Hewlett Packard Enterprise

FAQ

Integrating HPE Cloud Optimizer with HPE Operations Bridge

Frequently Asked Questions

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HPE Cloud Optimizer – Overview

Q	What is HPE Cloud Optimizer?
A	HPE Cloud Optimizer (formerly HP Virtualization Performance Viewer or HP vPV) is a performance monitoring and capacity management tool for virtual and hybrid cloud environments. It enables virtualization monitoring by providing an overview of the environment, near-real-time and historical data analysis, smart alerting and triaging using an interactive dashboard. HPE Cloud Optimizer helps you visualize performance data of the cloud elements and rapidly triage bottlenecks. HPE Cloud Optimizer provides capacity analysis, optimization and modeling, performance monitoring, graphing, and reporting in a single tool.
Q	What virtual and cloud environments does HPE Cloud Optimizer support?
A	HPE Cloud Optimizer supports the following virtual, cloud, and physical environments: • VMware vSphere, Microsoft Hyper-V, KVM, Xen (open source) • OpenStack and HPE Helion OpenStack • Amazon EC2 public cloud • Linux (64-bit) and Windows (64-bit) physical systems For supported versions, important caveats, and up-to-date information, see the *Support Matrix*. You need HP Passport credentials to access this link.

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Smart Alerts

Q	I need to proactively detect and resolve performance problems in my virtual environment. Can HPE Cloud Optimizer monitor the environment and generate alerts to detect performance problems?
A	Yes, HPE Cloud Optimizer provides the smart alerting capability. It automatically detects performance anomalies in the virtual environment (across virtual machines, hypervisors, clusters, and datastores) and reports them for your review.
Q	What are the benefits of smart alerts and how do they help in monitoring the virtual environment?
A	In a virtualization environment, you may observe the following conditions: • Sudden capacity violations and performance problems • Rapid growth or drop in trends of resource usage • Reduction in capacity of your IT infrastructure in terms of business services, applications, and clusters These situations can result in poor performance and must be avoided. You can avoid such situations by receiving the smart detailed alerts much before the conditions occur in the virtualized environment. Smart alerts enable you to quickly identify and troubleshoot the problems in the virtualized environment. Smart alerts allow you to perform the following tasks: • Detect performance anomalies in the virtualized environment • Find the cause of the anomaly • Get recommendations to resolve the anomaly The content-rich alerts help you fix the problem before it occurs.
Q	How do I activate smart alerts in HPE Cloud Optimizer?
A	HPE Cloud Optimizer provides the smart alerting capability out-of-the-box, and no configuration is needed to activate it. The alerting mechanism starts immediately after HPE Cloud Optimizer starts collecting capacity and performance metrics from the configured datasources like VMware vCenter Server, Microsoft Hyper-V, and KVM.
Q	How does the smart alerting mechanism detect performance anomalies in the virtual environment?
A	HPE Cloud Optimizer smart alerting system continuously analyzes the performance data to detect the following: • Resource saturation (CPU/memory) and contention symptoms • Performance bottlenecks • Other abnormalities in your virtualized environment The anomaly detection mechanism is based on baselines and pre-configured thresholds. It analyzes multiple performance and configuration metrics of the virtualized resources. The rules have been designed according to the best practices recommended by the virtualization technology vendor.

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	You can tune the reactiveness of the alerting system by setting a desired sensitivity level (Low, Medium, or High) to adjust it to your environment. Each alert that is displayed in the alert inbox is actionable. The alert reports the symptom as well as possible causes, and recommendations to resolve the symptom. It also provides context relevant links to reports and graphs to aid in the investigation.
Q	What type of anomalies does HPE Cloud Optimizer detect by its alerting capability?
A	HPE Cloud Optimizer alerting capability detects CPU, memory and storage related performance and capacity problems (like saturation, contention, capacity breach) across virtual machines, hosts, clusters, and datastores in the virtual environment.
Q	Where can I find information about the rules and conditions that are used in the smart alerting mechanism?
A	All rules and conditions that are used to generate alerts for the virtual environment are available in the *Alerts* section of *HPE Cloud Optimizer Online Help*.
Q	What are the virtual, cloud, and physical environments for which HPE Cloud Optimizer provides smart alerting capability?
A	HPE Cloud Optimizer provides the smart alerting capability for: • VMware vSphere • Microsoft Hyper-V • KVM For supported versions, important caveats, and up-to-date information, see the *Support Matrix.* You need HP Passport credentials to access this link. For prerequisites, see *HPE Cloud Optimizer Online Help*.

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Integrating HPE Cloud Optimizer with HPE Operations Bridge

Q	I have HPE Operations Bridge. I want to use HPE Cloud Optimizer as the capacity management and infrastructure performance monitoring tool for my virtual and cloud environments. Can I integrate HPE Cloud Optimizer with HPE Operations Bridge for event consolidation, correlation, ticketing, and centralized reporting?
A	Yes. You can integrate HPE Cloud Optimizer with HPE Operations Manager i (OMi) and HPE Operations Bridge Reporter and HPE Operations Analytics.
Q	Which virtual environments does HPE Cloud Optimizer provide HPE OMi integration capability?
A	HPE Cloud Optimizer provides the smart alerting and OMi integration capability for the following virtualization environments: • VMware vSphere • Microsoft Hyper-V • KVM For supported versions, important caveats, and up-to-date information, see the *Support Matrix*. You need HP Passport credentials to access this link.
Q	What benefits do I get by integrating HPE Cloud Optimizer with HPE OMi?
A	HPE Cloud Optimizer integration with HPE OMi helps you to monitor your virtual infrastructure from HPE OMi. You can visualize the topology, see alerts, and draw performance graphs on HPE OMi for the virtual environment. HPE Cloud Optimizer acts as the capacity analysis and performance monitoring tool for the virtual environment. HPE Cloud Optimizer has the capability to forward topology and alerts to HPE OMi for a single pane of glass view. By integrating with HPE OMi, you can perform event consolidation, advanced correlation, service aware operations, auto remediation, and so on. Some sample screenshots are as follows: • HPE OMi Event Perspective - View, monitor and manage the events and alerts generated for the virtual environment. Notice the vPV_Infrastructure view displays the hosts and virtual machines of a multi-hypervisor virtual environment and the event browser displays all the open events and alerts pertaining to the environment.

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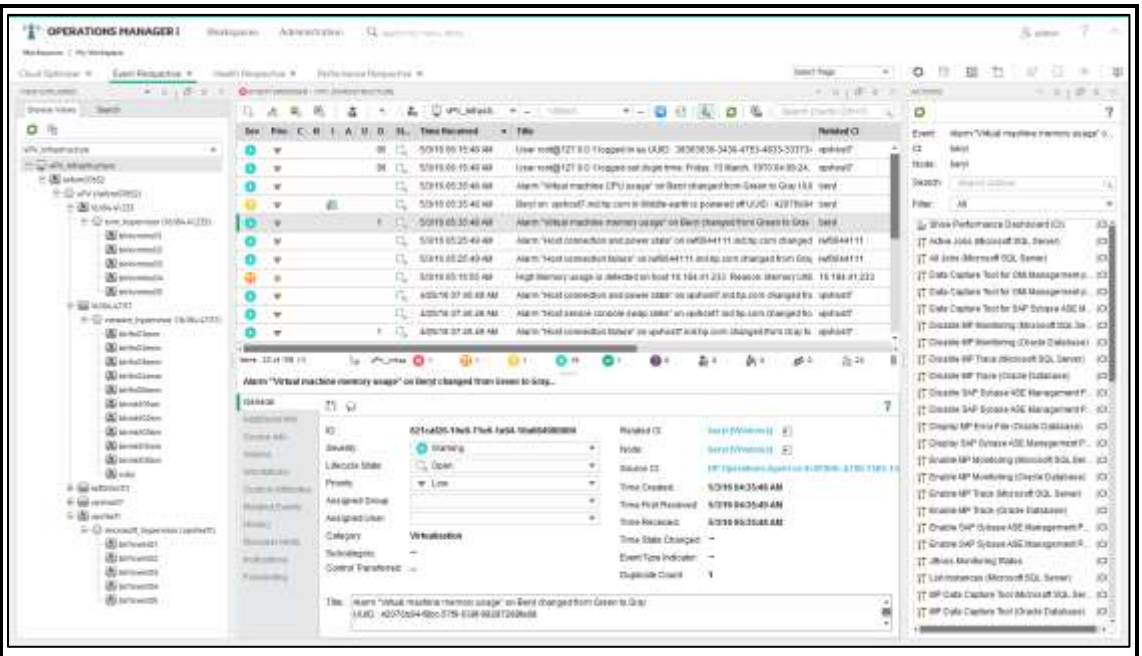
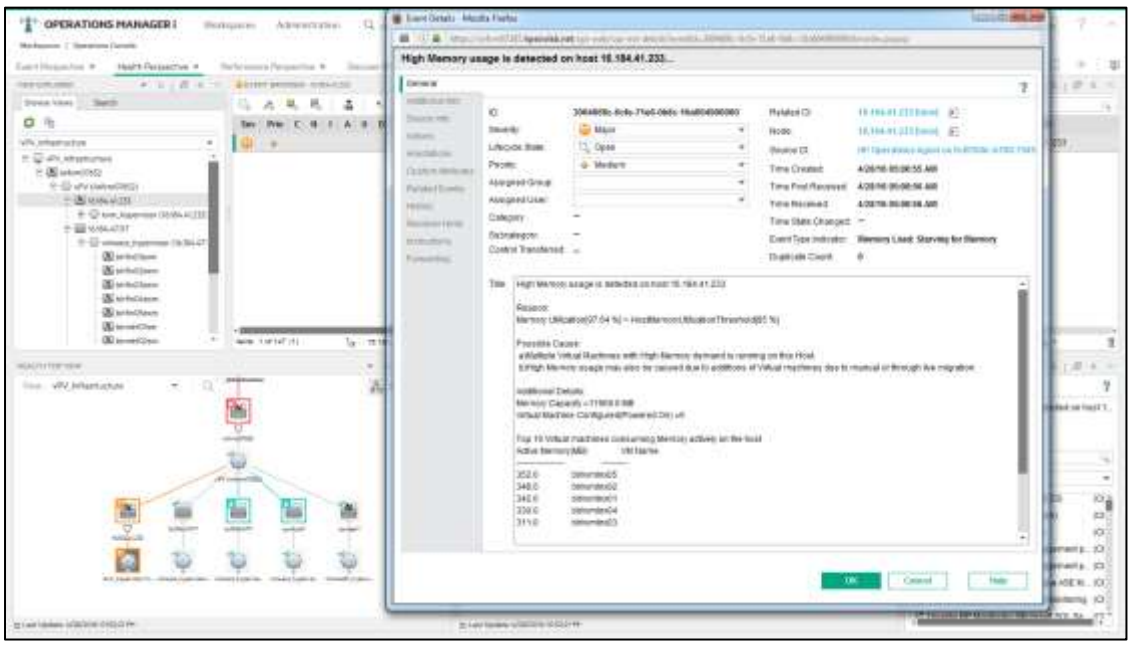


- HPE OMi Health Perspective - Manage events based on the health of the Configuration Items (CIs) associated with event received from your monitored virtual environment resources.



- HPE OMi Performance Dashboard - Visualize performance metrics in the form of a performance dashboard. View out-of-the-box dashboards, create and customize performance dashboards for the CIs that you are monitoring.

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	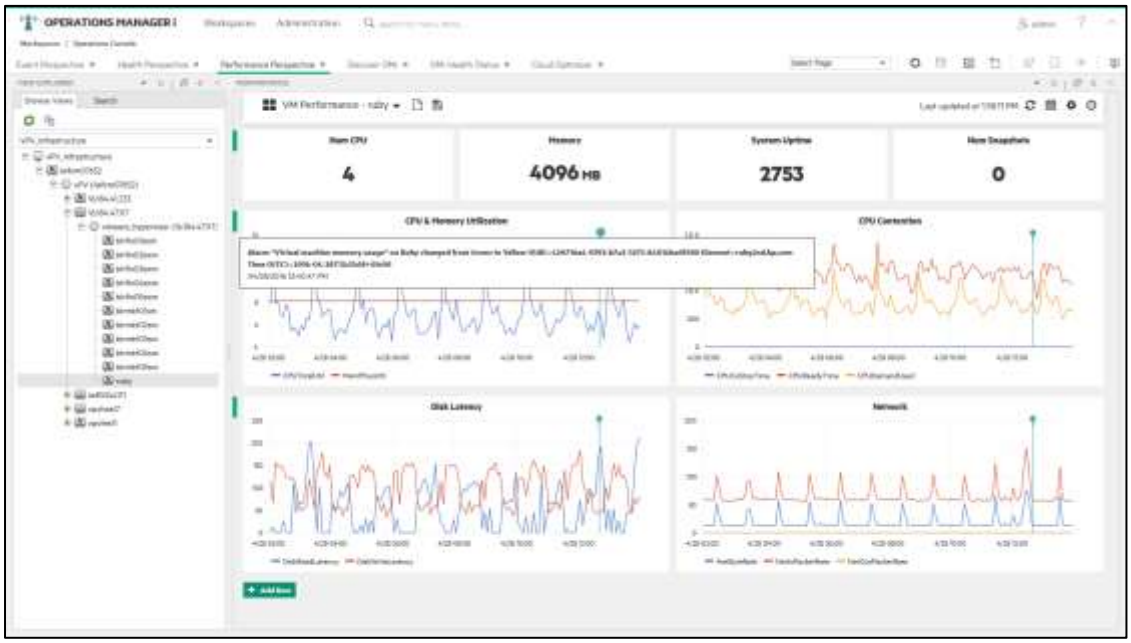
Q	What benefits do I get by integrating HPE Cloud Optimizer with HPE Operations Bridge Reporter (formerly SHR)?
A	You can integrate HPE Cloud Optimizer with HPE Operations Bridge Reporter (OBR) to extend the reporting capability and inspect the availability, health, performance and capacity of the virtualized environment. With HPE OBR, you get to produce long-term, cross-domain reports. You can generate reports in multiple formats (PDF, Microsoft Excel, CSV) based on a schedule and automatically email them. You can customize the existing reports and create your own Web Intelligence reports. At present, HPE Cloud Optimizer can retain data only up-to 90 days. However, HPE OBR provides data warehousing capability enabling you to store and report over a very long period. HPE OBR can also provide centralized reporting capability in a large environment that is monitored by multiple HPE Cloud Optimizer setups.
Q	Can you illustrate HPE Cloud Optimizer integration with HPE Operations Bridge with a solution architecture diagram?
A	A top-level solution architecture diagram is as follows:

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	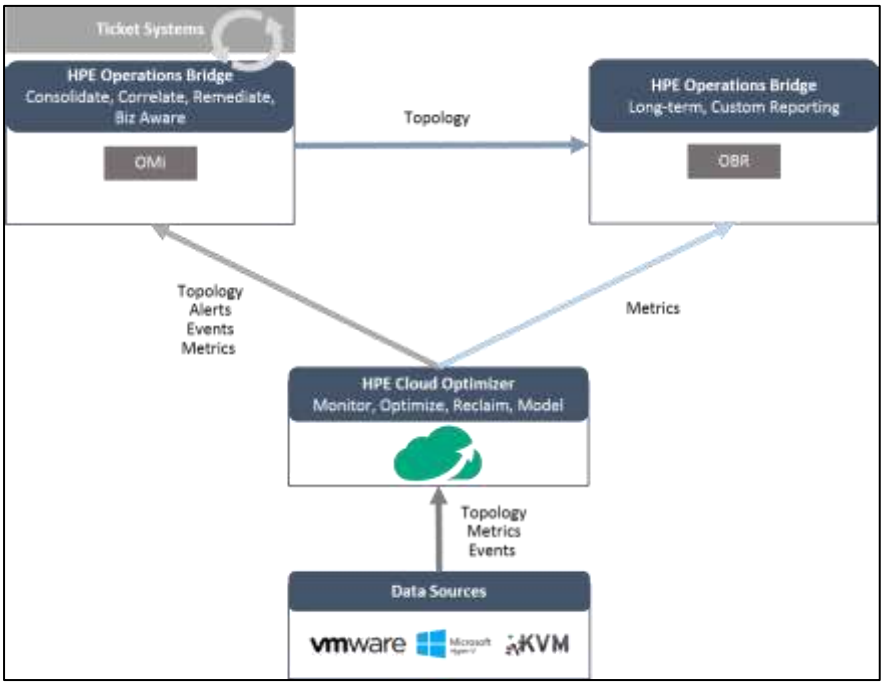
Q	What is the scalability limit of HPE Cloud Optimizer? How many virtual machines and hosts can I monitor with a single instance of HPE Cloud Optimizer?
A	A single instance of HPE Cloud Optimizer can support up to 10000 virtual machines and hosts in a VMware vSphere environment. It should be noted that scale is limited by the number of virtual machines and hosts being monitored by HPE Cloud Optimizer and not by the number of datasources (VMware vCenter, Microsoft Hyper-V, or KVM) registered to it.
Q	Where can I find more information about HPE Cloud Optimizer scalability and sizing requirements?
A	See the *HPE Cloud Optimizer Sizing Guide.* You need HP Passport credentials to access this link.
Q	I have a very large VMware vSphere environment (~ 20000 virtual machines and hosts). How can I monitor this environment with HPE Cloud Optimizer? How can I get a single page of glass view?
A	You need multiple HPE Cloud Optimizer instances (setups) monitoring parts of the VMware vSphere environment. It is most likely that you have multiple VMware vCenter Servers to manage the environment. You can have multiple HPE Cloud Optimizer setups with each setup registering a set of VMware vCenter servers as datasources. You can then integrate each of the HPE Cloud Optimizer setup with HPE OMi for centralized single pane of glass view of topology, alerts and performance graphs. You can also integrate the HPE Cloud Optimizer instances with HPE OBR for consolidated, long-term, and custom reporting.

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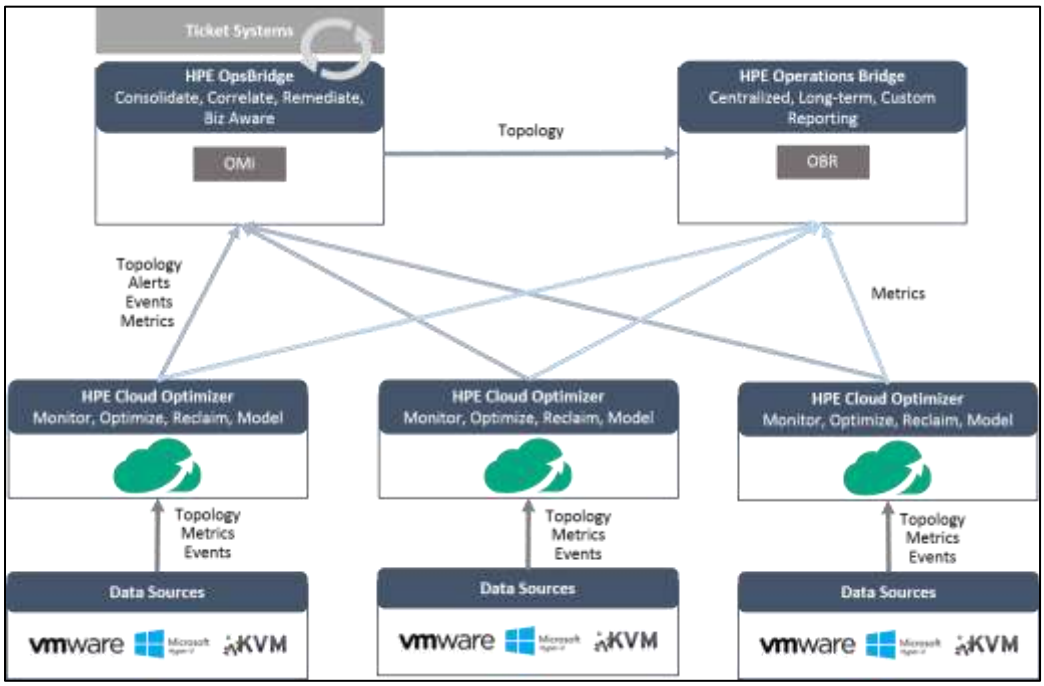
	Example: • East VMware vCenter Server manages an environment of ~7000 virtual machines and hosts. • Central VMware vCenter Server manages an environment of ~8000 virtual machines and hosts. • West VMware vCenter Server manages an environment of ~6000 virtual machines and hosts. Proposal: • Deploy three HPE Cloud Optimizer setups. • Register each VMware vCenter Server as a datasource target to one of the HPE Cloud Optimizer setups and start monitoring the environment. • Integrate each of the HPE Cloud Optimizer setup with HPE OMi and HPE OBR.
Q	Can you provide a solution architecture diagram to monitor a large virtual environment?
A	A top-level solution architecture diagram for monitoring a large virtual environment with multiple instances (setups) of HPE Cloud Optimizer is as follows: 
Q	Which versions of HPE OMi are supported with HPE Cloud Optimizer?
A	The supported HPE OMi versions are 10.01, 10.10, and 10.11. For complete and up-to-date information, see the *Support Matrix.* You need HP Passport credentials to access this link.
Q	What are the prerequisites to integrate HPE Cloud Optimizer with HPE OMi?

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A	The prerequisites are as follows: • All the monitored VM nodes should have host name set and vendor provided VM tools software, for example, VMware tools running on them. • HPE OMi Management Pack for Infrastructure 1.12 needs to be installed in HPE OMi before installing OMi Management Pack for CO. For more information, see *HPE Cloud Optimizer Online Help*.
Q	What are the steps to integrate HPE Cloud Optimizer with HPE OMi?
A	The steps to integrate HPE Cloud Optimizer with OMi are as follows: 1. Install a supported version of HPE Operations Agent in the HPE Cloud Optimizer system and configure it with HPE OMi. 2. Install OMi Management Pack for CO in HPE OMi. You can download it from HPE Cloud Optimizer Settings option. 3. Assign and deploy vPV Management Template and Aspects to the HPE Cloud Optimizer system. For more information, see the *HPE Cloud Optimizer Online Help*. For complete and up-to-date co-existence and integration support information, see the *Support Matrix.* You need HP Passport credentials to access this link.
Q	Which versions of HPE OBR/SHR are supported with HPE Cloud Optimizer?
A	SHR version 9.4 and HPE OBR version 10.0 is supported with HPE Cloud Optimizer 3.01. For complete and up-to-date information, see the *Support Matrix.* You need HP Passport credentials to access this link.
Q	Where can I download HPE OBR/SHR Content Pack for Cloud Optimizer and related documentation?
A	The HPE OBR/SHR Content Pack for Cloud Optimizer is available for download at HPLN. The download link includes the *Integration User Guide*.
Q	Which virtualization technologies or domains does the HPE OBR Content Pack for Cloud Optimizer support?
A	The HPE OBR Content Pack for Cloud Optimizer supports only VMware vSphere.
Q	What OOTB reports are provided by the HPE OBR Content Pack for Cloud Optimizer?
A	The HPE OBR Content Pack for Cloud Optimizer provides the following type of reports: • Inventory • Performance summary • Resource forecast summary • Resource bottleneck details • Top and bottom N resource utilization For list of available reports and their usage, see the *OBR Content Pack for Cloud Optimizer User Guide*.

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Q	How can I draw graphs for virtual infrastructure elements (virtual machines and hosts) in HPE OMi to triage a performance problem?
A	The HPE OMi Performance Dashboard enables you to visualize performance metrics in the form of a performance dashboard. When you integrate HPE Cloud Optimizer with HPE OMi, you can view and draw performance graphs for VMs and hosts via the vPV_Infrastructure view in the Performance Perspective tab. By default, HPE OMi Performance Dashboard comprises out-of-the-box dashboards. In addition, you can create and customize performance dashboards for the hypervisor hosts and VMs that you are monitoring. This can be achieved by configuring Single Sign-On (SSO) between HPE OMi and HPE Cloud Optimizer. For more information, see the *HPE Cloud Optimizer Online Help*.

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Type of Smart Alerts

Q	What are the various alerts generated for VMware vSphere environment?
A	Types of alert generated for VMware vSphere environment are as follows: • VM/Host/Cluster CPU saturation • Host CPU contention • VM/Host/Cluster memory saturation • VM misconfiguration for CPU/memory • Abnormal memory usage • Abnormal vMotion detection • Low free space on datastore • Abnormal IO activity detection in VMs • High disk IO latency in VMs • Low free space on guest file system For more information on metrics and conditions used, see *HPE Cloud Optimizer Online Help*.
Q	What are the various alerts generated for Microsoft Hyper-V environment?
A	Types of alert generated for Microsoft Hyper-V environment are as follows: • VM/Host CPU saturation • Abnormal CPU usage • Host high memory usage • Host abnormal memory usage • VM/Host memory saturation • Low free space on datastore For more information on metrics and conditions used, see *HPE Cloud Optimizer Online Help*.
Q	What are the various alerts generated for KVM environment?
A	Types of alert generated for KVM environment are as follows: • VM CPU saturation • VM memory saturation • VM abnormal/high memory usage and memory pressure • Low free space on datastore For more information on metrics and conditions used, see *HPE Cloud Optimizer Online Help*.

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Customizing Smart Alerts

Q	How can I change the severity of the alerts sent to HPE OMi?
A	You can customize the severity of alerts forwarded to HPE OMi. To customize the severity, edit the severity for the rules in the policy vPV-Omi Integration in HPE OMi and deploy it to the HPE Cloud Optimizer system. For more information, see *HPE Cloud Optimizer Online Help*.
Q	I do not want any alerts for my test virtual machines/hosts/clusters. How can I suppress the alerts?
A	HPE Cloud Optimizer provides the capability to suppress alerts for VMs, hosts, clusters, and datastores based on user-defined rules and conditions. To suppress alerts, edit the policy vPV-SuppressAlerts in HPE OMi to define the suppression rules and deploy the policy to the HPE Cloud Optimizer system. For more information, see *HPE Cloud Optimizer Online Help*.
Q	Is there a sample of rules to configure alert suppression?

A	Here is an example of rules to suppress alerts generated for test virtual machines and hosts. In this case, the VMs and hosts have the string `test` in their names:
	
	`[pvcd.alert.suppress.vm.rules]`
	`rules=Rule1`
	`[pvcd.alert.suppress.host.rules]`
	`rules=Rule1`
	`[pvcd.alert.suppress.vm.Rule1]`
	`Clause1=SystemName:LIKE:%test%`
	`[pvcd.alert.suppress.host.Rule1]`
	`Clause1=SystemHostName:LIKE:%test%`

Q	How can I get alerts when state of a virtual machine changes? For example, I need alerts to be generated when a virtual machine state changes to powered-off state or gets into an abnormal state like crash, hung, stuck, and so on.
A	While monitoring a virtualized environment, it is important to receive alerts when there is an unexpected change in the state of the virtual machines. With HPE Cloud Optimizer, you can receive alerts when there is a change in the state of the virtual machine. You can configure the VM states for which you would like to receive alerts. You can also configure and stop the alerts from being generated for some VM states, for example, when the VMs are a part of a planned maintenance activity. For instructions to configure virtual machine state monitoring, see *HPE Cloud Optimizer Online Help*.
Q	I see in the solution architecture diagrams that events can be forwarded to HPE OMi? What type of events can I forward?
A	HPE Cloud Optimizer provides you the capability to collect information about specific VMware vCenter events and alarms. When you integrate HPE Cloud Optimizer with HPE OMi, these events and alarms can be forwarded to the HPE OMi server, however, the vCenter alarms and events collected are not shown in HPE Cloud Optimizer alert inbox. For instructions to configure forwarding of VMware vCenter events and alarms to HPE OMi, see *HPE Cloud Optimizer Online Help*.

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Q	Can I forward events or alarms generated in a MS Hyper-V or KVM environment to HPE OMi via HPE Cloud Optimizer?
A	HPE Cloud Optimizer provides the capability of forwarding events and alarms only from VMware vCenter Server.
Q	I need to customize alert generation in HPE Cloud Optimizer? How can I do it?
A	Smart alert generation in HPE Cloud Optimizer is based on a sensitivity level setting. Sensitivity is based on the set of rules where the threshold range and values are defined for all the available resources. The generic set of rules are defined for CPU, memory, and datasources that contain the pre-defined threshold values. An alert is generated based on the type of sensitivity deployed. The type of sensitivity deployed defines the time to react to a given situation and issue an alert. The sensitivity is categorized as follows: • Low - This type sends the alert when the alert type situation persists for more than 20 minutes. • Medium -This type sends the alert when the alert type situation persists for more than 10 minutes. • High - This type sends the alert immediately as there is no wait time. • Custom - You can customize the pre-defined threshold values to generate the alerts. • Disable - This option is available to stop the alerts. The default sensitivity deployed is medium. You can configure the sensitivity based on the monitoring need. To configure the sensitivity level of HPE Cloud Optimizer alerting mechanism, you need to set the parameter SensitivityLevel in vPV-AlertSensitivity policy and deploy it to the HPE Cloud Optimizer system. For more information, see *HPE Cloud Optimizer Online Help*.
Q	How can I customize the thresholds used in the alerting mechanism according to my need?
A	To customize the thresholds values, you must set the parameter SensitivityLevel to Custom in vPV Alert Sensitivity policy in HPE OMi. You can then customize the threshold parameters as per your need in vPV Custom Alert Sensitivity Definition policy. Deploy both the policies to the HPE Cloud Optimizer system. For more information, see the *HPE Cloud Optimizer Online Help*.

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Migrating Virtualization Smart Plug-In (VI SPI) to HPE Cloud Optimizer

Q	I need only performance alerting capability for virtual environments and monitoring the environment from HPE OMi. I do not need capacity analysis, optimization, and modeling functions of the product? Shall I use an Express or Premium license?
A	You can use the Monitoring-only mode of HPE Cloud Optimizer. In Monitoring-only mode, HPE Cloud Optimizer collects topology and metrics from the configured datasource targets like VMware vCenter, Microsoft Hyper-V, or KVM and runs the smart alerting capability to detect performance anomalies, and forwards topology and alerts to HPE OMi. In Monitoring-only mode, performance visualization, monitoring and capacity management capabilities of HPE Cloud Optimizer are disabled. For more information, see http://www8.hp.com/us/en/software-solutions/capacity-planning-server-virtualization-management/try-now.html
Q	I am using HPE Operations Agent Virtual Appliance for VMware vSphere environment (OAVA) and VI-SPI to monitor my VMware vSphere environment. How can I migrate to HPE Cloud Optimizer?
A	You can use HPE Cloud Optimizer with the Monitoring-only mode.
Q	What are the advantages and benefits of migrating to HPE Cloud Optimizer from HPE Operations Agent Virtual Appliance for VMware vSphere environment and VI-SPI?
A	See the X86 Virtualization Technology Evolution to HPE Cloud Optimizer. You need HP Passport credentials to access this link.
Q	Where can I find a comparison between the alerts generated by HPE Operations Agent Virtual Appliance for VMware vSphere environment and VI-SPI solution and HPE Cloud Optimizer?
A	See the X86 Virtualization Technology Evolution to HPE Cloud Optimizer. You need HP Passport credentials to access this link.
Q	Where can I find more information about the Monitoring-only mode of HPE Cloud Optimizer and how to activate it?
A	See *HPE Cloud Optimizer Online Help*.

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Troubleshooting Smart Alerts

Q	I am using HPE Cloud Optimizer to monitor a VMware vSphere environment. How can I generate some sample alerts?
A	A quick way to generate a sample alert is to run a program like stress in a test Linux virtual machine. For example, with stress, you can load the system with high memory usage. HPE Cloud Optimizer detects abnormal high memory utilization symptom and reports alerts when abnormal high Memory usage is detected on virtual machine or virtual machine Memory is saturated. Sample stress command line on a Linux system with 2 GB memory configuration: `nohup stress --vm 2 --vm-bytes 2G --vm-stride 4096B --timeout 1y &` Note that the --vm-stride ensures increase of active memory usage for the Linux virtual machine. You can use similar tools on Windows virtual machines to create abnormal resource usage symptoms
Q	I would like to evaluate forwarding VMware vCenter events and alarms to HPE OMi from HPE Cloud Optimizer. How can I quickly test?
A	See *HPE Cloud Optimizer Online Help* for instructions to configure forwarding of VMware vCenter events and alarms to HPE OMi. Make sure that the VMware vSphere environment is discovered properly and the hosts and virtual machines are seen in the vPV_Infrastructure view in HPE OMi. You can then test the functionality by powering off or on a test virtual machine. You need to wait for a data collection interval for the event to appear in HPE OMi event browser.
Q	I don’t see a few virtual machines being discovered by HPE Cloud Optimizer. I do not see a few virtual machines in the vPV_Infrastrucure view on OMi. How can I troubleshoot?
A	Check if the virtual machine has a proper hostname/FQDN set. If the hostname of the virtual machine is set to localhost, it would be ignored by HPE Cloud Optimizer discovery mechanism. You can also look for errors or warnings in `/var/opt/OV/tmp/agtrep/service_discovery.log` in the HPE Cloud Optimizer system.
Q	I am evaluating HPE Cloud Optimizer integration with HPE OMi. How can I regenerate an alert that got triggered recently?
A	To regenerate an alert that got triggered recently, in the HPE Cloud Optimizer system: 1. Go to `/var/opt/OV/datafiles/pvSessionFiles.` 2. Delete all the files under this folder.
Q	I don’t see any alerts getting generated. What steps can I perform to see any alerts?
A	You can change the alert sensitivity to High and check. You can also change it to Custom, change the threshold parameters and verify alert generation.

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Q	How can I troubleshoot alert generation?

A	Steps to troubleshoot alert generation in HPE Cloud Optimizer are as follows:
	1. Go to `/var/opt/OV/conf/PV/Monitoring/Scripts` folder.
	2. Open the script which one you want to debug/run.
	3. Change the following line in the script:
	`monUtil.DeserializeTriggeredInstanceList(fileInputStr, til)`
	to
	`monUtil.DeserializeTriggeredInstanceList(fileInputStr, til,0)`
	
	This change creates a triggered instance list file (ti_<timestamp>, for example: ti_98676456) in `/tmp` folder during the next collection.
	4. Run the following command to debug the code:
	`/opt/OV/nonOV/python/bin/python /var/opt/OV/conf/PV/Monitoring/Scripts/<Script name> /tmp/<generated file(ti_*)>`

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Miscellaneous

Q	Where I can find the license entitlement matrix for HPE Cloud Optimizer? Or What is the entitlement difference between Express and Premium licenses of HPE Cloud Optimizer? Or What are the capability differences in HPE Cloud Optimizer across the supported virtual and cloud environments?
A	See the HPE Cloud Optimizer Options/Entitlement table at http://www8.hp.com/us/en/software-solutions/capacity-planning-server-virtualization-management/try-now.html.
Q	Where can I find blog posts related to HPE Cloud Optimizer?
A	Access all blog posts related to HPE Cloud Optimizer using this link.
Q	Where can I find HPE Cloud Optimizer demo videos?
A	See this YouTube playlist.

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