

Foglight[®] Capacity Director Lite 6.0.0 **User Guide**



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owners.

Legend

- **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
- **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
- i IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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Using Foglight Capacity Director Lite

Foglight[®] Capacity Director Lite delivers an essential capacity management for virtual infrastructure. Get deep insight into your environment, including the availability and estimated time left for CPU, memory, storage, and Input/Output Operations Per Second (IOPs). Use historical trends to better forecast resource requirements for clusters, hosts, and workloads—and proactively predict and budget for capital expenditures.

The Foglight Capacity Director Lite User Guide is intended for:

- VMware: users who have been assigned the System Administrator, Advanced Operator, Capacity Management Administrator, VMware Administrator, or VMware QuickView User role.
- Hyper-V: users who is a member of a local group administrators.

Foglight Capacity Director Lite replaces the functionality previously offered in Foglight Capacity Management in the VMware[®] and Hyper-V environments.

This section introduces you to the Foglight Capacity Director Lite environment, and provides you with essential information.

For more information, see the following topics:

- Installation requirements
- Data collection
- Dashboard location and UI elements

Installation requirements

Foglight Capacity Director Lite comes installed on Foglight Evolve and can be installed on a Foglight Management Server.

Foglight Capacity Director Lite requires the following cartridges for data collection:

- 1 vUsage-Feedback-6.0.0.car
- 2 DRP-6.0.0.car
- 3 Virtual-VMware-6.0.0.car
 - **NOTE:** After installing the Virtual-VMware-6.0.0.car cartridge, existing vCenter agents (VC agents) must be updated using the Update Agent button in the VMware Environment > Administration tab.
- 4 Virtual-VMware-Admin-6.0.0.car
- 5 Virtual-HyperV-6.0.0.car
- 6 SCVMM.car (optional)
- 7 OptimizerAutomation-6.0.0.car
- 8 CommonAnalytics-6.0.0.car
- 9 Capacity-Director-6.0.0.car

While Foglight Evolve comes with these cartridges pre-installed and enabled, a stand-alone Foglight release requires that these components be installed on the Foglight Management Server. The sequence of cartridge installation is important because of their dependencies. For more information about installing Foglight Capacity Director Lite, and for details about system requirements and version compatibility, see the *Foglight Capacity Director Release Notes*.

Data collection

The VMware Environment dashboard displays all virtual or physical VMware servers (target machines) being monitored by Foglight Evolve. No further setup is required.

Dashboard location and UI elements

After installing Foglight Capacity Director Lite, the **Capacity Management** tab appears in the VMware Environment dashboard.

To access the Capacity Management dashboard:

- 1 Log in to the Foglight browser interface.
- 2 Ensure that the navigation panel is open.

To open the navigation panel, click the right-facing arrow \mathbb{P} on the left.

3 On the navigation panel, under *Dashboards*, click VMware > VMware Environment. The selected dashboard appears with the Capacity Management tab.

Figure 1. Capacity Management tab

Mware 👻						
Monitoring Capacity Management Chargeback Optimizer FAQts Re Statings C Recalculate → See Environment Model in Cap Current Capacity Resource Utilization Modeler		nistration				
Overview - VMware						
31% Current Capacity Constraint Running VMs 31 Available VMs 68 Total VMs 99	Cluster Name cluster51 Time to Full 84 Days	Datastore(s) Included Slot Size	All Dataston Cluster Aver Analysis Peri	age 🔻 Edit	▼ Slot Size	
Clusters Hosts				Search		<i>,</i> ,
Cluster Name	ESX Hos	sts Slot Size	VMs	Slots Available 👻	Constraint	HA
▶ vSAN55	3	CPU: 176 MHz Memory: 382 MB Storage: 1.6 GB Throughput: 1.0 MB/s	1	26	Memory	0
		CPU: 12 MHz	2	14	Storage	0
Guster-51-Dev	1	Memory: 254 MB Storage: 32 GB Throughput: 355 B/s				

The Capacity Management tab consists of the following UI elements:

- Group selector
- Actions bar
- Settings Menu

Group selector

The Group selector is located at the top of the dashboard and allows you to select the virtual environment that you want to monitor.

Figure 2. Group Selector

VMware	*
Datacenter_	*
Datacenter_	
OME_ESX_F	
VirtualCente	
VirtualCente	
VMware	
	-

Actions bar

The actions bar at the top of the Capacity Management tab contains the following options, Settings Menu, Recalculating Results, and See Environment Model in Capacity Director.

Figure 3. Actions bar

🔅 Settings 🛛 Becalculate \ominus See Environment Model in Capacity Director

Settings Menu

Click the Settings icon on the actions bar to open the Settings dialog box. For details about the settings that you can configure in this dialog, see the "Configuring Analysis".

Configuring Analysis

The Settings menu > Analysis tab allows you to configure the settings to be taken into calculation by Foglight Capacity Director Lite for analyzing the current capacity and resource utilization, and for predicting future resource requirements.

To configure the analysis settings:

1 In the Settings dialog box, click the Analysis tab.

Analysis				
	Baseline For Forecasting	30 Days Trending	•	
Time Frame		Next 30 Days	•	
	Average Analysis Period	Last 7 Days	•	
Changing the	e evaluation period requires a dat	a recalculation. This recalcu	ation may take several minutes	•
	Show G	etting Started (Use Cases)		
recommended resour	asting defines the historical perio ces in the Resource Utilization vie the predicted period for calculati on view.	ew.		
Current Capacity	Period defines the historical perio view: Slot Size, Slot Available and view: Resource Utilization, Balan	d Constraint	f:	
	ted (Use Cases) Select this cher	k box to show the Getting S	tarted tab, or clear this check b	ov to

- 2 Specify the following values as needed.
 - Baseline For Forecasting: Defines the historical period used for the calculations of metric views, current capacity, and recommended resources in the Resource Utilization view. The following options are available: 30 Days Trending (default option), 180 Days Trending, and 365 Days Trending.
 - Time Frame: Defines the predicted period for calculating metric views, current capacity, and recommended resources in the Resource Utilization view. The following options are available: Next 30 Days (default option), Next 60 Days, Next 90 Days, and Next 180 Days.

For example, when Next 30 Days is selected, the Resource Utilization view displays metric views, recommended resources, and additional servers required in next 30 days.

- Average Analysis Period: Defines the historical period used for the calculations of:
 - Current Capacity view: Slot Size, Slot Available, and Constraint
 - Scenario Modeler view: Resource Utilization, Balance Score, and Hog Score

For details about Balance Score and Hog Score, see the "Threshhold of Balance Score" and "Threshhold of Hog Score" sections.

The following options are available: Last 1 Day, Last 3 Days, Last 7 Days (default option), Last 30 Days, Last 90 Days, and Last 180 Days.

- Show Getting Started (Use Cases): Select this check box to show the Getting Started tab, or clear this check box to hide the Getting Started tab.
- 3 Click Save.

The settings are saved and applied next time when Foglight Capacity Director Lite performs calculations.

Recalculating Results

Foglight Capacity Director Lite allows you to get the latest analytical results for the Current Capacity view and the Resource Utilization view, based on the data collected by the VMware Performance Agents. To get the latest analytic results, click the **Recalculate** menu on the actions bar, and click Recalculate in the Recalculate Confirmation dialog box.

i NOTE: Results populated in Current Capacity > Clusters, Resource Utilization > Clusters, Resource Utilization > Hosts and Workload are impacted if the High Availability (HA) policy is enabled in the vCenter[®].

The Recalculation Results dialog box includes the following recalculating results:

- *Current Capacity*: Capacity of the vCenter[®] or datacenter, average/maximum slot size for clusters, available slots, and constraint.
- Resource Utilization: History data and forecasting data.

See Environment Model in Capacity Director

Click the See Environment Foglight Capacity Director Lite link to navigate to the Resource Utilization view > Clusters tab.

Quick view

The quick view is located on the lower part of the Capacity Management tab, and includes the following tabs:

- Current Capacity Tab
- Resource Utilization Tab
- Migration Modeler Tab

Current Capacity Tab

The Current Capacity view displays information about the current capacity of a selected virtual center or datacenter. It includes the following two panes:

- VirtualCenter/Hosts Overview pane: Provides details about Current Capacity and Constraint, and allows you to select the Datastore information and Slot Size.
- Clusters/Hosts pane: Consists of two tabs:
 - Clusters: Provides detailed information about clusters that are available in the selected virtual center or datacenter.
 - Hosts: Provides detailed information about hosts that are available in the selected cluster.

To access the Current Capacity view:

1 On the navigation panel, under Dashboards, click VMware > VMware Environment.

The VMware Environment dashboard opens.

- 2 Use the Group selector located at the top of the dashboard to select the virtual environment that you want to monitor.
- 3 Click the Current Management tab, then click the Current Capacity tab.

The Current Capacity view appears at the bottom of the VMware Environment dashboard.

Mware Environment						
/Mware 👻						
Monitoring Capacity Management Chargeback Optimizer FAQts Reports Change A	nalyzer Administra	ation				
Current Capacity Resource Utilization Migration Modeler						
Overview - VMware						
31% Current Capacity Constraint Running VMs 31 Available VMs 68 Total VMs 99	cluster51 84 Days		All Dataston Cluster Aver Analysis Peri	age 🔻 Edit	▼ Slot Size	
Clusters Hosts			,	Search		<i>p</i> •
Ouster Name	ESX Hosts	Slot Size	VMs	Slots Available 👻	Constraint	HA
Uluster name	3	CPU: 176 MHz Memory: 382 MB Storage: 1.6 GB Throughput: 1.0 MB/s	1	26	Memory	
Juster-51-Dev	1	CPU: 12 MHz Memory: 254 MB Storage: 32 GB Throughput: 355 B/s	2	14	Storage	0
duster55	3	CPU: 195 MHz Memory: 1.9 GB Storage: 33 GB	12	12	Memory	•

i NOTE: Enabling or disabling the HA policy, which is configured in vCenter[®], is only applicable for the **Clusters** tab in the Current Capacity view. If the HA policy is enabled for a cluster, Foglight Capacity Director Lite calculates the cluster resources and reserve the cluster resources that are required to satisfy the HA policy. A green check mark appears in the HA column when the HA policy is enabled.

NOTE: When performance issues are prompted, click the message to open the *Alarm* view and check the detailed information.

VirtualCenter/Hosts Overview pane

After selecting a virtual center or datacenter by using the Group selector located at the top of the dashboard, Foglight Capacity Director Lite calculates the capacity of the selected center in the background and displays the following information on the VirtualCenter/Hosts *Overview* pane:

- *Current Capacity*: Includes information about the following metrics: Running VMs, Available VMs, and Total VMs.
- Constraint: Includes information about the following metrics: Cluster Name and Time to Full.
- Datastore(s) Included: Allows you to select from the drop-down list the datastores.

The following options are available: All Datastores (default option) and particular datastores that varies depending on the virtual center/datacenter selected by the group selector.

- All Datastores: The Slot Size and available slots are calculated based on all available datastores.
- Particular datastore: The Slot Size and available slots are calculated based on the cluster/host connected to the selected datastore.

i NOTE: The Clusters/Hosts pane is automatically updated to reflect the selection made.

• Slot Size: Allows you to select from the drop-down list the size of the virtual machine (the slot size).

The following options are available: Based on VM, Cluster Average (default option), Cluster Maximum, and Custom Size.

For details, see the "Calculating Slot Size Based on VM" and "Calculating Slot Size Using Custom Size" sections.

i NOTE: The *Clusters/Hosts* pane is automatically updated to reflect the selection made.

Calculating Slot Size Based on VM

To recalculate the slot size Based on VM:

1 In the VirtualCenter/Hosts Overview pane, select Based on VM from the Slot Size drop-down list.

The Select a VM button appears on the right side of the Slot Size drop-down list.

Datastore(s) Included	All Datastores		•
Slot Size	Based on VM	Ŧ	Select a VM
	Analysis Period 7 D	ays	

2 Click Select a VM.

The VM Selection Dialog box appears.

- 3 Select a virtual machine from the table, or by typing its name in the Search box.
- 4 Click OK.

The VM Selection Dialog box closes and the Clusters/Hosts pane is updated to reflect this change.

Calculating Slot Size Using Custom Size

To recalculate the slot size based on a custom size:

1 In the VirtualCenter/Hosts Overview pane, select Custom Size from the Slot Size drop-down list.

The Edit Slot Size button appears on the right side of the Slot Size drop-down list.

atastore(s) ncluded	All Datastores		*
ot Size	Custom Size	*	Edit Slot Size

2 Click Edit Slot Size.

The Enter custom values dialog box appears.

- 3 Specify the values for CPU, Memory, Storage, and Throughput for the custom virtual machine.
- 4 Click Save.

The Enter custom values dialog box closes and the Clusters/Hosts pane is updated to reflect this change.

Clusters/Hosts pane

The *Clusters/Hosts* pane displays the details related to the selected virtual center or datacenter. This information is automatically updated when the Slot Size settings are modified. For more information, see Calculating Slot Size Based on VM on page 11 and Calculating Slot Size Using Custom Size on page 11.

The Clusters/Hosts pane includes the following capacity data:

- Filtered by cluster (Hosts tab only): Filter the hosts that contain the selected cluster.
- Cluster Name (Clusters tab) or Name (Hosts tab): Name of the selected cluster or host.
- ESX Hosts (Clusters tab only): Number of ESX[®] hosts in the selected cluster.
- Slot Size: CPU, Memory, Storage, and Throughput resources available on the virtual machine.
- VMs: Number of running virtual machines in the selected cluster or host.
- Slots Available: Number of available slots in the selected cluster or host.
- Constraint: Available constraint in the selected cluster or host.
- HA (Clusters tab only): If the HA policy is enabled for a cluster, Foglight Capacity Director Lite calculates the cluster resources and reserves the cluster resources that are required to satisfy the HA policy. A green check mark appears in the HA column when the HA policy is enabled.

Resource Utilization Tab

The *Resource Utilization* view displays information about the resource utilization of a selected virtual center or datacenter. It includes the following tabs:

- Clusters: Provides detailed information about clusters that are available in the selected virtual center or datacenter.
- Hosts and Workload: Provides detailed information about hosts that are available in the selected cluster.

To access the Resource Utilization view:

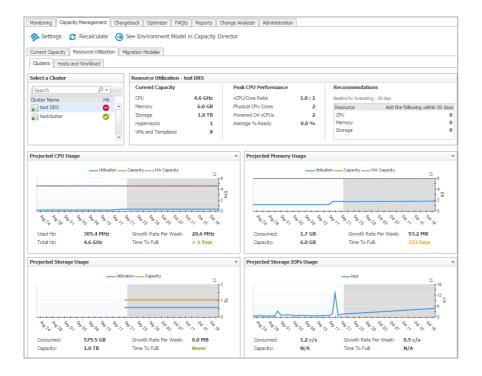
1 On the navigation panel, under Dashboards, click VMware > VMware Environment or Hyper-V > Hyper-V Environment.

The VMware Environment or Hyper-V Environment dashboard opens.

- 2 Use the Group selector located at the top of the dashboard to select the virtual environment that you want to monitor.
- 3 Click the Current Management tab, then click the Resource Utilization tab.

The *Resource Utilization* view appears at the bottom of the *VMware Environment* or *Hyper-V Environment* dashboard.

i NOTE: Enabling or disabling the HA policy, which is configured in the vCenter[®], is applicable for both the **Clusters** tab and the Hosts and Workload tab in the Resource Utilization view. If the HA policy is enabled for a cluster, Foglight Capacity Director Lite calculates the cluster resources and reserves the cluster resources that are required to satisfy the HA policy. A green check mark appears in the HA column when the HA policy is enabled.



Clusters/Hosts and Workload tabs

The **Clusters** tab and the **Hosts and Workload** tab display the details related to the selected virtual center or datacenter. This information is automatically updated after selecting a cluster.

The **Clusters** tab includes the following data:

- Select a Cluster: Lists available clusters in the selected virtual center or datacenter.
- Resource Utilization
 - Current Capacity: Displays the current capacity of the selected cluster, which includes the following data: CPU, Memory, Storage, Hypervisors, and VMs and Templates.
 - Peak CPU Performance: Displays the current CPU data of the selected cluster, which includes the following data: vCPU/Core Ratio, Physical CPU Cores, Powered On vCPUs, and Average % Ready.
 - Recommendations: Displays recommendations on the resources (CPU, Memory, and Storage) to be added in the future to ensure that the resource utilization is balanced. Use the Settings dialog box to edit the Baseline for Forecasting.
- Resource utilization related views: Projected CPU Usage view, Projected Memory Usage view, Projected Storage Usage view, and Projected Storage IOPs Usage view. The metric line in the white area is the history data, while the metric line in the gray area is the predicted data. For more information, see Resource Utilization related views on page 15.

The Hosts and Workload tab includes the following data:

- Select a Cluster: Lists available clusters in the selected virtual center or datacenter.
- Overview: Summarizes the CPU capacity and memory capacity of the selected cluster. Both capacities are
 calculated based on the value selected from the Host Size drop-down list. The Host Size drop-down list
 includes the following options: average host size (default value) and based on specific host. The Host
 Requirement Average Host Size view is refreshed automatically after changing the Host Size value. For
 more information, see Calculating Host Size based on specific host on page 14.

The value of Baseline for Forecasting on the display area can be edited using the Settings dialog box.

- Host Requirement Average Host Size: Displays the number of Required Hosts and Available Hosts, if the
 existing server is used as the calculation benchmark.
 - *Required Hosts*: Shows with the blue line, indicating how many hosts are required to support the current number of virtual machines. This number is populated based on the value selected from the Host Size drop-down list.
 - Available Hosts: Shows with the amber line, indicating the number of hosts, available in the selected cluster.

Calculating Host Size based on specific host

To recalculate the host size based on specific host:

In the Hosts and Workload Overview pane, select based on specific host from the Host Size drop-down list.
 The Browse button becomes available on the right side of the Host Size drop-down list.

Host Size		
Baseline for Foreca	sting - 30 days	
based on spec	ific host 🔹 🔻]
		Browse
CPU	0.0 Hz	
Memory	0.0 MB	

2 Click Browse to select a host in the Specific Host Selector dialog box, and click OK.

The Specific Host Selector dialog box closes and the Host Requirement - Average Host Size view is refreshed automatically.

Resource Utilization related views

This section provides a detailed description of the following metrics presented in the embedded views in the Resource Utilization > Clusters tab.

- Projected CPU Usage view
- Projected Memory Usage view
- Projected Storage Usage view
- Projected Storage IOPs Usage view

Projected CPU Usage view

This embedded view is part of the Resource Utilization > Clusters view. To display this view, click the Clusters tab in the Resource Utilization view, and select a cluster from the Cluster Name table.

Table 1. Projected CPU Usage view

Data displayed

Description This view displays CPU utilization metrics on the selected cluster.

- Utilization: This chart shows the actual CPU usage (in GHz).
 - Capacity: This chart shows the total CPU capacity (in GHz).
- HA Capacity: If the HA policy is enabled on the selected cluster, this chart is plotted to show the actual CPU usage (in GHz).
- Used Hz: Shows the current CPU usage (in GHz).
- Growth Rate Per Week: Shows the growth rate of CPU capacity per week.
- R-squared: Indicates the accuracy of the forecasting data. This value is ranged from 0 to 1, and a higher value indicates that the forecasting data of utilization is more accurate.
- Total Hz: Shows the current CPU capacity (in GHz).
 - Time To Full:

HA enabled: Shows the period when the actual CPU usage (the Utilization metric) exceeds the HA capacity metric. This metric is calculated based on the Growth Rate Per Week.

HA disabled: Shows the period when the actual CPU usage (the Utilization metric) exceeds the total CPU capacity (the Capacity metric). This metric is calculated based on the Growth Rate Per Week.

• P-value: Indicates the dependency between the utilization and history time. This value is ranged from 0 to 1, and a lower value indicates that the utilization has a more significant dependency with the history time.

Projected Memory Usage view

This embedded view is part of the Resource Utilization > Clusters view. To display this view, click the Clusters tab in the Resource Utilization view, and select a cluster from the Cluster Name table.

Table 2. Projected Memory Usage view

This view displays memory utilization metrics on the selected cluster.

Description NOTE: Unless otherwise indicated, the units of measurement for the following metrics are automatically converted for better plotting.

- Utilization: This chart shows the actual memory usage.
- Capacity: This chart shows the total memory capacity.
- HA Capacity: If the HA policy is enabled on the selected cluster, this chart is plotted to show the actual memory usage.
- Consume: Shows the current memory usage.
- Growth Rate Per Week: Shows the growth rate of memory capacity per week.
- R-squared: Indicates the accuracy of the forecasting data. This value is ranged from 0 to 1, and a higher value indicates that the forecasting data of utilization is more accurate.
- Data displayed Capacity: Shows the current memory capacity.
 - Time To Full:

 HA enabled: Shows the period when the actual memory usage (the Utilization metric) exceeds the HA capacity metric. This metric is calculated based on the Growth Rate Per Week.
 HA disabled: Shows the period when the actual memory usage (the Utilization metric) exceeds the total memory capacity (the Capacity metric). This metric is calculated based on the Growth Rate Per Week.
 - P-value: Indicates the dependency between the utilization and history time. This value is ranged from 0 to 1, and a lower value indicates that the utilization has a more significant dependency with the history time.

Projected Storage Usage view

This embedded view is part of the Resource Utilization > Clusters view. To display this view, click the Clusters tab in the Resource Utilization view, and select a cluster from the Cluster Name table.

Table 3. Projected Storage Usage view

Data displayed

This view displays storage utilization metrics on the selected cluster.

Description NOTE: Unless otherwise indicated, the units of measurement for the following metrics are automatically converted for better plotting.

- Utilization: This chart shows the actual storage usage.
- Capacity: This chart shows the total storage capacity.
- Consume: Shows the current Storage usage.
- · Growth Rate Per Week: Shows the growth rate of storage capacity per week.
- R-squared: Indicates the accuracy of the forecasting data. This value is ranged from 0 to 1, and a higher value indicates that the forecasting data of utilization is more accurate.
- Capacity: Shows the current Storage capacity.
- Time To Full: Shows the period when the actual storage usage (the Utilization metric) exceeds the total storage capacity (the Capacity metric). This metric is calculated based on the Growth Rate Per Week.
- P-value: Indicates the dependency between the utilization and history time. This value is ranged from 0 to 1, and a lower value indicates that the utilization has a more significant dependency with the history time.

Projected Storage IOPs Usage view

This embedded view is part of the Resource Utilization > Clusters view. To display this view, click the Clusters tab in the Resource Utilization view, and select a cluster from the Cluster Name table.

Table 4. Projected Storage IOPS Usage view

Table 4. Projecteu	Storage IOPS Usage view
Description	This view displays storage IOPs) utilization metrics on the selected cluster.
	 IOPs: This chart shows the actual storage IOPs in the unit of connections per second (c/s). Usage Changes: storage Consumed: Shows the current storage IOPs (in c/s). Growth Rate Per Week: Shows the growth rate of storage IOPs usage per week.
Data displayed	 R-squared: Indicates the accuracy of the forecasting data. This value is ranged from 0 to 1, and a higher value indicates that the forecasting data of utilization is more accurate.
	 Capacity: This metric is not collected for the Projected Storage IOPs Usage view.
	Time To Full: This metric is not collected for the Projected Storage IOPs Usage view.
	 P-value: Indicates the dependency between the utilization and history time. This value is ranged from 0 to 1, and a lower value indicates that the utilization has a more significant dependency with the history time.

Migration Modeler Tab

The Migration Modeler view uses historical data to simulate what would have happened if a specific Virtual Machine was running on a specific Host during that time period. This can be useful to predict what impact the virtual machine would have on the Host if it were moved to it. It includes the following elements:

- VirtualCenter: Lists available VirtualCenters in the selected virtual center or datacenter.
- · Virtual Machine: Lists available virtual machines in the selected VirtualCenter.
- Target Host: Lists available target hosts in the selected virtual center or datacenter.
- Resource utilization related views: Projected CPU Consumption view, Projected Network Consumption view, Projected Memory Consumption view, and Projected Storage Consumption view. These views are automatically refreshed after selecting a VirtualCenter or a virtual machine.

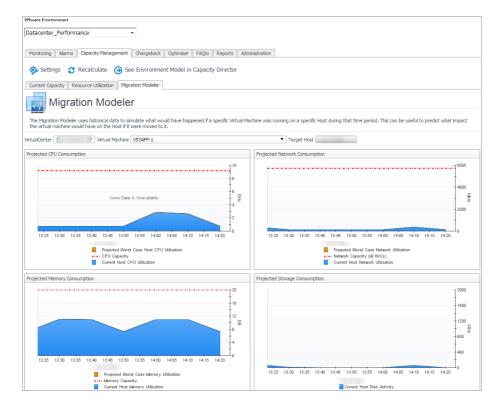
To access the Migration Modeler view:

1 On the navigation panel, under Dashboards, click VMware > VMware Environment.

The VMware Environment dashboard opens.

- 2 Use the Group selector located at the top of the dashboard to select the virtual environment that you want to monitor.
- 3 Click the Migration Modeler tab.

The Migration Modeler view appears at the bottom of the VMware Environment dashboard.



We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build communitydriven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation[™].

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact-us.aspx.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.