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VX INSTALLATION

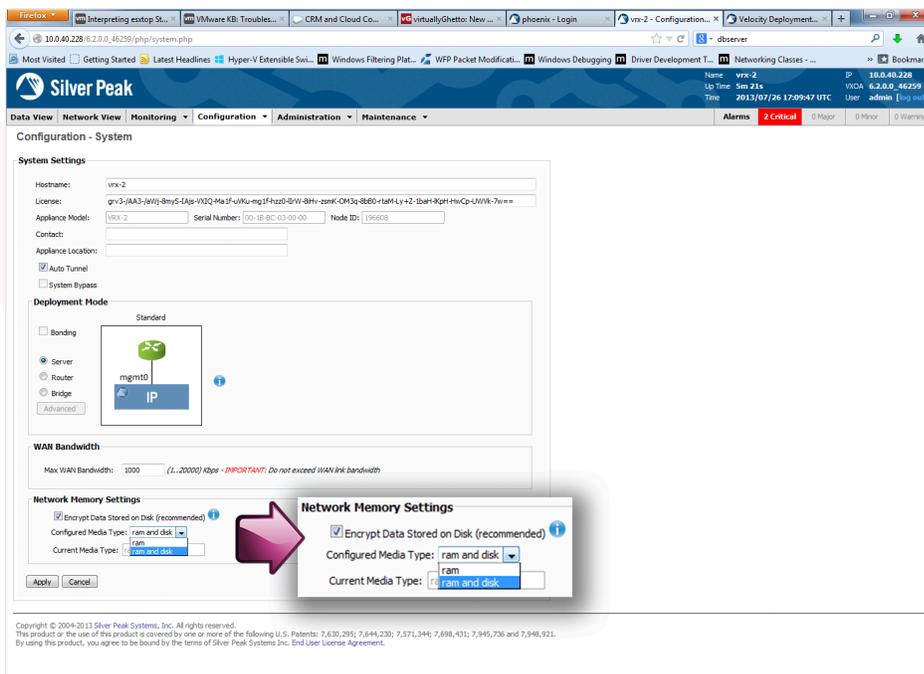
This section addresses questions or problems you may encounter during Silver Peak VX installation.

I. I need to adjust the disk allocated to the Silver Peak virtual appliance from its default. How should I do it?

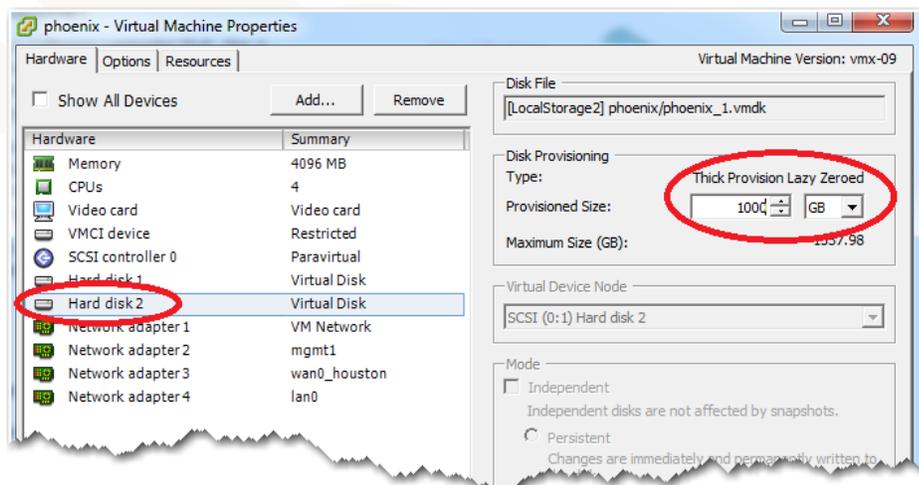
There are two virtual hard disks in Silver Peak Virtual Appliances:

- The first virtual hard disk is 30GB of system storage and cannot be increased.
- The second virtual hard disk is for Network Memory (NM). Its size varies by VX model.
- The [VX Virtual Appliance Host System Requirements](#) document specifies the recommended combined storage of the system disk and NM disk.

Silver Peak virtual appliances do not utilize NM storage when the network memory is set to **ram** (see the figure below). Therefore, set Network Memory to **ram and disk** before increasing the NM disk size.



The following screenshot shows where to modify the size of Hard disk 2 (the NM disk) in vSphere.



For the NM disk change to take effect, you must reboot the appliance.

- If more than 250GB of hard disk is configured, we recommend that you have at least 8GB of memory.
- If you don't need the NM disk, you can configure the Network Memory Settings to **ram** in the WebUI.
- To reclaim the disk space on the host, you can delete **Hard disk 2** from vSphere and reboot the appliance.

2. After installation, how do I know if my hard disks meet Silver Peak VX host requirements?

To check if your storage supports the IOPS required by installed Silver Peak VX, you can use the console command, **selftest start disk**.

This command has the following consequences:

- **selftest start disk** puts the system in bypass mode and performs read/write operations on the disks.
- The system will not process any network traffic for the duration of the test.
- After the tests are complete, you will be prompted to enter **show selftest disk** to see the results.
- If you attempt to run other commands while the test is running, you will receive errors.
- After viewing the results, you will be prompted to reboot the system.

WARNING: If you are remote and management connectivity goes through the data path, you will lose connectivity to your virtual appliance. In this case, you can only reboot the virtual appliance via remote access to the host.

Following is sample output for the command, **selftest start disk**:

```
houston (config) # selftest start disk
```

```
This is an intrusive self test. This test will put the system in bypass mode and perform read/write operations on the disks. The system will not process any network traffic for the duration of the test. At the end of the test, you need to reboot the system using 'reboot clean'. While the test is running, if you attempt to run other commands, you will receive errors.
```

```
Do you want to proceed? (y/n) y
```

```
Disk self test started. Use 'show selftest disk' to see the results of the test.
```

```
houston (config) # show selftest disk
```

```
Disk self test results:
```

```
Disk read results:
```

```
Duration: 26 seconds  
I/O operations per second (IOPS): 577  
Rate (MBytes/second): 144  
Latency (ms): average: 27 max: 190
```

```
Disk write results:
```

```
Duration: 60 seconds  
I/O operations per second (IOPS): 250  
Rate (MBytes/second): 62  
Latency (ms): average: 62 max: 590
```

Supported maximum WAN bandwidth:

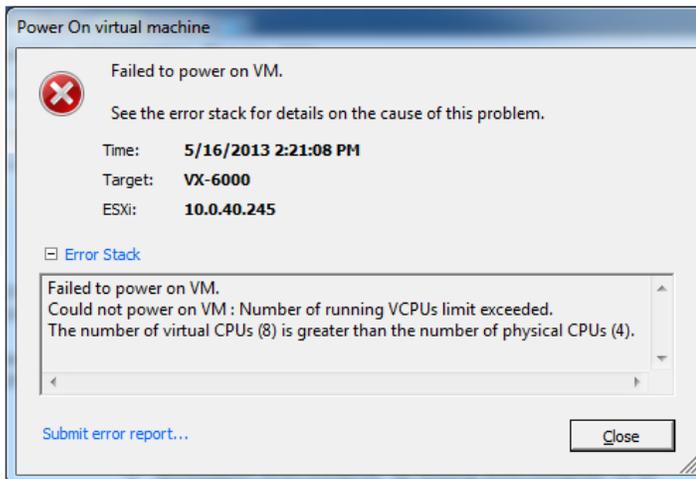
4 Mbps	: Yes
10 Mbps	: Yes
20 Mbps	: Yes
50 Mbps	: Yes
100 Mbps	: No
200 Mbps	: No
622 Mbps	: No
1000 Mbps	: No

A reboot is required after disk selftest. Do you want to restart the appliance? (y/n)

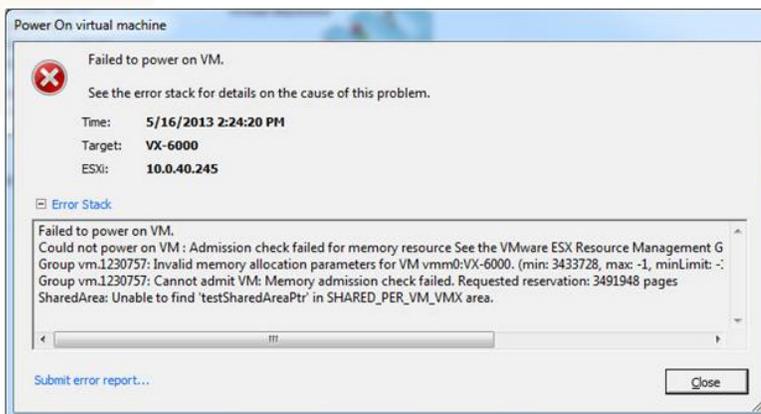
3. I couldn't power on my Silver Peak virtual appliance, and I received an error message about resources. What should I do?

Here are two possible error messages that you could receive from the vSphere client when powering on the Silver Peak virtual appliance:

- a) The host doesn't have a sufficient number of physical CPUs to support your VX model.



- b) The host doesn't have sufficient CPU or RAM resources to meet the required reservation for your VX model.



For more information about the resources requirements for your VX model, check the [VX Virtual Appliance Host System Requirements](#) document.

4. I received this error message in vSphere when setting up the Silver Peak Virtual Appliance: "Insufficient resources to satisfy configured failover level for vSphere HA". What should I do?

This is associated with VMware's admission control, which ensures that sufficient resources are reserved for virtual machine recovery in the event of host failure. These policies can be expressed by either an absolute number or a percentage.

The document, see [VMware vSphere High Availability 5.0 Deployment Best Practices](#), addresses the issue with the following statement:

"Select the Percentage of Cluster Resources Reserved policy for admission control. This policy offers the most flexibility in terms of host and virtual machine sizing and is sufficient for most situations. When configuring this policy, the user should choose a percentage for CPU and memory that reflects the number of host failures they wish to support."

So, switching to the percentage of cluster resources reserved should resolve this error.

Refer to VMware's document for further details.

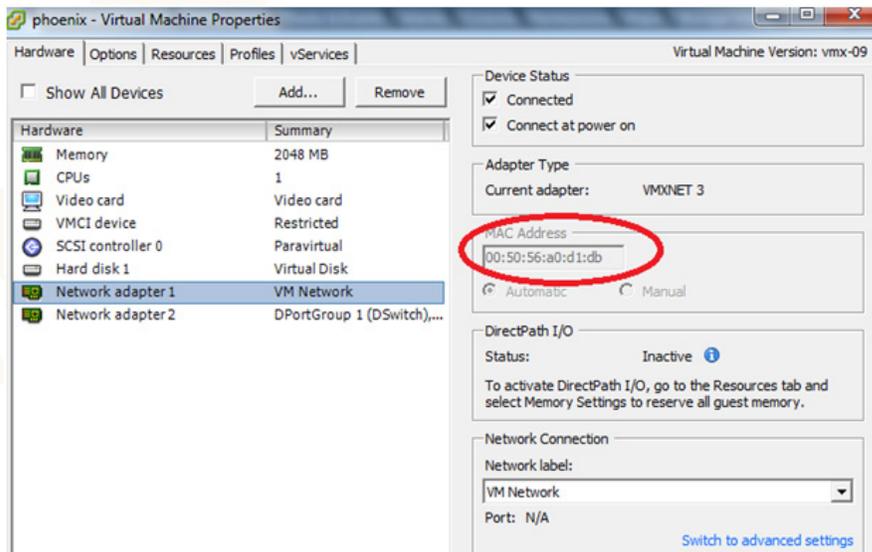
5. After configuring multiple network adaptors during the initial installation, I have trouble configuring the static IP address for the management interface. What should I do?

If your virtual appliance has only one network adaptor, please refer to the [Quick Start Guides](#) for using your VX Virtual Appliance in Router Mode.

If you configure your virtual appliance with more than one network adaptor during OVF installation, you must specifically assign the **mgmt0** IP address to the appropriate network adaptor. Use the following CLI commands to establish management connectivity to the VX.

NOTE: Although the method applies to all hypervisors, the example here shows VMware.

- Select the Silver Peak virtual appliance and right-click to access **Edit Settings**.
- Select the network adapter for VX management traffic and note its MAC address.

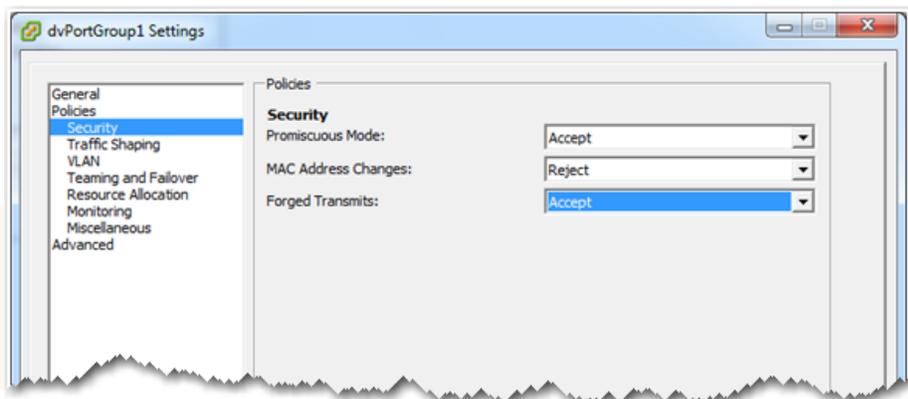


VX CONFIGURATION & OPERATION

This section addresses questions of problems you may encounter after a Silver Peak VX instance is installed and running.

1. My VX is installed on vSphere in Bridge mode, but there's no traffic going through the VX. What should I do?
 - If you have a vSphere standard switch, set **Promiscuous Mode** to **Accept**.
 - If you have a vSphere distributed switch, set **Promiscuous Mode** to **Accept** and set **Forged Transmit** to **Accept**.

The screen below shows an example how to set both **Promiscuous Mode** and **Forged Transmit** to **Accept** in vSphere.



2. I experienced significant packet loss after configuring NIC teaming on my ESXi host. What could be the problem?

If IP-based load balancing is selected, you must configure EtherChannel on the neighboring switch. You can find a sample of EtherChannel configuration in the VMware Knowledge Base: http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1004048

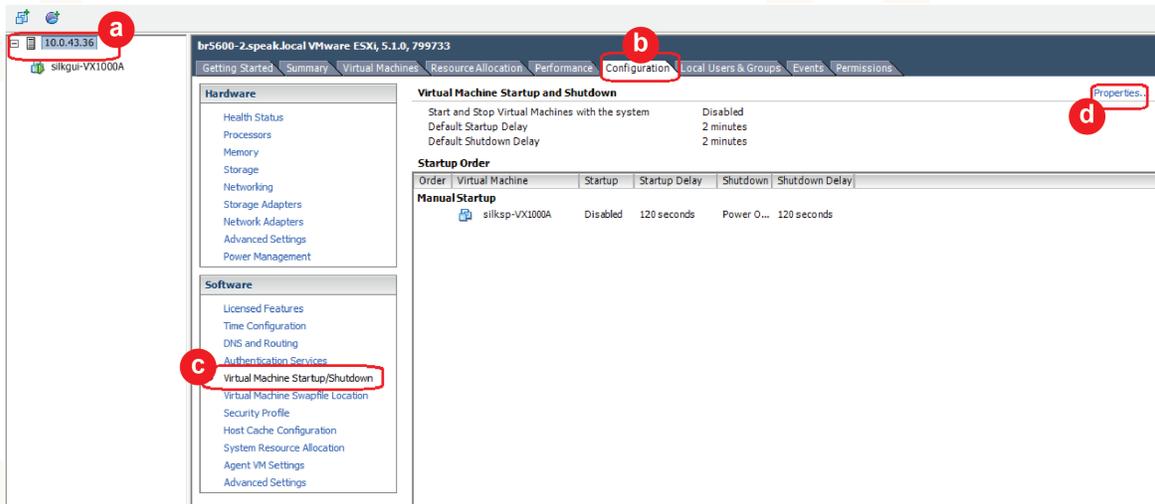
3. How do I upgrade one Silver Peak model to another (for example, upgrade from a VX-1000 to VX-6000)?

VXOA 5.2 and later releases enable Virtual Appliance model upgrades on running systems without requiring redeployment of the virtual appliance. To upgrade to a new model, simply apply the new license in the Appliance Manager's Configuration - System page and reboot.

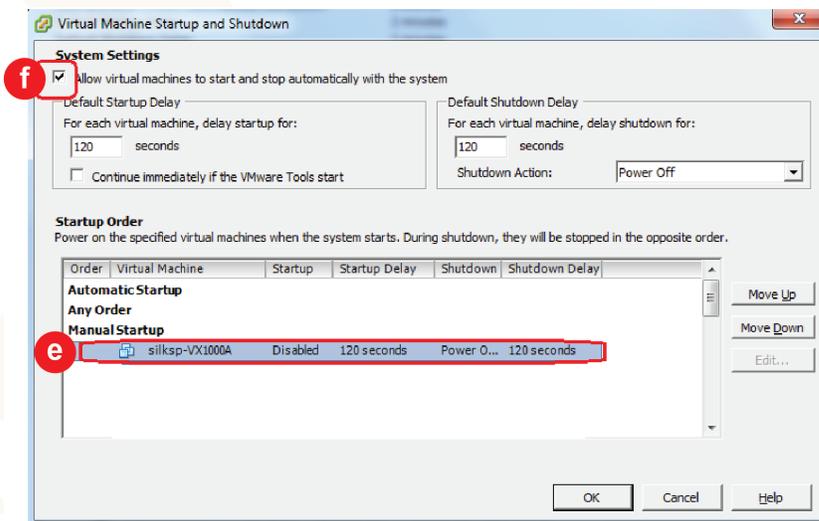
4. I have to manually power on the Silver Peak Virtual Appliance when I power on the host. Is there a way I can enable automatic power on in VMware?

To enable automatic power on, do the following:

- a) In the left navigation pane, select the host.



- b) Select the **Configuration** tab.
- c) Under **Software**, select **Virtual Machine Startup/Shutdown**.



- d) In the upper right corner, click **Properties**.
The Virtual Machine Startup and Shutdown window appears.
- e) Select the Silver Peak virtual machine.
- f) Select **Allow virtual machines to start and stop automatically with the system**.
- g) Leave all other settings in the window at their defaults.

5. Can I roll back a Silver Peak virtual appliance using VMware's snapshot?

Technically, yes, but it's not recommended for the following reasons:

- When a snapshot is taken, VMware freezes the virtual disks that belong to a VX, and all subsequent disk writes are stored on new data disks. It increases the disk usage.
- Snapshot can cause disk I/O performance degradation.
- When a VX is rolled back to an earlier snapshot, the restored network memory pages might be out of sync with other VX peers in the network. As a result, the connections are reset by the Silver Peak appliance.

6. Can I upgrade the VMware VMTool in the Silver Peak Virtual Appliance?

No, the VMTool is integrated into the Silver Peak virtual appliance and cannot be upgraded separately. The VMTool in the Silver Peak Virtual Appliance has the latest para-virtual drivers.

7. Can I use vMotion to migrate my Silver Peak virtual appliance from one host to another?

Yes, vMotion can move a live, running Silver Peak virtual appliance from one host to another. For more information about VMware vMotion, see <http://www.vmware.com/files/pdf/VMware-VMotion-DS-EN.pdf>

8. Can I use VMware Fault Tolerance with a Silver Peak virtual appliance?

Up to and including ESXi 5.1, VMware Fault Tolerance can't work with virtual machines that have more than 1 vCPU. Therefore, it cannot support the Silver Peak virtual appliance.

VX PERFORMANCE ISSUES

- I. The Silver Peak Virtual Appliance's performance can be affected by the Hypervisor setting, the host setting, or the VX settings. Here are some troubleshooting guidelines.
 - a) **Check your Silver Peak's VX host BIOS setting.** The BIOS should be set to maximize the performance. Setting BIOS to other values could have a significant negative impact on the Silver Peak Virtual Appliance's performance. Please refer to the vendor's documentation for guidance on setting the power mode in the BIOS. Here are two examples:
 - On HP servers, find the **Power Management Options** in the BIOS. Then do the following:
 - i. For the HP Power Regulator, select the **HP Static High Performance Mode** option, and
 - ii. For the HP Power Profile, select the **Maximum Performance** option.
 - On Dell servers, find the **Power Management** options in the BIOS. Set **Power Management** to **Static Max Performance**.
 - b) **Check your hard disk.** Use the **selftest start disk** command to check if your storage supports the IOPS required by the installed Silver Peak VX. For more details, refer to Question #2 in this document's *VX Installation* section.
 - c) **Is Hyper-threading enabled?** If your servers support Hyper-threading, we recommend that you enable it for better appliance performance.
 - d) **Which hypervisor and version are you using?** Check out the [VX Virtual Appliance & Hypervisor Compatibility Matrix](#). Silver Peak runs regular performance tests on VXOA software against major releases of vSphere, Hyper-V, XenServer, and KVM. The Compatibility Matrix summarizes the performance results, as well as the workarounds for some performance issues.
 - e) **Do you have other VMs on the same host where VX is installed?** The Silver Peak virtual appliance can share the physical adapter with other VMs on the same host. However, other VMs could impact Silver Peak virtual appliance's performance if they overload the physical adapter with their traffic.
 - f) **If you're using NIC teaming with Silver Peak VX, are the other VMs configured to share the same physical adapter?** You can use NIC teaming with the Silver Peak virtual appliance. However, if your Silver Peak virtual appliance and other VMs share the same physical adapters, the other VMs could impact the Silver Peak virtual appliance's performance when they overload the physical adapters with their traffic. This can happen even when load balancing is configured.

NOTE: The following performance diagnoses (Questions 2, 3, and 4) use VMware ESXi Shell commands as examples. If your environment runs other hypervisors, please contact Silver Peak for more information.

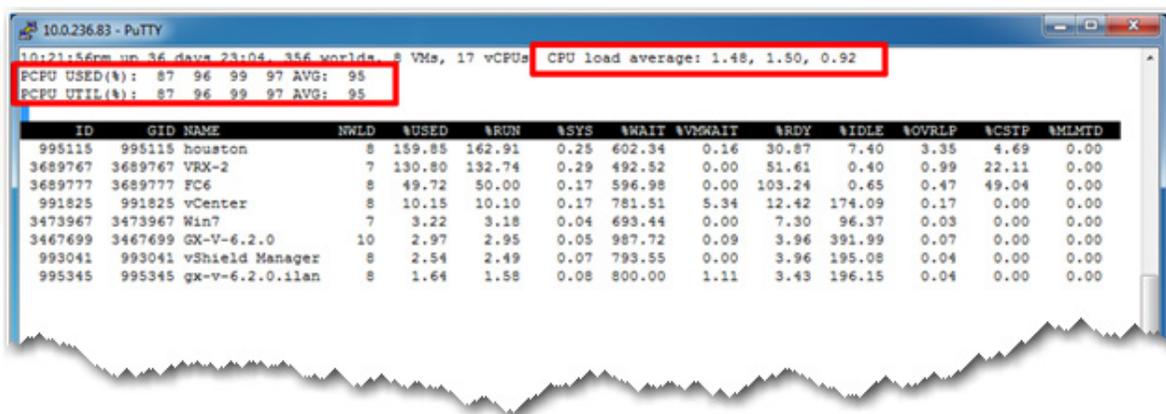
2. Can VX performance be affected by the CPU constraint on its host? And how can I diagnose that?

You can use **esxtop** to monitor both the physical CPU utilization and the guest virtual CPU scheduling statistics. **esxtop** is a command-line utility available in the ESXi SSH shell.

You can find more details about **esxtop** in these resources:

- [VMWare KB:Troubleshooting ESX/ESXi virtual machine performance issues \(2001003\)](#)
- [Interpreting esxtop Statistics](#)
- [vSphere Monitoring and Performance](#)

First, check whether the physical CPU is overloaded. Here is a sample output of the CPU utilization statistics from **esxtop**.



- a) The **CPU Load Average** refers to average CPU load over the past 1, 5, and 15 minutes.

The higher these numbers are, the more stress the CPUs are under. If the average load is equal or larger than 1.0, the physical CPUs is overloaded.

- b) A **PCPU** can be a physical CPU core if hyper-threading is disabled or a logical CPU if hyper-threading is enabled.
- When hyper-threading is used, there are two PCPUs on each core, and **CORE UTIL (%)** is listed. The screenshot above **does not** use hyper-threading — if it did, CORE UTIL (%) would be listed, and the stats would show eight CPUs, not four.
 - **PCPU USED %** represents the percentage of CPU usage per PCPU and its average over all PCPUs.
 - **PCPU UTIL %** represents the percentage of real time that the PCPU was not idle. It displays the percentage of CPU utilization per PCPU and the percentage CPU utilization over all PCPUs. z

PCPU UTIL % might differ from **PCPU USED %** due to power management or hyper-threading.

If some or all of the PCPUs are near 100%, it's possible that your CPU resources are under stress, or imbalanced.

Next, examine the scheduling statistics for the virtual CPUs that belong to the Silver Peak VX.

To expand the CPU statistics, enter the **gid** of the Silver Peak VX.

```

10:24:14pm up 36 days 23:07, 358 worlds, 8 VMs, 17 vCPUs: CPU load average: 1.45, 1.49, 1.12
PCPU USED(%): 91 93 99 99 AVG: 96
PCPU UTIL(%): 91 93 99 99 AVG: 96

```

ID	GID	NAME	NWLD	%USED	%RUN	%SYS	%WAIT	%VMWAIT	%RDY	%IDLE	%OVRLP	%CSTP	%MLMTD	%SWP
995115	995115	houston	8	147.25	149.42	0.29	592.20	0.13	32.61	5.30	2.48	11.31	0.00	0.0
2164630	3689767	vmx	1	0.13	0.13	0.00	96.35	-	1.67	0.00	0.00	0.00	0.00	0.0
2164632	3689767	vmast.2164631	1	0.08	0.08	0.00	97.79	-	0.27	0.00	0.00	0.00	0.00	0.0
2164634	3689767	vmx-vthread-5:V	1	0.00	0.00	0.00	98.14	-	0.00	0.00	0.00	0.00	0.00	0.0
2164635	3689767	vmx-sks:VRX-2	1	2.47	2.49	0.00	91.90	-	3.75	0.00	0.03	0.00	0.00	0.0
2164636	3689767	vmx-svga:VRX-2	1	0.00	0.00	0.00	98.14	-	0.00	0.00	0.00	0.00	0.00	0.0
2164637	3689767	vmx-vcpu-0:VRX-	1	70.02	70.59	0.14	0.00	0.00	20.04	0.00	0.72	7.51	0.00	0.0
2164638	3689767	vmx-vcpu-1:VRX-	1	69.47	69.86	0.12	0.44	0.00	19.91	0.44	0.51	7.93	0.00	0.0
3689777	3689777	PC6	8	53.93	53.45	0.19	586.76	0.00	98.02	1.01	0.59	46.94	0.00	0.0
991825	991825	vCenter	8	9.10	9.01	0.16	756.32	7.39	14.48	162.09	0.12	3.29	0.00	0.0
995345	995345	qx-v-6.2.0.ilan	8	2.87	2.83	0.05	775.87	2.77	4.49	186.03	0.04	0.00	0.00	0.0
3473967	3473967	Win7	7	2.66	2.58	0.06	676.92	0.00	5.74	95.14	0.02	0.00	0.00	0.0
993041	993041	vShield Manager	8	2.26	2.20	0.08	778.25	0.00	2.63	192.50	0.04	0.00	0.00	0.0
3467699	3467699	GX-V-6.2.0	10	2.23	2.14	0.07	974.59	0.01	2.02	387.83	0.01	0.00	0.00	0.0

In this example, Silver Peak VX has 2 CPUs. The most important statistics for these two vCPUs are **%RDY** and **%CSTP**.

- %RDY** represents the percentage of time that the virtual machine was ready but could not be scheduled to run on a physical CPU. Under normal operating conditions, this value should remain under 5%.
- %CSTP** represents the percentage of time a resource pool spends in a ready, co-schedule state.

A high %CSTP usually means the VM does not use vCPUs in a balanced fashion.

The vCPU with high %CSTP is used more often than the others. This used to be a serious performance issue for VMs with a large number of vCPUs in older ESXi releases. There have been great improvements in the area of CPU scheduling since ESXi 4.1 and co-scheduling issues are rare for Silver Peak VX on ESXi 4.1 and later releases.

3. Can VX performance be related to memory over-commitments on a host?

ESXi is designed to handle memory over-commitments by using transparent page sharing, ballooning, and host swapping.

The Silver Peak virtual appliance pre-allocates most of the memory resources and doesn't free up the resources during operation. Therefore, transparent page sharing and ballooning won't impact guest performance.

On the other hand, host swapping has a significant performance impact.

To monitor the host swapping activities, you can use the **esxtop** memory statistics. Here's a sample snapshot:

```

10.0.236.83 - PuTTY
11:46:40pm up 37 days 27 min, 364 worlds, 9 VMs, 18 vCPUs; MEM overcommit avg: 1.76, 1.74, 1.56
PMEM /MB: 16382 total: 1024 vmk, 13923 other, 1434 free
VMMEM/MB: 16303 managed: 653 minfree, 11416 rsvd, 4887 usrvd, high state
NUMA /MB: 8190 ( 602), 8192 ( 748)
FSHARE/MB: 5651 shared, 248 common: 5403 saving
SWAP /MB: 4570 curr, 4872 relnstg: 1.20 r/s, 0.00 w/s
LIF /MB: 1070 zipped, 708 saved
MEMCTL/MB: 9379 curr, 9379 target, 10760 max

  QID NAME          MEMSI  GRANT  SITOT  TCHD  TCHD W  SWCUR  SWTOT  SWR/s  SWW/s  LLSWR/s  LLSWW/s  OVRDOW  OVRSD  OVRDMAX
3694541 VRX-2      12288.00  6157.80  3911.50  1843.20  1597.44  0.00  0.00  0.00  0.00  0.00  0.00  6.95  200.77  226.05
991825 vCenter      8192.00  2339.38  2172.15  1300.85  965.14  0.00  0.00  0.00  0.00  0.00  0.00  6.77  205.26  217.61
993041 vShield Manager 8192.00  3328.47  3279.12  245.76  245.76  6.93  6.47  0.00  0.00  0.00  0.00  6.70  172.44  198.91
3695645 phoenix     4096.00  3427.07  2993.86  3112.96  2867.20  0.00  0.00  0.00  0.00  0.00  0.00  6.52  75.29  95.59
3467699 GX-V-6.2.0 4096.00  696.60  673.65  227.90  182.32  0.56  0.00  0.00  0.00  0.00  0.00  7.07  225.44  245.67
995345 gx-v-6.2.0.ilan 2048.00  518.09  580.50  270.50  245.14  0.85  0.00  0.00  0.00  0.00  0.00  6.52  98.19  109.11
3473967 Win7       2048.00  125.77  208.30  61.46  30.73  9.94  8.75  0.00  0.00  0.00  0.00  10.27  65.66  74.08
995115 houston     2048.00  905.18  420.29  163.84  102.40  0.00  0.00  0.00  0.00  0.00  0.00  6.70  104.29  111.84
3689777 FC6        1024.00  107.93  219.50  79.72  62.00  5.26  3.93  0.00  0.00  0.00  0.00  6.55  85.41  91.81

```

- MEM overcommit avg** represents the ratio of the requested memory to the available memory, minus 1 (one).
- SWAP** and **SWCUR** are statistics for host swapping.

SWCUR represents the current swap usage for a given VM. If values are greater than 0, the host has swapped memory page in the past, most likely caused by memory overcommitment.

4. How can I detect if the Silver Peak VX drops packets?

esxtop provides networking statistics on all the vSwitch ports. Here is a sample snapshot of the network statistics:

```

10.0.236.83 - PuTTY
12:16:29am up 37 days 59 min, 360 worlds, 8 VMs, 17 vCPUs; CPU load average: 0.65, 0.58, 0.94

  PORT-ID  USED-BY  TEAM-PNIC  INAME          PKT/s  Mb/s  PKT/s  Mb/s  DRPTX  DRPRX
33554433  Management  n/a  vSwitch0      0.00  0.00  0.00  0.00  0.00  0.00
33554434  Shadow of vnic0  n/a  vSwitch0      19.84  0.23  25.94  0.02  0.00  0.00
33554435  Shadow of vnic0  n/a  vSwitch0      0.00  0.00  0.00  0.00  0.00  0.00
33554436  vmk0        vnic0  vSwitch0      17.17  0.23  21.74  0.01  0.00  0.00
33554447  580592:vCenter  vnic0  vSwitch0      1.91  0.00  1.91  0.00  0.00  0.00
33554448  581288:vShield Manag  vnic0  vSwitch0      0.76  0.00  0.76  0.00  0.00  0.00
33554451  582728:gx-v-6.2.0.ilan  vnic0  vSwitch0      0.00  0.00  0.00  0.00  0.00  0.00
33554457  582581:houston     vnic0  vSwitch0      0.00  0.00  0.00  0.00  0.00  0.00
33554463  2032854:GX-V-6.2.0  vnic0  vSwitch0      0.76  0.00  0.38  0.00  0.00  0.00
33554464  2034531:Win7       vnic0  vSwitch0      0.00  0.00  0.38  0.00  0.00  0.00
33554470  2164648:FC6       vnic0  vSwitch0      0.00  0.00  0.00  0.00  0.00  0.00
33554475  2168970:VRX-2     vnic0  vSwitch0      0.00  0.00  0.38  0.00  0.00  0.00
50331650  Management  n/a  DvsPortset-0  0.00  0.00  0.00  0.00  0.00  0.00
50331651  vnic6      -  DvsPortset-0  72077.56  831.45  45132.83  520.62  0.00  1.90
50331652  Shadow of vnic6  n/a  DvsPortset-0  0.00  0.00  0.00  0.00  0.00  0.00
50331654  582581:houston.eth1  vnic6  DvsPortset-0  44955.83  518.59  45132.83  520.62  0.00  1.90
50331656  2034531:Win7.eth1  vnic6  DvsPortset-0  0.00  0.00  0.00  0.00  0.00  0.00
50331659  2164648:FC6.eth1  vnic6  DvsPortset-0  45548.09  525.66  45548.09  525.66  0.00  0.00
50331662  2168970:VRX-2.eth1  vnic6  DvsPortset-0  47904.59  552.61  47904.59  552.61  0.00  0.00
47108872  Management  n/a  vSwitch1      0.00  0.00  0.00  0.00  0.00  0.00
83884081  Management  n/a  vSwitch3      0.00  0.00  0.00  0.00  0.00  0.00
83884082  vnic2      -  vSwitch3      0.00  0.00  0.00  0.00  0.00  0.00
83884083  Shadow of vnic2  n/a  vSwitch3      0.00  0.00  0.00  0.00  0.00  0.00

```

Identify the vSwitch connected to the data port of the Silver Peak VX, and then monitor the **%DRPTX** and **%DRPRX** columns.

They represent the percentage of transmit and receive packet drops. Both of them should be zero. Packet drops at the vSwitch are usually related to throughput constraints at the physical network adapter on the ESXi hosts.

VX LICENSES

1. Can I extend my Evaluation License? If so, how?

You can extend your evaluation license as long as it's not expired. To do so, please contact your account executive. If your evaluation license is already expired, it cannot be extended and you need a new license.

2. Can I convert my eval license to a paid license (perpetual or subscription)?

The eval license cannot be directly converted to a paid License. You need to purchase a new license and apply the new license to the Silver Peak VX.

3. What happens to traffic when my license expires?

When the license expires, the Silver Peak virtual appliance stops traffic optimization, tears down the tunnel, and allows traffic to pass through.

4. What happens if the WAN circuit is larger than the Silver Peak VX's WAN bandwidth capacity?

In this case, traffic is shaped to the WAN bandwidth setting of the Silver Peak VX.

5. What would happen if the traffic exceeds the flow count capacity of my Silver Peak VX?

When the flow count capacity is reached, you can configure the excess flow traffic to be bypassed or dropped. The default behavior is to bypass the excess flow traffic.

6. Am I required to reinstall VX and rebuild the configuration when I switch from an eval to a paid license?

With VXOA 5.2 and later releases, you only need to apply the new license to the Silver Peak VX and reboot the software.

7. How do I convert between VX and VRX models?

You need a license for the new model. Apply the new license and reboot the virtual appliance.

NOTE: You may need to adjust the host resources and VX configuration for the new model.

8. How do I get back my license if I lose it?

You can login to the Silver Peak support portal, where you can retrieve your license.