

# Dell Storage Compellent Integration Tools for VMware

Version 4.0

Administrator's Guide

## Notes, Cautions, and Warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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This guide provides instructions for installing the Compellent Integration Tools for VMware (CITV) and configuring the following applications:

- Dell Replay Manager Service for VMware (RMSV)
- Dell Storage vSphere Web Client Plugin

Topics:

- [Revision history](#)
- [Audience](#)
- [Related Publications](#)
- [Contacting Dell](#)

## Revision history

Document Number: 680-079-005

**Table 1. Revision history**

Revision	Date	Description
A	June 2016	CITV version 4.0 general availability release

## Audience

The intended audience of this guide is information technology professionals who have intermediate to expert knowledge of Dell Storage Centers, Dell Storage Manager, and Replay Manager. This guide assumes administrative working knowledge of the VMware vSphere Client, VMware vCenter, and VMware ESXi.

**NOTE:** Throughout this document, **Dell Storage Manager (2016 and later)** and **Enterprise Manager (2015 and earlier)** are **synonymous**.

## Related Publications

The following documentation is available for client applications that are used with Dell storage products.

- *Dell Compellent Best Practices with VMware vSphere 5.x*  
Provides configuration examples, tips, recommended settings, and other storage guidelines a user can follow while integrating VMware vSphere with a Storage Center. This document answers many frequently asked questions with regard to how VMware interacts with Storage Center features, such as Dynamic Capacity, Data Progression, and Remote Instant Replay.
- *Dell Storage vSphere Web Client Plugin Administrator's Guide*  
Describes how to use the vSphere Web Client Plugin to manage a Dell Storage Center with the VMware vSphere Web Client.
- *Dell Storage Manager Administrator's Guide*  
Provides configuration and management instructions for Dell Storage Manager 2016 R1. Alternatively, see the *Enterprise Manager Administrator's Guide* if you are using Enterprise Manager 2015 R3. Dell Storage Manager or Enterprise Manager provides enterprise-

level management of multiple Storage Centers, including setting up and monitoring replications and disaster recovery (DR) sites. In addition, it provides various system-provided performance reports, as well as the ability to create custom reports.

- *Replay Manager Administrator's Guide*  
Describes how to install Replay Manager and how to use the software to back up and restore data on a server.
- *Storage Center System Manager Administrator's Guide*  
Describes how to use the Storage Center System Manager to configure and manage storage on a Storage Center.

## Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services might not be available in your area.

To contact Dell for sales, technical support, or customer service issues, go to [www.dell.com/support](http://www.dell.com/support).

- For customized support, type your system service tag on the support page and click **Submit**.
- For general support, browse the product list on the support page and select your product.

# Installing CITV

CITV is a virtual appliance that allows Dell Storage applications to be integrated with VMware vSphere environments.

## Introduction to CITV

CITV allows integration of the Replay Manager Service for VMware and vSphere Web Client Plugin with VMware vSphere.

- Dell Replay Manager Service for VMware (RMSV) enables consistent Replays of VMware virtual machines and datastores. To configure Dell Replay Manager Service for VMware, see [Configuring RMSV](#).
- Dell Storage vSphere Web Client Plugin is a plugin for VMware vCenter that provides storage administrators the ability to manage Dell storage with the VMware vSphere Client. To install the Dell Storage vSphere Web Client Plugin on a VMware vCenter Server, see [Installing the Dell Storage vSphere Web Client Plugin](#).

**NOTE:** All procedures in this guide are written for the VMware vSphere Client for Windows. However, the VMware vSphere Web Client can also be used to perform the procedures.

## Installation Requirements

The *Compellent Integration Tools for VMware Release Notes* list the minimum hardware and software requirements for CITV installation.

For information about installing and configuring VMware software, see:

[www.vmware.com/support](http://www.vmware.com/support)

## Deploying CITV

The CITV virtual appliance is delivered as an OVA (Open Virtual Appliance) file. The OVA file is named `DellCompellentIntegrationTools_OVF10.ova` and is deployed to a VMware vCenter Server using the **Deploy OVF Template** wizard.

### About this task

**NOTE:** Assign a daily Replay Profile to the Storage Center volume on which CITV is being deployed to allow the CITV virtual appliance to be recovered.

### Steps

- 1 Start the vSphere Client and connect to the VMware vCenter Server.
- 2 In the vSphere Client, select **VMs and Templates**.
- 3 Select **Actions > Deploy OVF Template**.  
The **Deploy OVF Template** wizard opens.
- 4 Specify the location of the `DellCompellentIntegrationTools_OVF10.ova` file in the **Deploy from a file or URL** field.
- 5 Click **Next**.  
The **OVF Template Details** page opens.
- 6 Click **Next**.  
The **End User License Agreement** page opens.
- 7 Read the license agreement and click **Accept**.
- 8 Click **Next**.  
The **Name and Location** page opens.
- 9 Specify the name and location of the virtual appliance.

- (Optional) Change the name of the virtual appliance in the **Name** field. The default name of the virtual appliance is *Compellent Integration Tools for VMware*.
  - (Optional) Select a folder in the **Inventory Location** pane to which to deploy the virtual appliance.
- 10 Click **Next**.  
The **Host/Cluster** page opens.
  - 11 Select the host or cluster on which to deploy the virtual appliance.  
If a cluster is selected, click **Next** and select the host within the cluster on which to deploy the virtual appliance.
  - 12 Click **Next**.  
The **Storage** page opens.
  - 13 Select the destination storage for the CITV virtual machine files.
  - 14 Click **Next**.  
The **Disk Format** page opens.
  - 15 Select the format for the virtual disks.
  - 16 Click **Next**.
    - If network mapping is required, map the source network to a destination network on the **Network Mappings** page and click **Next**. The **Ready to Complete** page opens and displays the deployment settings of the virtual appliance.
    - If network mapping is not required, the **Ready to Complete** page opens and displays the deployment settings of the virtual appliance.
  - 17 Click **Finish**.  
A dialog box opens to show the progress of the deployment.
  - 18 Click **Close** when the `Completed Successfully` message is displayed.

## Setting Up CITV

After deploying CITV, configure the time on the CITV virtual appliance and then log in to the virtual appliance to configure the time zone and network settings.

- [Configuring the Time on the CITV Virtual Appliance](#)
- [Logging In to CITV](#)
- [Configuring CITV Settings](#)

## Configuring the Time on the CITV Virtual Appliance

Make sure the time on the ESXi host is correct and then configure the CITV virtual appliance to synchronize its time with the ESXi host.

- 1 Start the vSphere Client and connect to the VMware vCenter Server.
- 2 Select **View > Inventory > Hosts and Cluster**.  
The **Hosts and Clusters** view opens.
- 3 Select the ESXi host and click the **Configuration** tab.
- 4 Click **Time Configuration**.  
The **Time Configuration** page opens.
- 5 Click **Properties**.  
The **Time Configuration** dialog box opens.
- 6 If the time or date is incorrect, type the correct time or date in the appropriate field.
- 7 Click **OK**.
- 8 Select **View > Inventory > VMs and Templates**.  
The **Virtual Machines & Templates** view opens.
- 9 Right-click the CITV virtual appliance and select **Edit Settings**.  
The **Virtual Machine Properties** dialog box opens.

- 10 Click the **Options** tab and select the **VMware Tools** option.
- 11 Make sure the **Synchronize guest time with host** checkbox is selected.
- 12 Click **OK**.

## Logging In to CITV

Use the vSphere Client to log in to CITV.

- 1 Start the vSphere Client and connect to the VMware vCenter Server.
- 2 Select **View > Inventory > View > VMs and Templates**.  
The **Virtual Machines & Templates** view opens.
- 3 Right-click the CITV virtual appliance and select **Open Console**.
- 4 If the virtual appliance is not running, select **VM > Power > Power On**.
- 5 When the login prompt appears, type the CITV login credentials:

```
#####
# Welcome to Dell Compellent Integration Tools for VMware #
#                               Version - 4.x.x.x          #
#####
```

Item	Status
1. Set the time zone (Current: UTC) .....	Unset
2. Configure network (eth0) .....	Unset
3. Configure RMSV .....	Unset
4. Register vSphere Web Client Plugin with vCenter	
5. Unregister vSphere Web Client Plugin with vCenter	
11. Restart Replay Manager for VMware (RMSV)	
12. Reboot appliance	
13. Change root password	
14. Customer support	
15. Update appliance	
16. Logout	

Enter selection [1 - 16]:

- a Type **root** at the login prompt and press Enter.
  - b Type **Fluid** (case sensitive) at the password prompt and press Enter.
- After logging in, the CITV command-line interface (CLI) prompt is displayed.

## Configuring CITV Settings

After logging in to CITV for the first time, configure the time zone and network settings. In addition, Dell recommends changing the root password of CITV at this time.

### Configure the Time Zone of CITV

- 1 Log in to CITV.
- 2 At the CLI prompt, type **1** and press Enter.
- 3 Specify the time zone using a geographical location.
- 4 When the correct time zone is displayed, type **1** and press Enter to save the changes.
- 5 When the time zone is set, press Enter to return to the main menu.

#### Related links

[Logging In to CITV](#)



## Configure the Network Settings of CITV

- 1 Log in to CITV.
- 2 At the CLI prompt, type **2** and press Enter.
- 3 Type the host name of CITV and press Enter.
- 4 Type the IP address of CITV for the management network and press Enter.
- 5 Type the network mask for the management network and press Enter.
- 6 Type the gateway IP address for the management network and press Enter.
- 7 Type the IP address of the DNS server for the management network and press Enter.
- 8 To specify a second DNS server, type the IP address of the DNS server for the management network and press Enter. Otherwise, press Enter to skip this step.
- 9 When the values that you entered in the previous steps are displayed on the screen, type **y** and press Enter to save the changes.
- 10 When the network settings are configured, press Enter to return to the main menu.

### Related links

[Logging In to CITV](#)

## (Optional) Change the Root Password of CITV

- 1 Log in to CITV.
- 2 At the CLI prompt, type **13** and press Enter.
- 3 Type the new root password and press Enter.
- 4 Type the new root password again and press Enter.
- 5 When the root password is changed, press Enter to return to the main menu.

### Related links

[Logging In to CITV](#)

## Updating CITV

When an updated version of the CITV virtual appliance becomes available, it can be installed from the virtual appliance. If CITV is installed at a dark site, see [Updating CITV at a Dark Site](#).

### NOTE:

CITV might reboot after an update is installed.

Updating CITV 4.0 from previous CITV versions is not supported.

## Display the Current Version of CITV

- 1 Log in to CITV.
- 2 At the CLI prompt, type **15** and press Enter. The following options are displayed:

```
-----  
1. Appliance version  
2. Check for updates  
3. Install update  
4. Return to main menu
```

```
Enter selection [1 - 4]:
```

- 3 Type **1** and press Enter. The current version of the virtual appliance is displayed.

```
Version - 04.xx.xx.xxx
```

```
Description - Updates to the Dell Compellent Integration  
Tools for VMware appliance
```

```
press [enter] to continue...
```

- 4 Press Enter to return to the virtual appliance update menu.

#### Related links

[Logging on to CITV](#)

## Check for Updates to CITV

- 1 Log in to CITV.
- 2 At the CLI prompt, type **15** and press Enter. The following options are displayed:

```
-----  
1. Appliance version  
2. Check for updates  
3. Install update  
4. Return to main menu
```

```
Enter selection [1 - 4]:
```

- 3 Type **2** and press Enter.
  - If an update is not found, the following message is displayed:  
No available updates found
  - If an update is found, the version number of the update is displayed.
- 4 Press Enter to return to the virtual appliance update menu.

#### Related links

[Logging on to CITV](#)

## Install an Update to CITV

#### Prerequisite

 **CAUTION:** Before updating CITV, make sure that no scheduled backups or restore operations are in progress.

#### Steps

- 1 Log in to CITV.
- 2 At the CLI prompt, type **15** and press Enter. The following options are displayed:

```
-----  
1. Appliance version  
2. Check for updates  
3. Install update  
4. Return to main menu
```

```
Enter selection [1 - 4]:
```

- 3 Type **3** and press Enter.
  - If an update is not found, the following message is displayed:  
No available updates found
  - If an update is found, the version number of the update is displayed and the update is installed.
- 4 Press Enter to return to the virtual appliance update menu.
- 5 Type **16** and press Enter to log out of CITV.
- 6 When the login prompt appears, log back in to CITV.

## Next step

- 1 Reboot the CITV appliance after installing the update. On some occasions, the version number is not refreshed immediately after an update. This action also updates the version number.
- 2 After rebooting the CITV appliance, unregister and reregister the vSphere Web Client Plugin from the CITV appliance's CLI menu. This action removes the old plugin and registers the new plugin to vCenter.
- 3 When Replay Manager Explorer is installed on a server with the Replay Manager Service, restart the Replay Manger Service after the CITV update completes.

## Related links

- [Logging In to CITV](#)
- [Rebooting CITV](#)

# Updating CITV at a Dark Site

When CITV is installed at a site without Internet access, updates to CITV must be obtained from Dell Technical Support. The updates can then be made available using an internal web server or they can be copied directly to the virtual appliance.

## Copy Updates to a Web Server

- 1 Contact Dell Technical Support to obtain the latest **DellCitvUpdate.zip** file.
- 2 Extract the contents of the **DellCitvUpdate.zip** file in a folder named **citvupdate** at the root directory of the web server. For example, if the root directory of the web server is **C:\inetpub\wwwroot**, extract the contents of the zip file to **C:\inetpub\wwwroot\citvupdate**.
- 3 Verify access to the updates by using a web browser to go to **http://web\_server\_address/citvupdate/manifest/manifest-latest.xml**.
- 4 Log in to CITV.
- 5 Type **99** and press Enter to access the interactive shell.
- 6 Open the **/etc/hosts** file.
- 7 Add the following entry at the end of the hosts file:

```
citv.compellent.com[IP_address_of_web_server]
```
- 8 Save changes to the **hosts** file and type **exit** to return to the CLI.
- 9 Install the updates as described in [Updating CITV](#).

## Related links

- [Logging In to CITV](#)

## Copy Updates to the Virtual Appliance

- 1 Contact Dell Technical Support to obtain the latest **DellCitvUpdate.zip** file.
- 2 Using a computer with Internet access, download an unzip tool for CentOS release 6.7, which is the operating system of the virtual appliance.
- 3 Use Secure Copy (SCP) to copy the **DellCitvUpdate.zip** file and unzip the RPM file from a local computer to the virtual appliance.
- 4 Log in to CITV.
- 5 Type **99** and press Enter to access the interactive shell.
- 6 Install the unzip tool:

```
rpm -ivh [unzip_package_name].rpm
```
- 7 Create a directory named **citvupdate** in the root directory:

```
mkdir citvupdate
```

- 8 Extract the update files to the `citvupdate` directory:  

```
unzip DellCitvUpdate.zip -d citvupdate
```
- 9 Open the `/opt/vmware/var/lib/vami/update/provider/provider-deploy.xml` file.
- 10 Find the string `http://citv.compellent.com/citvupdate` and change it to `file://root/citvupdate`.
- 11 Save changes to the `provider-deploy.xml` file and type `exit` to return to the CLI.
- 12 Install the updates as described in [Updating CITV](#).

#### Related links

[Logging In to CITV](#)

## Rebooting CITV

#### Prerequisite

 **CAUTION:** Before rebooting CITV, make sure no scheduled backups or restore operations are in progress.

#### Steps

- 1 Log in to CITV.
- 2 At the CLI prompt, type `12` and press Enter.
- 3 Type `y` and press Enter. The following messages are displayed:  

```
Broadcast message from root...
```

```
The system is going down for reboot NOW!
```
- 4 When the login prompt appears, log back in to CITV.

#### Related links

[Logging In to CITV](#)

# Replay Manager Service for VMware

Replay Manager Service for VMware (RMSV) enables Replay Manager to communicate with VMware vCenter and create consistent Replays of VMware virtual machines and datastores on a Dell Storage Center.

## RMSV Data Migration

CITV 4.0 introduces a major update to the base operating system and requires a side-by-side update from the CITV 3.1 virtual appliance to a CITV 4.0 virtual appliance.

You can choose to migrate the RMSV data created in CITV 3.1 to CITV 4.0 during the RMSV configuration process (see [Configuring RMSV](#)). This one-time data migration from CITV 3.1 to CITV 4.0. CITV will prompt you to migrate data until one of the following conditions is met:

- You have already migrated data from CITV 3.1 to CITV 4.0.
- You chose to configure CITV 4.0 without migrating the earlier data.

After you configure RMSV, the data migration option no longer displays and you can no longer migrate data from the earlier release.

**NOTE:** The number of restore points will increase the time it takes for the data migration to finish.

After migration, the following data becomes accessible to CITV 4.0:

- List of defined Storage Centers
- Email service settings and snapshot notifications email
- License status and serial number information
- Jobs schedule
- Backup sets and restore point status reports
- Related virtual machine and datastore backup data

**NOTE:** If you are running CITV prior to version 3.1, you must first upgrade to CITV 3.1, using the upgrade option available in the earlier version. Then, you can migrate the data from CITV 3.1 to CITV 4.0 as indicated.

## Configuring RMSV

To allow Replay Manager to communicate with VMware vCenter, RMSV must be configured with information about the VMware vCenter Server.

### Prerequisites

**CAUTION:** Errors might occur on the VMware ESXi host if multiple instances of RMSV, on multiple CITV virtual appliances, are configured to communicate with a single VMware vCenter Server. Each instance of RMSV must be configured to communicate with a different VMware vCenter Server.

- Deploy CITV and configure the time zone and network settings.
- Identify the host name or IP address of the VMware vCenter Server.
- Identify the user name and password of a VMware vCenter user with administrator privileges.
- Decide whether you want to migrate RMSV data from CITV 3.1. For more information, see [RMSV Data Migration](#)

## Steps

- 1 Log in to CITV.
- 2 At the CLI prompt, type **3** and press Enter.  
CITV begins the RMSV configuration process and asks if you want to migrate data from an existing CITV 3.1 appliance. If you have an existing CITV 3.1 appliance with data that you would like to migrate, continue with step 3. Otherwise, continue with step 4.
- 3 To begin the data migration, type **y** when prompted and continue with the following steps:

**NOTE:** If you have already configured RMSV or migrated from a CITV 3.1 appliance, the migration option will no longer be available.

- a Enter the IP address or host name of the CITV appliance from which you will migrate the data.  
CITV authenticates the host and asks if you want to continue connecting.
  - b Type **yes** when asked to confirm that you want to continue connecting.  
CITV adds the host to the list of known hosts, stops the Replay Manager on that host, and begins copying the RMSV data files.
  - c After the files are migrated, CITV disables the Replay Manager on that host, restarts Replay Manager, and indicates that the data migration has completed. Continue with step 4.
- 4 Type the host name or IP address of the VMware vCenter Server and press Enter.
  - 5 Type the user name of the VMware vCenter user with administrator privileges and press Enter.
  - 6 Type the password of the user with administrator privileges and press Enter.
  - 7 Retype the password and press Enter to confirm the password.
  - 8 Type **11** and press Enter.

RMSV attempts to connect to the VMware vCenter Server. If a `Connected successfully` message is displayed, continue to step 8. If a `Connection to vCenter failed` message is displayed verify the server information and repeat the steps 4 through 7. For additional information, see [Troubleshooting RMSV](#).

**NOTE:** If a server certificate message is displayed, type **y** and press Enter to trust the certificate.

- 9 Add the VMware vCenter Server to Replay Manager Explorer using the host name or IP address of CITV and the user name and password of a VMware vCenter user with administrator privileges.  
See the *Replay Manager Administrator's Guide* for details about adding the VMware vCenter Server to Replay Manager.

**NOTE:** Replay Manager management tools (such as Replay Manager Explorer) must be installed on a computer that has connectivity to the CITV virtual appliance.

## Related links

[Logging In to CITV](#)

# Dell Storage vSphere Web Client Plugin

The Dell Storage vSphere Web Client Plugin is a plugin for VMware vCenter that provides storage administrators the ability to manage Dell storage with the VMware vSphere Web Client.

## Installing the Dell Storage vSphere Web Client Plugin

To install the Dell Storage vSphere Web Client Plugin, register the plugin with VMware vCenter.

### Prerequisites

- Deploy CITV and configure the time zone and network settings.
- Identify the host name or IP address of the VMware vCenter Server.
- Identify the user name and password of a VMware vCenter user with administrator privileges.
- Make sure that Dell Storage Manager (or Enterprise Manager) Data Collector is communicating with Storage Center.

### Steps

- 1 Log in to CITV.
- 2 At the CLI prompt, type **4** and press Enter.
- 3 Type the host name or IP address of the VMware vCenter Server and press Enter.
- 4 Type the user name of a VMware vCenter Server user with administrator privileges and press Enter.
- 5 Type the password of the user with administrator privileges and press Enter.
- 6 If necessary, retype the password and press Enter to confirm the password.

**NOTE:** If a server certificate message is displayed, type **y** and press Enter to trust the certificate.

- 7 Type the host name or IP address of CITV and press Enter.
- 8 Type **y** and press Enter.
- 9 After the vSphere Web Client Plugin is installed, press Enter to return to the main menu.

Refer to the *Dell Storage vSphere Web Client Plugin Administrator's Guide* for details about managing and using the vSphere Web Client Plugin.

### Related links

[Logging In to CITV](#)

## Register the vSphere Web Client Plugin After an Upgrade Installation

After a successful upgrade of the CITV appliance, a reboot is required. You then must unregister and reregister the vSphere Web Client Plugin from the CITV appliance's CLI menu. This action removes the old plugin and registers the new plugin to vCenter.

After performing these steps, if the Dell Storage icon does not appear in the vSphere Web Client, restart the vSphere Web Client service. See [Troubleshooting the vSphere Web Client Plugin](#).

# Removing the vSphere Web Client Plugin

To remove the vSphere Web Client Plugin, unregister the plugin from VMware vCenter.

## Prerequisites

- Identify the host name or IP address of the VMware vCenter Server.
- Identify the user name and password of a VMware vCenter user with administrator privileges.

## Steps

- 1 Log into CTV.
- 2 At the CLI prompt, type **5** and press Enter.
- 3 Type the host name or IP address of the VMware vCenter and press Enter.
- 4 Type the user name of a VMware vCenter user with administrator privileges and press Enter.
- 5 Type the password of the user with administrator privileges and press Enter.
- 6 Type **y** and press Enter to remove the vSphere Web Client Plugin.
- 7 After the vSphere Web Client Plugin is removed, press Enter to return to the main menu.
- 8 To view the changes in the VMware vCenter Web client, log out and log back in.

## Related links

[Logging In to CTV](#)



# CITV Application Troubleshooting

To handle any issues with the CITV application:

- Use the RMSV troubleshooting procedures to troubleshoot issues with Dell Replay Manager Service for VMware.
- Use the vSphere Web Client Plugin troubleshooting procedures to troubleshoot issues with Dell Storage vSphere Web Client Plugin.

Topics:

- [Troubleshooting RMSV](#)
- [Troubleshooting the vSphere Web Client Plugin](#)

## Troubleshooting RMSV

If the Replay Manager is unable to connect to the VMware vCenter Server:

- Verify that the host name or IP address of the VMware vCenter Server is correct and the VMware vCenter Server user has administrator privileges. See [Configuring RMSV](#).
- Verify that RMSV is running. See [Save RMSV Log Files](#).

If further troubleshooting is required, Dell Technical Support might need a copy of RMSV logs for analysis. See [Save RMSV Log Files](#).

## Restart RMSV

Use option **11** in the CLI to restart RMSV and verify that it starts.

- 1 Log in to CITV.
- 2 At the CLI prompt, type **11** and press Enter. The following messages are displayed:

```
Waiting 15 seconds for the service to restart
Starting replaymanager: [ OK ]
```

RMSV is stopped and restarted.

- If [ OK ] is displayed, RMSV started successfully.
- If [ Failed ] is displayed, RMSV failed to start.

### Related links

[Logging In to CITV](#)

# Save RMSV Log Files

Use option **14** in the CLI to save the RMSV log file to a zip file.

- 1 Log in to CITV.
- 2 At the CLI prompt, type **14** and press Enter. The following options are displayed:

```
1. Gather support information
2. Return to main menu
Enter selection [1 - 2]:
```
- 3 Type **1** and press Enter. The zip file with the logs is saved to the root directory of the virtual appliance.
- 4 Use Secure Copy (SCP) to copy the zip file from the virtual appliance to a local computer.  
When the zip file is on a local computer, it can be sent to Dell Technical Support.

## Related links

[Logging In to CITV](#)

# Troubleshooting the vSphere Web Client Plugin

## Dell Storage Icon Is Missing

If the Dell Storage icon does not appear in the **Administration** pane of the vSphere Web Client:

- Verify that the host name or IP address of the VMware vCenter Server is correct and the VMware vCenter Server user has administrator privileges. See [Restart RMSV](#).
- Verify that the vSphere Web Client Plugin is running. See [Installing the Dell Storage vSphere Web Client Plugin](#).
- Restart the vSphere Web Client service.
  - For a Windows-based vCenter server, restart the vSphere Web Client service by accessing **Server Manager > Services > VMware vSphere Web Client service**. Select **Restart** to restart the service.
  - For a Linux-based vCenter Server appliance, use one of the following commands to restart the service:
    - `service vsphere-client restart`
    - `/etc/init.d/vsphere-client restart`

If further troubleshooting is required, Dell Technical Support might need a copy of vSphere Web Client log files for analysis. See [View vSphere Web Client Log Files](#).

## Plugin Summary and Monitor Page Appears Disabled

Summary information might not display in the vSphere Web Client Plugin. Information will appear blank on the summary page (**Summary** tab, then **Dell Storage** tab) and monitor page (**Monitor** tab, then **Dell Storage** tab).

Ensure that the credentials you entered on the **Manage** tab for vCenter server and Dell Storage Manager configuration are correct.

## Snapshot and Snapshot Schedule Creation Fails

When using an NFS datastore to create a snapshot or a snapshot schedule, ensure that the NFS datastore is hosted on a FluidFS v5 system.

## Cannot Enable Live Volume to Failover Automatically

Live Volume configured to fail over automatically and promote the secondary volume might fail if the following requirements are not met:

- Type is Synchronous
- Synchronous mode is High Availability
- Source and target Storage Centers are at version 6.7 or later

Select a datastore or RDM that meets these requirements. Optionally, modify the datastore to meet these requirements or create a new datastore or RDM.

## Failure When Creating NFS Datastores

When using an existing NFS export to create a datastore, ensure that the required ACLs are pre-configured for the NFS export.

## Managing an NFS Datastore Created Outside the Plugin

For NFS datastores created outside the vSphere Web Client Plugin, verify that you invoke the Dell Storage view for the corresponding datastore at least once. This action will retrieve details of the NFS datastore.

In addition, ensure that the vSphere Web Client Plugin can validate the datastore with the registered Dell Storage Manager configuration.

## View vSphere Web Client Log Files

For additional information, refer to the following publications:

- To view the vSphere Web Client log files, refer to the VMware Knowledge Base article [Location of vSphere Web Client 5.x service logs \(2004090\)](#).
- To change the logging level, refer to the VMware Knowledge Base article [Enabling debug logging on the VMware vSphere 5.x/6.0 Web Client service \(2011485\)](#).