toll-free: 0120-198-433
	Technical Support outside of Japan - Dell Precision, OptiPlex, and Latitude	81-44-556-3894
	Technical Support - Dell PowerApp™, Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™,	toll-free: 0120-198-498
	Technical Support outside of Japan - PowerApp, PowerEdge, PowerConnect, and PowerVault	81-44-556-4162
	Technical Support - Projectors, PDAs, Printers, Routers	toll-free: 0120-981-690
	Technical Support outside of Japan - Projectors, PDAs, Printers, Routers	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Status Service	044-556-3801
	Customer Service	044-556-4240
	Business Sales Division - up to 400 employees	044-556-1465
	Preferred Accounts Division Sales - over 400 employees	044-556-3433
	Public Sales - government agencies, educational institutions, and medical institutions	044-556-5963
	Global Segment Japan	044-556-3469
	Individual User	044-556-1657
	Individual User Online Sales	044-556-2203
	Individual User Real Site Sales	044-556-4649
	Switchboard	044-556-4300
Korea (Seoul)	Web Address	Support.ap.dell.com
International Access Code: 001 Country Code: 82 City Code: 2	Technical Support, Customer Service	toll-free: 080-200-3800
	Technical Support - Dimension, PDA, Electronics, and Accessories	toll-free: 080-200-3801
	Sales	toll-free: 080-200-3600
	Fax	2194-6202
	Switchboard	2194-6000
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxemborg	Web Address	Support.euro.dell.com
International Access Code: 00 Country Code: 352	Support	3420808075
	Home/Small Business Sales	+32 (0)2 713 15 96
	Corporate Sales	26 25 77 81
	Customer Service	+32 (0)2 481 91 19
	Fax	26 25 77 82
Macao Country Code: 83	Technical Support	toll-free: 0800 105
	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115

Malaysia (Penang) International Access Code: 00 Country Code: 60 City Code: 4	Web Address	Support.ap.dell.com
	Technical Support - Dell Precision, OptiPlex, and Latitude	toll-free: 1800 880 193
	Technical Support - Dimension, Inspiron, and Electronics and Accessories	toll-free: 1800 881 306
	Technical Support - PowerApp, PowerEdge, PowerConnect, and PowerVault	toll-free: 1800 881 386
	Customer Service	toll-free: 1800 881 306 (option 6)
	Transaction Sales	toll-free: 1800 888 202
	Corporate Sales	toll-free: 1800 888 213
Mexico International Access Code: 00 Country Code: 52	Web Address	www.dell.com/mx
	E-mail Address	la-techsupport@dell.com
	Customer Technical Support	001-877-384-8979 or 001-877-269-3383
	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	Toll-free: 1-866-278-6822
Netherlands Antilles Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	E-mail Address	la-techsupport@dell.com
	Web Address	support.euro.dell.com
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Service	020 674 42 00
	Relational Customer Service	020 674 43 25
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	Web Address	Support.ap.dell.com
	E-mail Address	Support.ap.dell.com/contactus
	Technical Support, Customer Service, Sales	0800 441 567
Nicaragua	Web Address	www.dell.com/ni
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	001-800-220-1377
Norway (Lysaker) International Access Code: 00 Country Code: 47	Web Address	Support.euro.dell.com
	Technical Support	671 16882
	Relational Customer Service	671 17575
	Home/Small Business Customer Service	231 62298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	Web Address	www.dell.com/pa
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	011-800-507-1264
Peru	Web Address	www.dell.com/pe
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-50-669

Poland (Warsaw) International Access Code: 011 Country Code: 48 City Code: 22	Web Address	support.euro.dell.com
	E-mail Address	pl_support_tech@dell.com
	Customer Service Phone	57 95 700
	Customer Service	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal International Access Code: 00 Country Code: 351	Web Address	Support.euro.dell.com
	Technical Support	707200149
	Customer Service	800 300 413
	Sales	800-300-410 or 800-300 -411 or 800-300-412 or 21-422-07-10
	Fax	21-424-01-12
Puerto Rico	Web Address	www.dell.com/pr
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-877-537-3355
St. Kitts and Nevis	Web Address	www.dell.com/kn
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355
St. Lucia	Web Address	www.dell.com/lc
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4352
St. Vincent and the Grenadines	Web Address	www.dell.com/vc
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4353
Singapore International Access Code: 005 Country Code: 65	NOTE: The phone numbers in this section should be called from within Singapore or Malaysia only.	
	Web Address	support.ap.dell.com
	Technical Support - Dimension, Inspiron, and Electronics and Accessories	toll-free: 1 800 394 7430
	Technical Support - OptiPlex, Latitude, and Dell Precision	toll-free: 1 800 394 7488
	Technical Support - PowerApp, PowerEdge, PowerConnect, and PowerVault	toll-free: 1 800 394 7478
	Customer Service	toll-free: 1 800 394 7430 (option 6)
	Transaction Sales	toll-free: 1 800 394 7412
	Corporate Sales	toll-free: 1 800 394 7419
Slovakia (Prague) International Access Code: 00 Country Code: 421	Web Address	support.euro.dell.com
	E-mail Address	czech_dell@dell.com
	Technical Support	02 5441 5727
	Customer Service	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 8328 02 5441 7585
South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11	Web Address	support.euro.dell.com
	E-mail Address	dell_za_suppor@dell.com
	Gold Queue	011 709 7713
	Technical Support	011 709 7710
	Customer Service	011 709 7707
	Sales	011 709 7700

Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91	Web Address	Support.euro.com
	Home and Small Business	
	Technical Support	902 100 130
	Customer Service	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Service	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Web Address	support.euro.dell.com
	Technical Support	08 590 05 199
	Relational Customer Service	08 590 05 642
	Home/Small Business Customer Service	08 587 70 527
	Employee Purchase Program (EPP) Support	020 140 14 44
	Technical Support Fax	08 590 05 594
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Web Address	Support.euro.dell.com
	E-mail Address	Tech_support_central_Europe@dell.com
	Technical Support – Home and Small Business	0844 811 411
	Technical Support – Corporate	0844 822 844
	Customer Service – Home and Small Business	0848 802 202
	Customer Service – Corporate	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Web Address	support.ap.dell.com
	E-mail Address	support.dell.com.cn/email
	Technical Support - OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories	toll-free: 0080 186 1011
	Technical Support - Servers and Storage	toll-free: 0080 160 1256
	Customer Service	toll-free: 0080 160 1250 (option 5)
	Transaction Sales	toll-free: 0080 165 1228
	Corporate Sales	toll-free: 0080 165 1227
Thailand International Access Code: 001 Country Code: 66	Web Address	Support.ap.dell.com
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service	toll-free: 1800 006 007 (option 7)
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	Web Address	www.dell.com/tt
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-888-799-5908
Turks and Caicos Islands	Web Address	www.dell.com/tc
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-441-4735

U.K.(Bracknell)	Web Address	upport.euro.dell.com
International Access Code: 00 Country Code: 44 City Code: 1344	E-mail Address	dell_direct_support@dell.com
	Customer Service Website	support.euro.dell.com/uk/en/ECare/ form/home.asp
	Sales	
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Customer Service	
	Home and Small Business	0870 906 0010
	Corporate	01344 373 185
	Preferred Accounts (500-5000 employees)	0870 906 0010
	Global Accounts	01344 373 186
	Central Government	01344 373 196
	Local Government & Education	01344 373 199
	Health	01344 373 194
	Technical Support	
	Corporate/Preferred Accounts/PCA (1000+ employees)	0870 908 0500
	Other Dell Products	0870 353 0800
	General	
	Home and Small Business Fax	0870 907 4006
Uruguay	Web Address	www.dell.com/uy
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 000-413-598-2521
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	Hardware and Warranty Support (Dell TV, Printers, and Projectors) for Relationship customers	toll-free: 1-877-459-7298
	Consumer (Home and Home Office) Support for Dell products	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services Web Address	www.dellfinancialservices.com
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service	toll-free: 1-800-624-9897
	Employee Purchase Program (EPP)	toll-free: 1-800-695-8133
	Customer s Support for printers, projectors, PDAs, and MP3 players	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)

U.S. Virgin Islands	Web Address	www.dell.com/vi
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-702-4360
Venezuela	Web Address	www.dell.com/ve
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-100-4752

2

What's New in vFoglight

This chapter describes the new features and major defect fixes in release 5.2.4.5of vFoglight.

This chapter contains the following sections:

New vFoglight Structure

vFoglight is now offered in two editions - **vFoglight Standard (SE)** and **vFoglight Pro**.

- **vFoglight SE** is designed to help organizations monitor the performance of their virtual infrastructures.

- **vFoglight Pro** includes all the features of vFoglight SE and adds advanced capabilities for Chargeback, Physical Operating System (OS) Monitoring, Third-Party Integration and more.

The table below illustrates the different features included in both versions. For more information, contact a Vizioncore Sales representative (*sales@vizioncore.com*).

vFoglight Features	SE	Pro
VMware ESX Server Monitoring	•	•
Management Server	•	•
Guest Process Investigation	•	•
Chargeback		•
Physical OS Monitoring		•
High Availability Management Server		•
Federation		•
Third-Party Integration		•

New vFoglight Cartridges

vFoglight Cartridge for Chargeback

The vFoglight Cartridge for Chargeback, working with vFoglight,provides the ability for IT managers to monitor and report on costs associated with Virtual machine (VM) or Physical machine (PM) usage within their datacenters. The chargeback cartridge currently supports only the Tiered Flat Rate Model of calculating costs. Other models, such as measured resource usage or direct cost, will follow in subsequent releases.

Note This functionality is only available with vFoglight Pro.

vFoglight Cartridge for Guest Process Investigation

The vFoglight Cartridge for Guest Process Investigation allows you to monitor the virtual infrastructure, health, and performance of processes inside virtual machines. Guest Process agents are configured with virtual machines to send data back to vFoglight. Alarms in Foglight alert the user to problems which are then monitored to determine what internal process might be affecting the performance of a virtual machine.

For more information, see the *vFoglight Cartridge for Guest Process Investigation User Guide*.

vFoglight Cartridge for Integration

The vFoglight Cartridge for Integration makes it possible for vFoglight to receive alarms from third-party technology monitoring systems. It also makes it possible for alarms to be forwarded from vFoglight to third-party systems. For example, alarms can be forwarded to an event console. In addition, the Cartridge for Integration makes it possible for vFoglight to receive Simple Network Management Protocol (SNMP) Traps as alarms.

For more information, see "Welcome to vFoglight Cartridge for Integration" in the *Cartridge for Integration Release Notes*.

Note   This functionality is only available with vFoglight Pro.

vFoglight Cartridge for Operating Systems

The Cartridge for Operating Systems is now included with vFoglight. With the Cartridge for Operating Systems, a monitoring dashboard is available from which you can view the operating system performance on VMs or physical machines. This dashboard is a visual representation of the status of the major components of the selected server. It allows you to determine at a glance any potential bottlenecks with system performance.

The Cartridge for Operating Systems includes agents to monitor the following platforms:

- AIX (5.2, 5.3, 6.1)
- Linux (2.4, 2.6)

- Solaris (SunOS 5.8, SunOS 5.9, SunOS 5.10, SunOS 5.10x86)
- Windows (Windows 2000, Windows Server 2003)

For more information, see the *vFoglight Cartridge for Operating Systems User Guide*.

Note   This functionality is only available with vFoglight Pro.

---

vFoglight Management Server

This section describes the overall improvements that have been made to the vFoglight Management Server for release 5.2.4.5.

Server

The following subsection describes improvement to the Server.

Federation

vFoglight federation allows for partitioning a monitoring environment into logical units, where each unit is served by a separate instance of the vFoglight Management Server (federated server), while the operation of those servers is managed by a central vFoglight Management Server (federation server). The federated servers can be used to collect data from different types of environments, while the federation server can access the data from one or more federated servers.

Note   This functionality is only available with vFoglight Pro.

High Availability

High Availability mode enables you to install multiple vFoglight Management Servers, with one server as the primary server and the others as standby servers. If the primary server stops responding, then the monitoring responsibility is taken over by one of the standby servers.

Note   This functionality is only available with vFoglight Pro.

Store and Forward Enhancement

The vFoglight Management Server only accepts data collected within one hour from the moment it is received. This one-hour window allows the server to accept data that agents collect during short-term disruptions. To prevent the vFoglight Management Server from discarding data with timestamps older than one hour, you can now increase the time window from one hour to a longer value. This can be useful during longer-term network outages that disrupt communication between the vFoglight Management Server and vFoglight agents. The length of the time window can be controlled using a virtual machine (VM) option, *foglight.data_service.max_past_timestamp_delta*. This option can be added to the *<vfoglight_home>/config/foglight.config* configuration file.

This functionality is documented in the "Enabling the Collection of Data with Older Timestamps" section of Chapter 7 ("Working with Data") of the *vFoglight Administration and Configuration Guide*.

Browser Interface

The following subsections describe improvements to the browser interface.

Alarms Table Enhancements

Now you can use the Alarms table to acquire a list of all of the alarms, including cleared alarms, in a given time range. This is useful for verification and auditing purposes.

The default behaviour is still to show only non-cleared alarms in the list. Users can adjust this to show cleared alarms as well, using the alarm filter. Cleared alarms appear dimmed out in the list.

The Alarms table also has the following column changes:

- A Cleared column has been added to allow users to sort cleared and not-yet-cleared alarms. The cleared status is indicated by a Y or N in the column. The Cleared column displays the last known value.

- The Ack'ed By column has been replaced by the Ack'ed column, which shows one of two states (acknowledged or not-yet-acknowledged). The acknowledged status is indicated by a Y or N in the column. The Ack'ed column displays the last known value.

- The Source column has been renamed Instance, to better reflect the purpose of the column. Labels used in other views have also been changed for consistency.

- A new Origin column has been added to show the alarm source. This column can be used to sort alarms by instance and by rule.
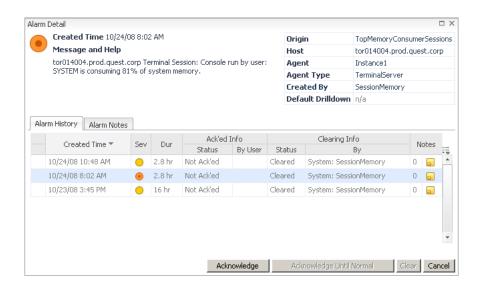
These enhancements are documented in the "Common Views" section of Chapter 3 ("Working with Dashboards") of the *vFoglight User Guide*.

Alarm Details View Enhancements

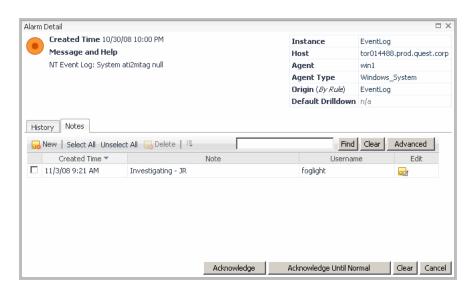The Alarm Details view has been enhanced to include:

- The ability to show alarms related to the current alarm, within a given time range.

- Acknowledged and clearing information for the alarms, indicating whether or not the alarm has been acknowledged and/or cleared.

- The ability to add a note to alarms by clicking the Notes icon or by using the Alarm Notes tab. See the following subsection for more details on alarm notes.

These enhancements are documented in the "Common Views" section of Chapter 3 ("Working with Dashboards") of the *vFoglight User Guide*.

Alarm Notes

The Alarm Details view now contains a Notes icon (▣) and an Alarm Notes tab from which you can access a Notes dialog that displays a list of all alarm notes added to the alarm. Alarm notes also allow you to record information about an alarm for yourself and others. You can view, create, edit, or delete notes. However, only the original author of a note can delete or edit it. Notes can be added to any alarm at any time, even after the alarm has cleared.

This functionality is documented in the "Common Views" section of Chapter 3 ("Working with Dashboards") of the *vFoglight User Guide*.

General Dashboard Capabilities

The following subsections describe improvements to the general dashboard capabilities.

Reporting Enhancements

Reporting has been improved. The Reports and Report Manager dashboards now include new report links and functionality:

- The **Run Report** link enables you to create and run a report immediately without having to schedule the report. The report appears in the Generated Reports view.

- The **Create Report** link provides you with the ability to create a custom report from the browser interface instead of using the **Create Report...** link on the Actions panel at the right.

- The **Schedule Report** link has replaced the Create Scheduled Report button that was in vFoglight 5.2.3 and earlier. The **Schedule Report** link has the same functionality as the Create Scheduled Report button had, in that you can use it to create and schedule a report to run at a particular time.

This functionality is documented in Chapter 8 ("Working with Reports") of the *vFoglight User Guide*.

Report Renaming

The report templates in the Reports and Report Manager dashboards have been renamed, so that the names are more meaningful.

This information is located in Chapter 8 ("Working with Reports") of the *vFoglight User Guide*.

General Dashboard Tooling

The following subsections describe improvements to the general dashboard tooling.

Data Navigation Improvements

Navigation using the data navigation tree in **Dashboards** > **Configuration** > **Data** has been improved. Now, within a tree, you see a smaller number of entries accompanied by a **More...** link.

Reporting Improvements

The usability of reporting within the Web Component Framework (WCF) is being improved over the course of a few releases. Improvements to reporting within WCF are reflected in the *vFoglight Web Component Tutorial* and in the *vFoglight Web Component Guide*.

vFoglight Agent Manager

New vFoglight Agent Manager Installer

As of vFoglight 5.2.4, there is a new installer for the vFoglight Agent Manager (FglAM). New installers for all supported platforms are delivered in the *FglAM-all-5_2_4.car* cartridge, which is available on the vFoglight 5.2.4 DVD or for download from SupportLink.

In addition, *FglAM-<platform>-5_2_4.car* files that contain platform-specific installers are available on the vFoglight 5.2.4 DVD or for download from SupportLink.

After installing the *FglAM-all-5_2_4.car* or *FglAM-<platform>-5_2_4.car* file using the **Administration** > **Cartridges** > **Cartridge Inventory** dashboard, you can download the appropriate platform-specific installer from the **Administration** > **Cartridges** > **Components for Download** dashboard.

Alternatively, in situations where unauthenticated or headless access to the installers is required, you can download the appropriate platform-specific installer from the following new servlet using a browser or from the command line (after installing the *FglAM-all-5_2_4.car* or *FglAM-<platform>-5_2_4.car*, as mentioned above):

http://<hostname>:<port>/catalyst-glue-service/fglam-installer/

No login is required to access this page.

After downloading the installer to the machine on which you want to install FglAM, you can run the new installer from the command line, use the silent (non-interactive) installer, or use the new GUI installer.

The new installer includes steps that allow you, for example, to install FglAM as a Windows service and to configure multiple ways of connecting FglAM to the vFoglight Management Server.

For installation instructions, see "Installing and Running the vFoglight Agent Manager (FglAM)" in the *vFoglight Installation and Setup Guide* for the platform and database you are running.

vFoglight Platform Support

Platform support for vFoglight has not changed for this release.

For a full description of vFoglight platform support, see the *vFoglight System Requirements and Platform Support Guide*.

3

What's New in the vFoglight Documentation

This chapter describes the improvements that have been made to the vFoglight core documentation set for release 5.2.4.5.

This chapter contains the following sections:

Release Notes

The *vFoglight Release Notes* change every release because they describe the enhancements to and the known and resolved issues within the release.

The *vFoglight Release Notes* will be issued seperately for each edition of vFoglight - SE or Pro.

Getting Started Guide

The "vFoglight Documentation Suite in Detail" section contains updated descriptions of the guides and videos in the core documentation set.

Maintenance updates have been made to Chapter 3 ("Installation and Setup Overview") and Chapter 4 ("Starting Points in vFoglight"). These changes include updated references to other guides within the core documentation set. In some cases, you are directed to a different location within the vFoglight documentation suite than in previous versions of the *Getting Started Guide*.

Changes related to the to the new vFoglight Agent Manager installer have also been made to the *Getting Started Guide*. Overviews of the steps related to downloading and running the new vFoglight Agent Manager installer have been added, as well as references to the the complete instructions that are provided in other guides.

Note   For release 5.2.4, the *vFoglight Getting Started Guide* is available from the Vizioncore website (*http://www.vizioncore.com*).

What's New Guide

The *What's New Guide* changes every release because it describes the improvements (fixes made and features added) that have been made to vFoglight and the vFoglight documentation.

The *vFoglight What's New Guide* will be issued seperately for each edition of vFoglight - SE or Pro.

The "New vFoglight Cartridges" section has been added to Chapter 1 ("What's New in vFoglight").

System Requirements and Platform Support Guide

Minor updates (clarifying operating system and version support) have been made to the supported platforms information.

The hardware requirements chapter has been restructured and reworked to make it easier to use.

Installation and Setup Guides

Due to the different features and functions included in the vFoglight Pro edition, the *vFoglight Installation and Setup Guides* will be created for both editions - SE and Pro.

Administration and Configuration Guide

The information that was available in some of the appendices has been merged with the appropriate chapter content as follows:

- Appendix A: Using the Query Language is now Chapter 10 ("Using the Query Language").

- Appendix B: Rules has been moved to Chapter 6 ("Working with Rules and Registry"), under "Core vFoglight Rules".

- Appendix C: Command-Line Examples has been merged with Chapter 5 ("Managing Agents"). The information is now available in the "Using the command line to deploy agent packages" and "Using the command line to create agent instances" sections.

- Appendix D: Port Configuration has been moved to the "Default port assignments" section of Chapter 2 ("Setting Up vFoglight").

- Appendix E: vFoglight Client Reference is now Appendix A: vFoglight Client Reference.

User Guide

New content was added to reflect the changes to the browser interface.

Some of the report-related tasks outlined in Chapter 8 ("Woking with Reports") have been reorganized, so that they are aligned with the Reports dashboard improvements.

Command-Line Reference Guide

There are no major changes to the *vFoglight Command-Line Reference Guide* for this release.

Web Component Guide

The *vFoglight Web Component Guide* has been updated to reflect the changes to the browser interface in release 5.2.4.5.

Web Component Tutorial

The *vFoglight Web Component Tutorial* has been updated to reflect the changes to the browser interface in release 5.2.4.5.

vFoglight Video Tutorials

No changes have been made to the video tutorials that shipped with release 5.2.3. Those video tutorials are included with release 5.2.4.

There are two new vFoglight video tutorials:

- The What's New in vFoglight Video Tutorial is a high-level overview that summarizes the latest changes in version 5.2.4 of the product, and describes their impact on the use of vFoglight.

- The Working with Reports Video Tutorial is a procedural how-to that documents the use of reports in the browser interface.

Note   To view the vFoglight video tutorials, you must have Adobe Flash Player 9 ActiveX (or higher) installed on your system.

Cartridge for Operating Systems User Guide

The *vFoglight Cartridge for Operating Systems User Guide* contains only minor updates that address defect fixes.

Cartridge for Operating Systems Reference Guide

The *vFoglight Cartridge for Operating Systems Reference Guide* contains only minor updates that address defect fixes.

Upgrade Field Guide

There are two vFoglight Upgrade Field Guides:

- One for cartridges (the *vFoglight Cartridge Upgrade Field Guide*).
- Another for the vFoglight Management Server and vFoglight Agent Manager (the *vFoglight Upgrade Field Guide*).

Within the *Cartridge Upgrade Field Guide*, cartridges are listed by type. Only those cartridges and core elements that are updated for a release are included in the guides.

Index