



**cockpit**  
IT Service Manager

## **Monitoring - ESX system access**

**FAQ document**

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## Introduction

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### I. Objectives

The aim of this document is to help technicians to configure access on “VMWare ESX / ESXi” and “VMWare vSphere - vCenter” systems in order to monitor them remotely using the Cockpit IT Service Manager engine. This access also allows configuration audits to be carried out on the servers automatically.

### II. Prerequisites

For some monitoring checks the MOB (Managed Object Browser) must be enabled.

Run commands below to enable the MOB:

- ESX 4.X :  
`vmware-vim-cmd proxysvc/add_np_service "/mob" httpsWithRedirect /var/run/vmware/proxy-mob`
- ESXi 4.x, 5.x et 6.0 :  
`vim-cmd proxysvc/add_np_service "/mob" httpsWithRedirect /var/run/vmware/proxy-mob`

It is possible to check if the MOB is enabled by accessing the following Url:

<http://<your-esx-ip>/mob/?moid=ha-compute-res>

If the Url is not available the MOB is not enable.

Note :  
In vSphere 6.0, the MOB is disabled by default.

## Target system configuration

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### I. ESX version check

1. Enable ESX shell and login as “root”
2. Execute the following command

`uname -a`

```
~ # uname -a
VMkernel esxi.local 5.5.0 #1 SMP Release build-1331820 Sep 18 2013 23:08:31 x86_64 GNU/Linux
```

3. Disable ESX shell

The provided checks have been tested with 5.5.0 ESX version (VMKernel Release Build 1221820).

### II. Monitoring user creation

To create a specific monitoring user (named "my\_user"):

1. Enable ESX shell and login as “root”
2. Create "my\_user" user

`/usr/lib/vmware/auth/bin/adduser my_user`

3. Create "CIM" vim-cmd role

`vimsvc/auth/role_add CIM Host.Cim.CimInteraction Host.Config.Network`

4. Give "CIM" role to "my\_user" for the host

`vim-cmd vimsvc/auth/entity_permission_add vim.Folder:ha-folder-root monitoring false CIM true`

## Network configuration

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Cockpit IT Service Manager engine uses SOAP protocol to connect ESX systems remotely.

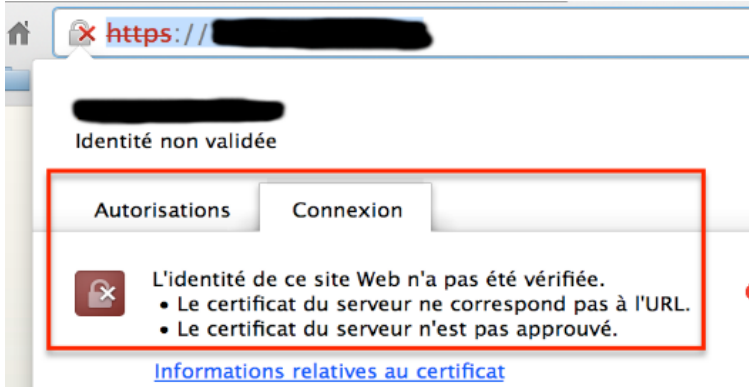
This protocol must be authorized on the network between the engine and the target server (by default, the port is 443).

## Portal configuration

Connect the Cockpit IT Service Manager portal.

To enter connection information into the server, follow the procedure below.

1. Go to the "Infrastructure / Equipments / Management" menu
2. Open the target server (editing mode)
3. Fill in the following fields

Field	Notes
DNS name	Name of the equipment used to retrieve ESX objects, it must match the real name of the ESX machine. It is possible to specify the IP address of the machine.
User	Correct username and password.
Password	Note: It is possible to connect to the ESXi shell using the user name and password).
Connection type	ESX/ESXi/vSphere - vCenter
SSL trust	<p>To check if HTTPS certificate is not valid. du serveur est non valide. Use a browser to check the certificate <a href="https://&lt;ip_du_server/">https://&lt;ip_du_server/</a></p>  <p>Example of an error message when testing the connection: Cannot to connect to hostname: No subject alternative names matching IP address found</p>

4. Save

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