

VirtualIQ FAQ

This is the ToutVirtual VirtualIQ FAQ, which contains the most frequently asked questions about the VirtualIQ products, including VirtualIQ Pro.

Contents

General Questions

[What is VirtualIQ?](#)

[How do I install VirtualIQ?](#)

[Why do I need user with administrative rights to add Microsoft Windows based hosts?](#)

[How do I access the VirtualIQ portal?](#)

VirtualIQ Agents

[What is a VirtualIQ Agent?](#)

[What platforms are supported by the VirtualIQ Agent?](#)

[Why do I need a separate VirtualIQ Agent?](#)

[How do I install a VirtualIQ Agent?](#)

Troubleshooting

[Cannot see Add Host dialog?](#)

[No Virtual Machines show up for Xen Server?](#)

[VirtualIQ Agent will not start?](#)

[VirtualIQ Agent does not pick up virtualization server on same machine?](#)

[VMware Remote Console version error?](#)

[Add Xen host fails with "SSH Connection Test Failed" message?](#)

[Why can't I launch the Remote Desktop or VNC Viewer consoles on Firefox browser?](#)

[Having problems adding/connecting to host with Microsoft Virtual Server or Microsoft Hyper-V Server?](#)

[No agents show up in Add Host dialog?](#)

[Not seeing statistics for VMware Server/GSX host?](#)

[Not seeing statistics for Virtual Machine \(VMs\)?](#)

[Not seeing VirtualIQ Control Center when using browser?](#)

[Having problems configuring VirtualIQ with Microsoft SQL Server?](#)

[How to configure XenServer 5.x for VirtualIQ?](#)

General Questions

What is VirtualIQ?

ToutVirtual's VirtualIQ Professional provides a web-based virtual server management portal for IT administrators. The portal provides a VirtualIQ dashboard which provides unique visibility into the virtual platform operations. VirtualIQ Professional manages and allows matching of available IT resource supply with your virtual infrastructure needs. The VirtualIQ dashboard allows you to easily identify which hosts and virtual machines are running at high utilization levels. In addition, it provides visibility into where excess capacity for real-time changes. The portal navigation system provides virtualization aware drill-down capabilities to provide the necessary virtual server context needed for problem diagnosis. IT administrators can also generate historical reports on resource utilization via the portal.

How do I install VirtualIQ?

For VirtualIQ Professional see the VirtualIQ Professional Installation Guide. For the VirtualIQ Professional appliances see the appropriate Quick Start Guide for installation instructions.

Why do I need user with administrative rights to add Microsoft Windows based hosts?

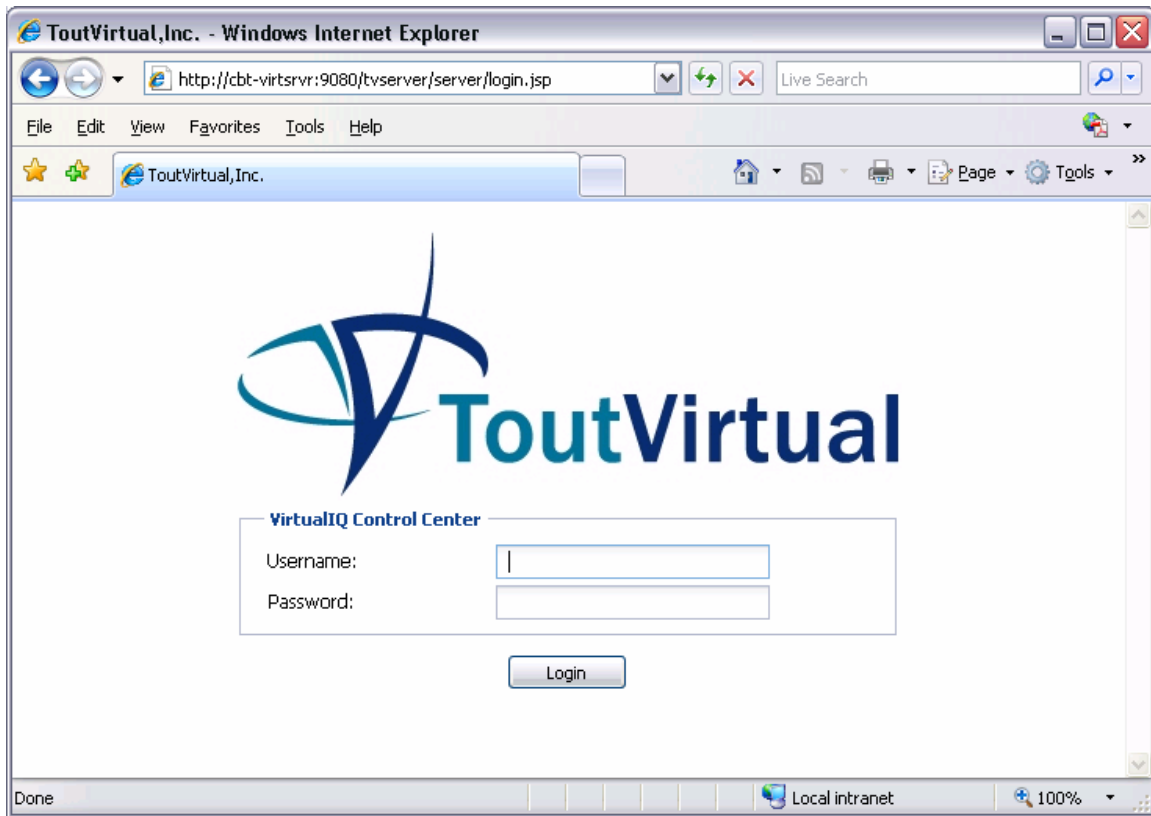
VirtualIQ uses Remote WMI calls to connect to Microsoft Windows based hosts. The host must have administrative rights on the host computer. If the host is in a domain then we recommend the user should have domain administrator rights. In a workgroup we recommend that all the machines should be in the same workgroup and all machines should have same user and password.

How do I access the VirtualIQ portal?

From a browser connect to the VirtualIQ portal using the following link:

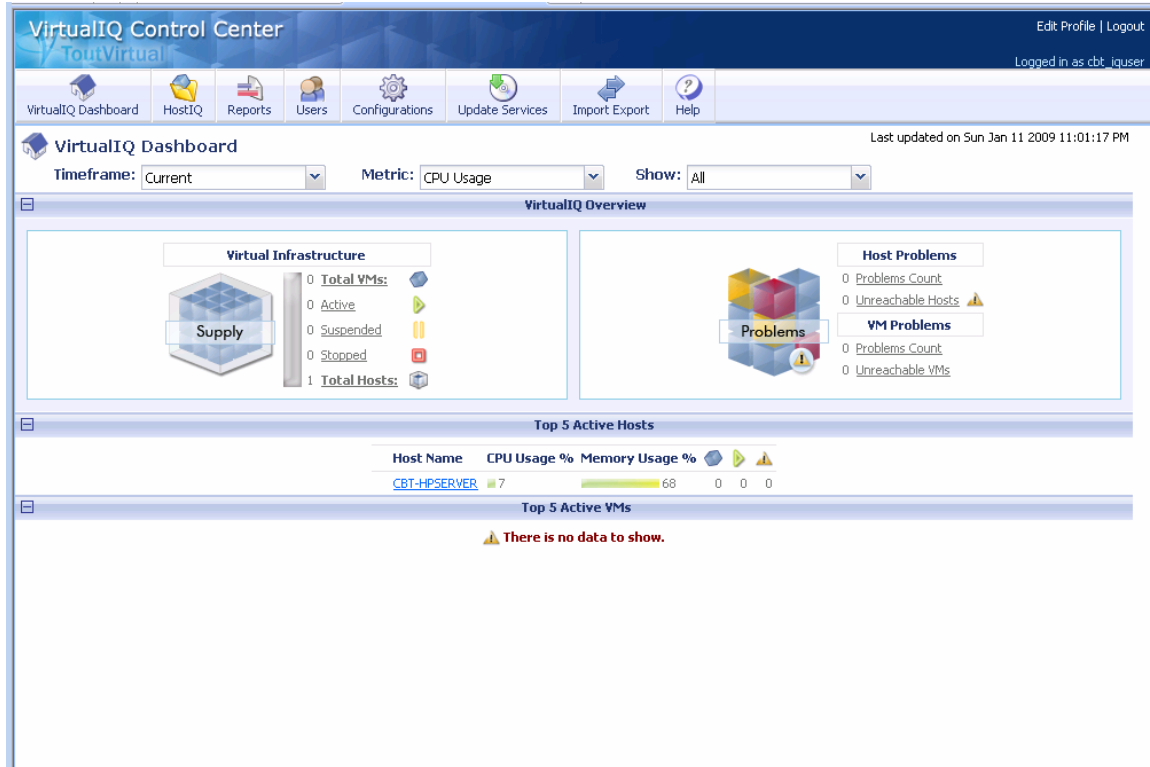
`http://<IP Address of VirtualIQ>:9080/`

After you enter this link you will be prompted to logon to the VirtualIQ portal.



The default username is IQMANAGER and the default password is IQ.

Once you log into the VirtualIQ portal you will see the VirtualIQ Dashboard. The following figure is an example of what you will see on the dashboard.



[Back to the top](#)

VirtualIQ Agents

What is a VirtualIQ agent?

The VirtualIQ Agent communicates directly with the virtualization hosts that are being managed/monitored by VirtualIQ. Each VirtualIQ Agent can communicate with multiple hosts. See the VirtualIQ Professional Quick Start Guide for information about VirtualIQ Agent deployments.

What platforms are supported by the VirtualIQ Agent?

The VirtualIQ Agent is either a Windows operating system agent or a Linux operating system agent. The VirtualIQ Agent running on the Windows operating system will support the following virtualization hosts:

- Microsoft Virtual Server R2
- Microsoft Hyper-V Server
- VMware ESX (including version 3.0)
- VMware GSX, running on Linux and Windows
- VMware Server, running on Linux and Windows
- Citrix XenServer **(Use Add Host->Xen->Xen Server option)**

- Xen on Novell SUSE (**Use Add Host->Xen->Xen Server option**)
- Oracle VM (**Use Add Host->Xen->Xen Server option**)

The VirtualIQ Agent running on the Linux operating system will support the following virtualization hosts:

- VMware ESX (including version 3.0)
- VMware GSX, running on Linux only
- VMware Server, running on Linux only
- Citrix XenServer
- Xen on Novell SUSE
- Oracle VM

Why do I need a separate VirtualIQ Agent?

The only time that you must install a separate VirtualIQ Agent is if you are using a version of VirtualIQ Professional running on a non-Windows operating system and you want to monitor VMware servers running on Windows based hosts or Microsoft Virtual Servers or Microsoft Hyper-V Servers. In order to manage these virtualization servers running on the Microsoft Windows platform, you need to install a separate windows based VirtualIQ Agent. This agent can be installed on any windows host and doesn't have to be installed on the host running the VMware platform.

How do I install a VirtualIQ agent?

For VirtualIQ Professional, see the VirtualIQ Professional Installation Guide, which is included with the VirtualIQ Professional download.

For VirtualIQ Professional appliances, see the appropriate Quick Start guide.

[Back to the top](#)

Troubleshooting

Cannot see Add Host dialog?

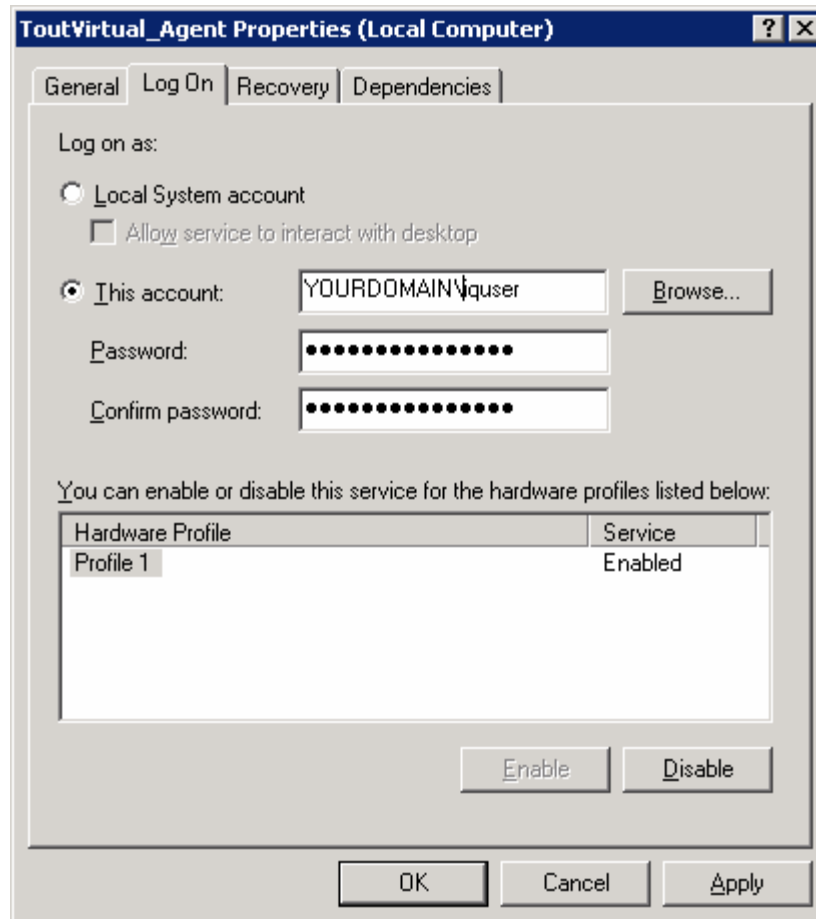
Make sure that you turn off the pop-up blocker and/or add the VirtualIQ host or IP address to the list of allowed sites.

No virtual machines show up for Xen Server?

Currently, when adding a Xen Server any virtual machines which are in the stopped state may not be displayed on the VirtualIQ Professional portal. To get registered, the virtual machines should be detected at least once by VirtualIQ Professional when the VM is in the running state. Once the virtual machine is known by VirtualIQ Professional, it will be picked up even if the VM is stopped.

VirtualIQ Agent will not start?

If the console screen that pops up when starting the VirtualIQ agent says that the agent service will not start then make sure that the correct account information is associated with the service. Open the properties dialog for the ToutVirtual_Agent service. Select the “Log On” tab. Re-enter the appropriate account information in the fields as shown below:



Select the OK button and then retry to start the agent.

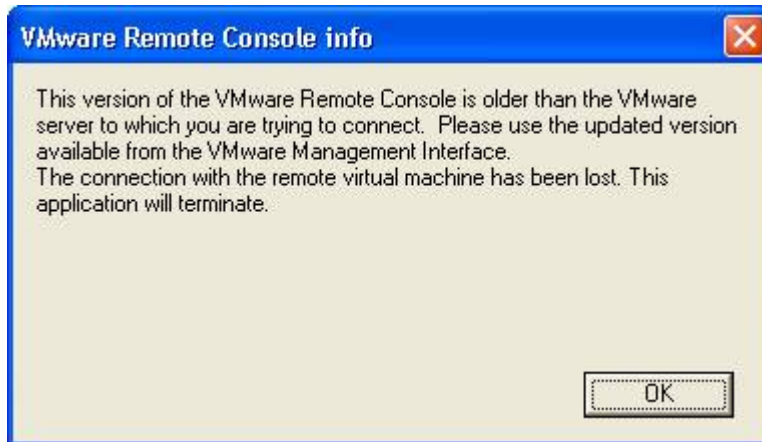
VirtualIQ Agent does not pick up virtualization server on same machine?

When the VirtualIQ Agent is installed on a machine it will pick up and monitor the local host if there is a virtualization server running on it. If the VirtualIQ Agent does not pick up the local host then check the following:

- If this is a VMware GSX or VMware Server then check that the VMware Authorization service is running.

VMware Remote Console version error?

If you receive the following message when trying to open a VMware console to a monitored virtual machine then please update the VMware Remote Console on the local machine.



Add Xen host fails with "SSH Connection Test Failed" message?

When adding a Xen host you receive the "SSH Connection Test Failed" message then try the following:

- Make sure that SSH is running on the Xen host.
- Make sure that the firewall on the Xen host has the appropriate ports open. See the VirtualIQ Professional Installation Guide for an updated list of ports.
- Make sure that the user and password you are entering is correct.
- Make sure that the SSH Protocol is set to 2 in the SSHD configuration file on the Xen host.
- Change the setting of PasswordAuthentication to yes in the SSHD configuration file on the Xen host.

Why can't I launch the Remote Desktop or VNC Viewer consoles on Firefox browser?

VirtualIQ Professional currently uses ActiveX Components to call and run Remote Desktop or VNC Viewer. The ActiveX Component does not work in the FireFox browser. A plug-in will be available soon which will fix this problem.

Having problems adding/connecting to host with Microsoft Virtual Server?

If you are having a problem adding or connecting to a host that is running Microsoft's Virtual Server you should make sure that the Distributed COM

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(DCOM) settings are set on the VirtualIQ Agent machine and on the machine(s) running Microsoft Virtual Server.

Make sure that the version of VirtualIQ does in fact support Microsoft Virtual Server hosts. If the Microsoft Virtual Server is not one of the entries in the VM Platform drop down list on the Add Host dialog then please contact ToutVirtual to get the appropriate version of VirtualIQ product or product license.

If you do have a version of VirtualIQ that supports Microsoft Virtual Server then try the following.

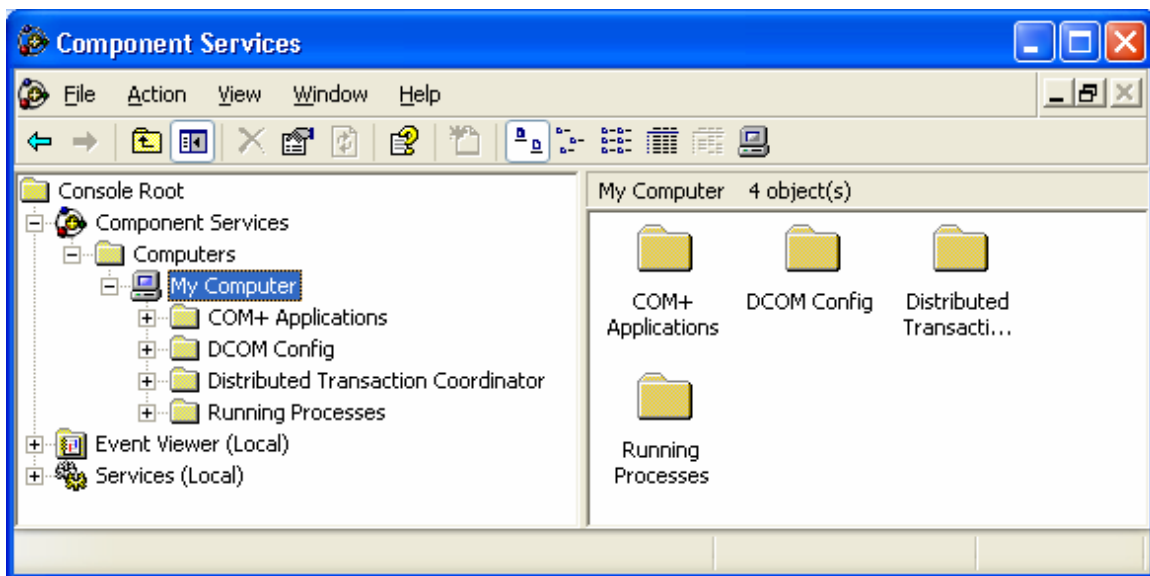
This first change will need to be performed on any machine that is running the VirtualIQ Agent which will monitor a Microsoft Virtual Server and on the machines running the Microsoft Virtual Server.

Bring up the Component Services dialog via the control panel as follows:

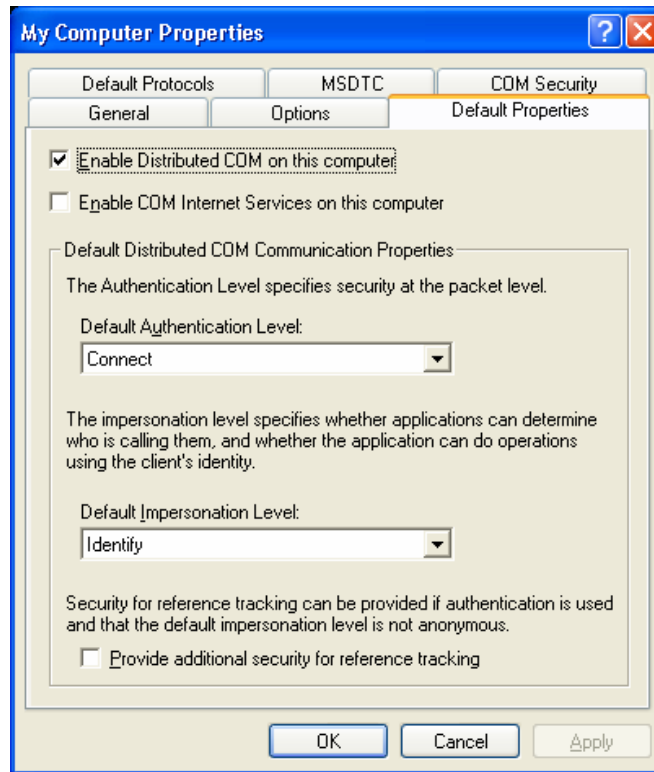
Control Panel->Administrative Tools->Component Services

Browse to the following location in the navigation window of the Component Services dialog (see the next figure):

Console Root\Component Services\Computers\My Computer



Right click on My Computer and open the properties dialog. Select the Default Properties tab and make sure that Distributed COM (DCOM) is enabled on this computer (see the figure below).

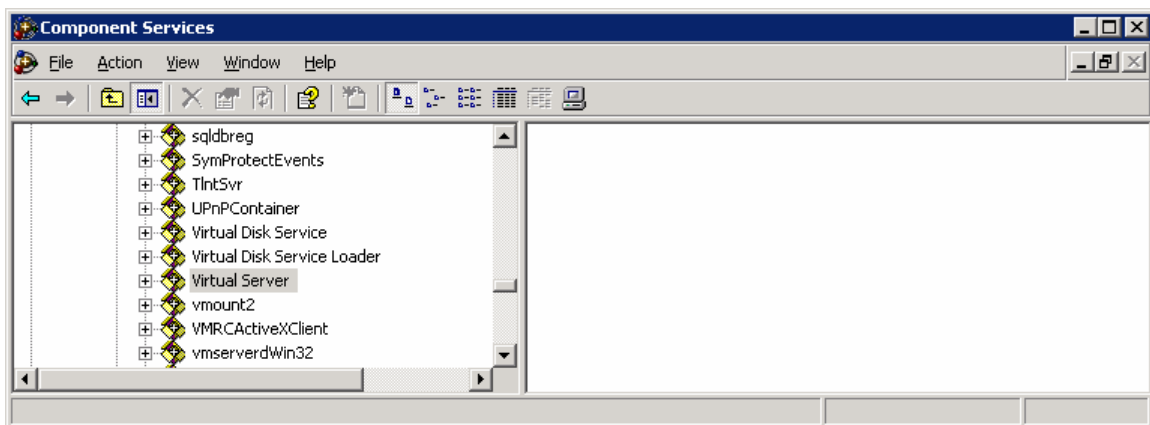


Click on the OK button to save the change.

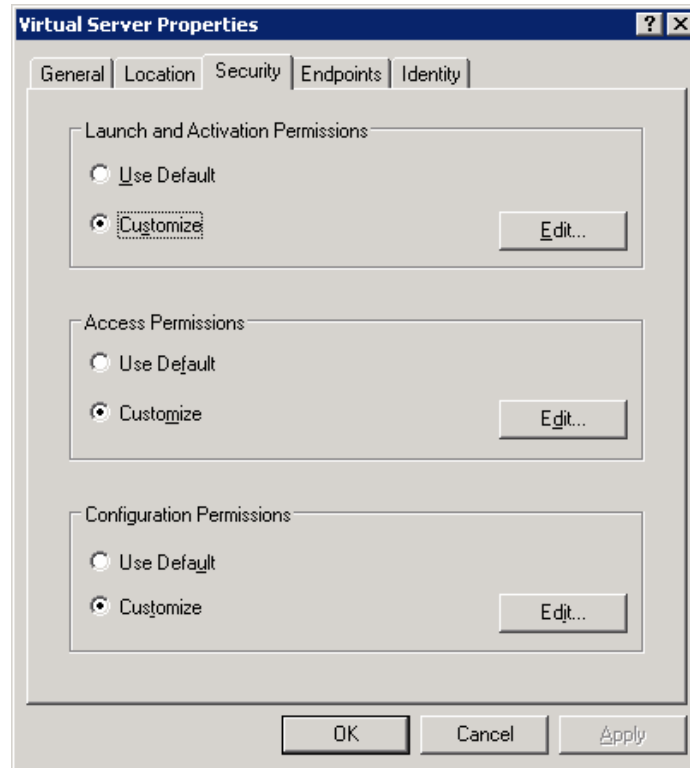
The next few changes need to be performed on the machines that are running Microsoft Virtual Server.

Browse to the following location in the navigation window of the Component Services dialog (see the next figure):

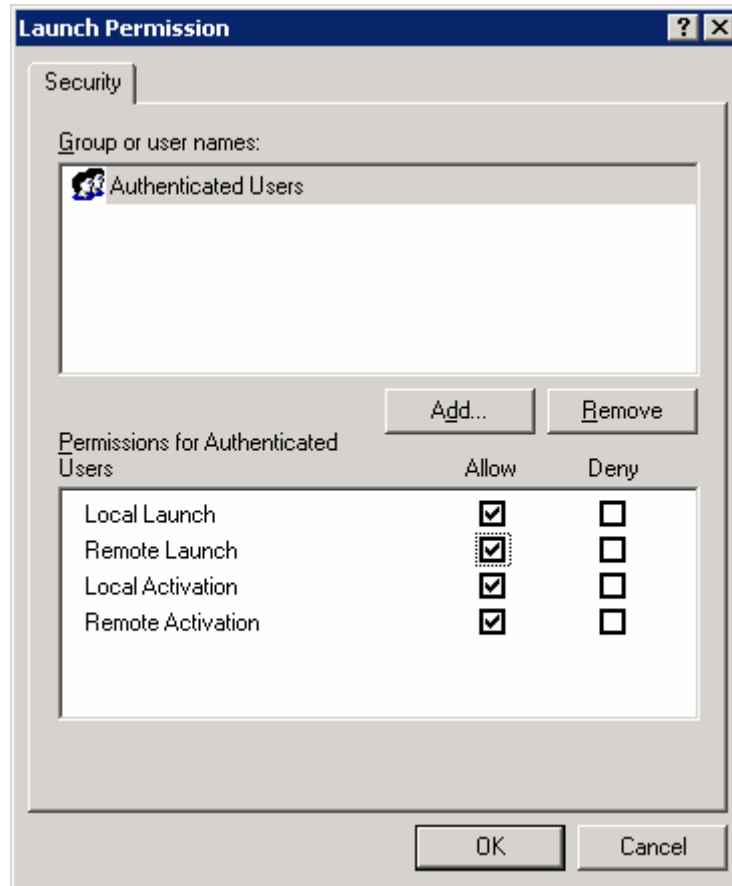
Console Root\Component Services\Computers\My Computer\DCOM Config\Virtual Server



Right click on the Virtual Server node and open the Properties dialog. Select the Security tab (see the figure below).



Select the Customize option for “Launch and Activation Permissions” and click the Edit button. The following permissions dialog will appear.



You need to add the group (e.g. Domain Admins) or the user that you used to install the VirtualIQ agent with. Give this group/user permission to launch and activate both locally and remotely. Click on the OK button to save these changes.

Perform the same operation for "Access Permissions" and for "Configuration Permissions" for the same group/user.

After you have completed the permission changes for the Virtual Server properties click on the OK button to save the changes. You can close the Component Services dialog.

Try to perform the previous operation. If the operation still does not work try to stop and start the VirtualIQ Agent.

No agents show up in Add Host dialog?

If when you select the "IQAgent running on host" field in the Add Host dialog (see the figure below) and there are no agents listed there is a way to fix this.

If you are running a VirtualIQ Professional or a VirtualIQ Professional appliance, please stop the VirtualIQ Professional virtual machine and then restart it. This issue should only happen the first time you start the VirtualIQ Professional or VirtualIQ Professional appliance.

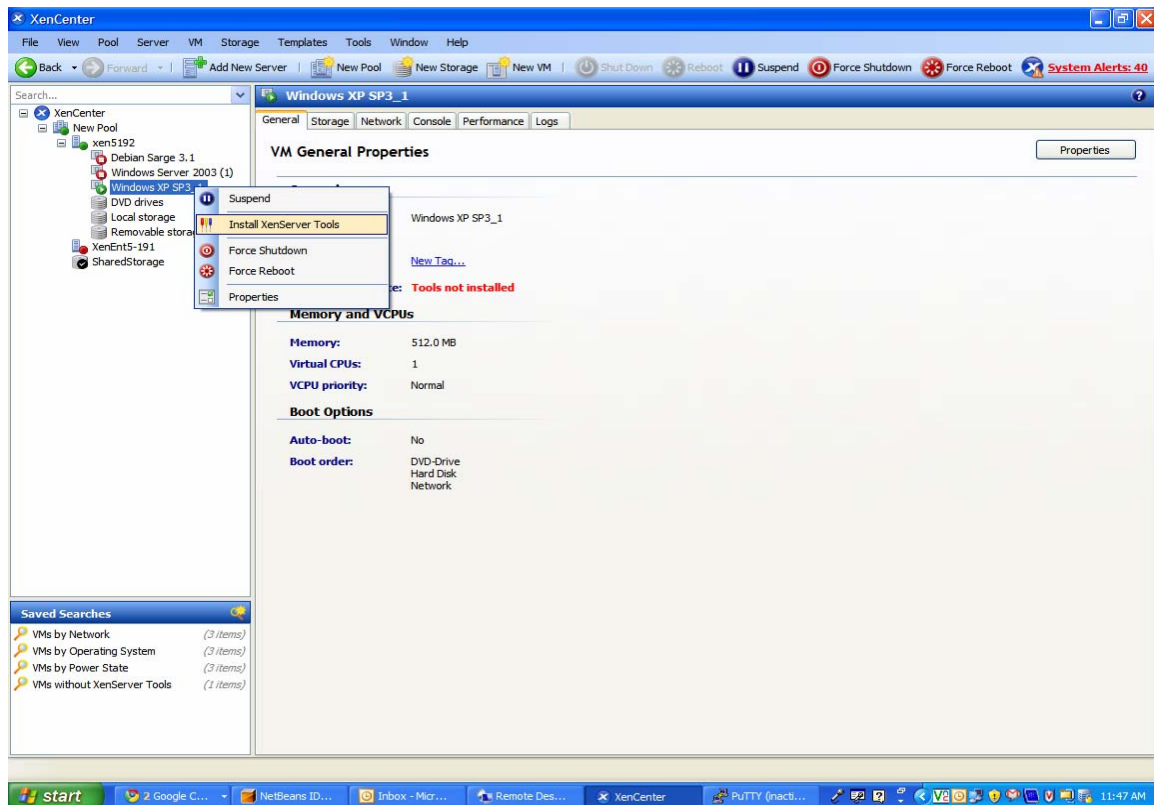
Not seeing statistics for VMware Server/GSX host?

Make sure that all of the VMware Server services are running on the target host machine. Make sure that the VMware Authorization task is running.

Not seeing statistics for Virtual Machine (VMs)?

Metrics for Virtual Machines is dependent on the data provided by the virtualization platform. In order for us to show metrics, you need to ensure that **VMware Tools**, **XenServer Tools**, **Hyper-V Tools** (or similar platform specific tools for Virtual Machines for your choice of hypervisor) are installed on the VMs. If these tools are not installed on the VMs, some of metrics will show up as empty or with zero "0" data.

For example to add XenServer Tools on a VM:



To add XenServer Tools for Windows VM:

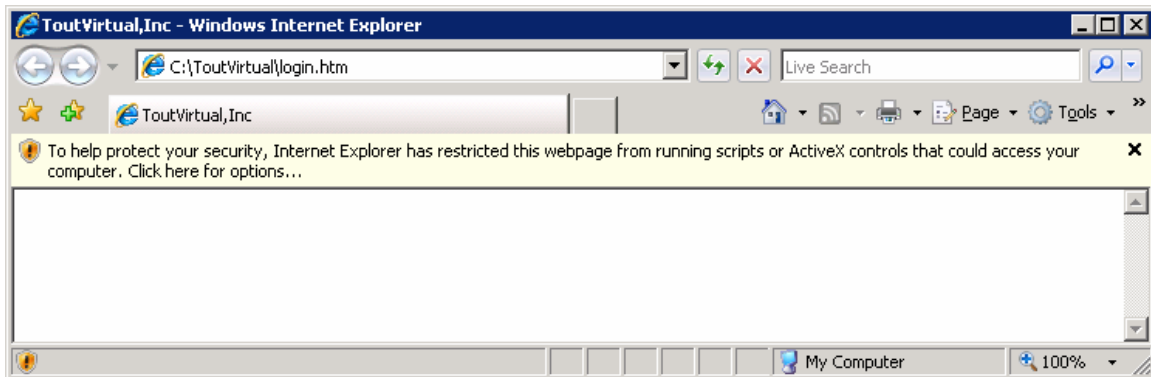
1. Follow the on-screen instructions

To add XenServer Tools for Linux VM (other than Debian Etch 4.0 or Debian Sarge 3.1):

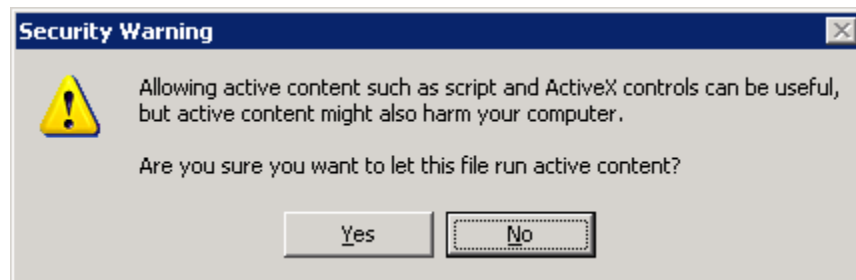
1. The install XenServer Tools takes you to the VM console
2. As root user, mount the image into the VM: **mount /dev/xvdd /mnt**
3. Execute the script: **/mnt/Linux/install.sh**
4. Reboot your VM

Not seeing VirtualIQ Control Center when using browser?

If you are trying to access the VirtualIQ Control Center (web portal) and you just get a blank screen, it is possible that your security settings are blocking your access. You may see the following warning message at the top of your browser: "To help protect your security, Internet Explorer has restricted this webpage from running scripts or ActiveX controls that could access your computer. Click here for options...", see the figure below.



If you do see this warning or something similar, then click on the off-white warning message and select the "Allow blocked content" option. You should see the following response:



Please click the Yes button and the ToutVirtual VirtualIQ web portal should appear.

Having problems configuring VirtualIQ with Microsoft SQL Server?

The Username/password should have **sysadmin** role privileges. The user should be able to **create the database**. The user should be able to **create login permissions**.

How to configure XenServer 5.x for VirtualIQ?

VirtualIQ automatically sets up the XenServer for monitoring when you add the XenServer host via the Add Host option. After you have added the XenServer host in VirtualIQ, the XenServer host needs to be **rebooted** for

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the changes on the XenServer host takes into effect. You can run the following command on the XenServer Host to see if it is configured properly for VirtualIQ.

"**xe host-param-list**" and you should be able to see *rrd-enabled* (=1) in other-config

To **manually** configure the XenServer host: the following commands need to be invoked on host as "root" user XenServer Host.

xe host-list (This command will get the uuid of host)

xe host-param-set other-config:rrd_update_interval=1 uuid=<uuid of host; obtained through above command>

The XenServer host needs to be **rebooted** after executing these commands.

To verify the change has taken effect after the reboot, you can run the following command to see if rrd-interval is correct

run "**xe host-param-list**" and you should be able to see rrd-enabled in other-config

If you have a different problem then please contact the ToutVirtual support team.

<http://www.toutvirtual.com/company/contact.php>

[Back to the top](#)