NetIQ Cloud Manager 2.4 Patch 4 Release Notes

January 2016

Cloud Manager 2.4 Patch 4 (`NCM_2.4.0_Patch4.zip`) is a cumulative patch: it includes fixes for new issues as well as the issues resolved in Cloud Manager 2.4 Patch 1, Patch 2, and Patch 3. This patch includes all of the files you need to update the Application Server component of Cloud Manager (specifically, Cloud Manager Application Server 2.4) and the Orchestration Server component of Cloud Manager (specifically, Cloud Manager Orchestration Server 3.4).

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The documentation for this product is available on the NetIQ website in HTML and PDF formats. If you have suggestions for documentation improvements, click **Comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the Cloud Manager 2.4 NetIQ Documentation web page (https://www.netiq.com/documentation/cloud-manager-24/).

1 Issues Fixed in Patch 4

Cloud Manager 2.4 Patch 4 provides a fix for the following issue, as well as the fixes for issues resolved in Cloud Manager 2.4 Patch 1, Patch 2, and Patch 3:

- **962370 - Workload Details report is missing NICs, disks, and service level information.**

  Addressed an issue that caused information about NICs, disks, and services to be omitted from the Workload Details report.

2 Issues Fixed in Patch 3

Cloud Manager 2.4 Patch 3 provides fixes for the following issues, as well as the fixes for issues resolved in Cloud Manager 2.4 Patch 1 and Patch 2:

- Improved performance for loading workload lists.
- Ability to ignore Zone communications when you delete workloads. Contact NetIQ Technical Support (https://www.netiq.com/support/) for assistance with this feature.
- **949937 - Issue with time-outs in NCM during high load periods.** Addressed an issue with orphaned tasks in the database, and made other changes to improve the performance for data retrieval. These fixes should provide significant performance increases in the loading of several lists, including the deployed workloads list.
- **929412 - Deployed workloads list takes a while to load.** Addressed database and data retrieval issues (See 949937). These fixes should provide significant performance increases for the loading of the deployed workloads list.

3 Issues Fixed in Patch 2

Cloud Manager 2.4 Patch 2 provides fixes for the following issues, as well as the fixes for issues resolved in Cloud Manager 2.4 Patch 1:

- **937695 - Workload status is stuck on a Cancelling state.** This condition occurs during a lifecycle start up of a workload if the Orchestration Server is unable to assign the workload to a host. The attempt times out, putting the workload into a never-ending Cancelling state.

  After you apply this patch, when a workload is put in Cancelling state, the Cloud Manager Life Cycle operation returns the workload status to a Stopped state, and the startup request completes with failure.

- **937690 - A Force Workload Completion on a Business Service that is not in an Active Workflow caused the deployed Business Service to be moved into the Request list in a Defining state. Attempts to delete the Request would delete both the Request and Deployed Business Service.** The Force Workload Completion task is supported only for Business Services that are in the Active Workflows, and should never be attempted on a Business Service that is not in an Active Workflow.

  If this condition occurs now, a message is given that no workflow exists, and then exits without putting Business Service into the Request list.

- **937134 - Getting stuck jobs in the Active Workflows if the user hits submit twice or two users submit the same Change Request at same time.** Usually, Cloud Manager detects duplicate change requests for a Business Service, and the second submission returns an error. However, depending on the timing of the duplicate submission and the latency of the network, if duplicate requests arrive at the same time, the requests might be processed in separate threads. The duplicate job gets stuck in Active Workflows and cannot be easily removed.

  After you apply this patch, only a single thread is allowed at a time for a change request for a Business Service. Subsequent requests are blocked until the initial request is completed.

- **936538 - Some Business Services (for Windows workloads) have an invalid Linux hostname.** In the Bulk Import spreadsheet, Cloud Manager expects the Computer Name field to contain the computer name setting (for Windows workloads) or the hostname setting (for Linux workloads) for the workload, and not its fully qualified domain name (FQDN). For example, you specify `myserver` as the Computer Name value, and not `myserver.example.com`.

  Previously, the Computer Name value was imported as is to the database. If you specified the FQDN in the Computer Name field, the name value had an unexpected format and was interpreted as an invalid name, which prevented you from managing the Business Service. Because the Computer Name value was stored as both a Linux attribute and a Windows attribute regardless of the workload type, the error message might report the invalid name based on an attribute that did not match the actual workload type.

  After you apply this patch, both conditions are resolved. If you specify the FQDN in the Computer Name field of a Bulk Import spreadsheet, Cloud Manager imports only the expected part of the name in the database. Also, the Computer Name attribute is stored only for the Windows attribute or Linux attribute, as appropriate for the workload type.

  If this issue occurs, please contact Technical Support for assistance. You will need to correct the Computer Name and Domain Name values in your Cloud Manager database before you can make change requests against the related Business Service.

  For example, the following SQL query makes corrections for Linux attributes in your Cloud Manager database. These commands work properly only in PostgreSQL 9.1 and greater.

  NOTE: If you are still using PostgreSQL 8.3, NetIQ recommends that you upgrade to version 9.1 or greater.

To correct Computer Name values in your Cloud Manager database:

1. Ensure that your Cloud Manager database is running in PostgreSQL 9.1 or greater.

2. Create a backup of the Cloud Manager database.

3. Open the database in PgAdminIII.

4. Run the following statement against the database to show what the current values are and what they will be changed to if you apply the update in the next step. Review the results to verify that the corrections will provide the appropriate results.

```
SELECT id, name, lin_computer_name, lin_domain_name,
    SUBSTRING( lin_computer_name FROM '(.*?)\.' ) AS new_host_name,
    SUBSTRING( lin_computer_name FROM '\.(.*)' ) AS new_domain_name
FROM novell.workload
WHERE lin_computer_name LIKE '%.%';
```

5. Run the following statement against the database to make the desired changes for the Linux computer name and domain name attributes:

```
UPDATE novell.workload SET
    lin_computer_name = SUBSTRING( lin_computer_name FROM '(.*?)\.' ),
    lin_domain_name = SUBSTRING( lin_computer_name FROM '\.(.*)' )
WHERE lin_computer_name LIKE '%.%';
```

6. Log into karaf and run `cm:flush-db-cache` to refresh the database cache.

- **935994 - Changing imported workload's SLA does not change resource group and cannot be saved or submitted.** Previously, when you changed the Service Level Agreement for an imported workload, you received an error message that the workload resource group is not available even though it is assigned to the SLA, and the SLA change failed. This task works for non-imported workloads.

  This issue is resolved for imported workloads.

4 Issues Fixed in Patch 1

Cloud Manager 2.4 Patch 1 provides fixes for the following issues:

- **932777: Issue with IPAM communication during the imports.** Previously, during import and workload synchronization, timeout issues and excessive logging occurred in very large networks when Cloud Manager checked IP addresses of workloads.

  Cloud Manager now searches the NIXU IPAM host only to check if a specified IP is registered in the network. Excessive logging by the NIXU API client is now disabled by default. To enable NIXU API logging, you can enable the `apilogging` option in the `/opt/netiq/cloudmanager/etc/cloudmanager-ipam-nixu.cfg` file:

  `apilogging=true`

- **931391: NCM 2.4 zone in NCM offline.** If a Zone is enabled and shows an Offline state in Cloud Manager, disable the zone then re-enable it. This resets the Online/Offline function.

- **929767: Domain adding does not work in NCM 2.4.** Previously, information about the Domain Administrator User ID and Domain information was not applied during provisioning, and it had to be entered again during the approval. This issue is resolved.

- **929410: Adding a NIC or changing RAM/CPU intermittently fails to apply the changes.**

  The timing of events was modified to prevent the conditions that caused the failure.

- **928696: Business Service Owner ID issue for bulk import.** Previously, when you imported multiple workloads to a new business service, the initial workload validation of the business service owner succeeded, but subsequent workload validations of the user reported the wrong ID. This issue is resolved.
- **924329: Cloud Manager 2.4 Translation issues.** Previously, several translation issues caused text to run off the page or to be misaligned. These issues are resolved.
- **Time display of events is not consistent and should match the local settings.** The time format is now displayed consistently across the UI. The time will not be modified to display time for the local time zone.
- **Either 24 hour or AM/PM, but not 24 hour in the events and 12 hours without AM/PM in the event list.** The time format is now displayed consistently across the UI.
- **Firefox is not allowing multiple entries for DNS Servers.** This issue is resolved.
- **Display the workload ID in the Workload Detail view.** This issue is resolved.
- **Hosts list will not load if a zone is offline.** This issue is resolved.
- **Sponsor cannot deny a request.** This issue is resolved.
- **When selecting View a Template from an Organization or Business Group, it shows retrieving data, but nothing happens.** This issue is resolved.

5 Files Included in This Patch

The following files are included in Cloud Manager 2.4 Patch 4 (`NCM_2.4.0_Patch4.zip`):

- `cmos.zip` (for the Orchestration Server), which includes these files:
  - `vi-client.jar`
  - `vsphere.jdl`
  - `vsphere.sar`

NOTE: These files are the same as for Patch 1. If you previously applied Patch 1, you do not need to install these files again.

- `netiq-cloudmanager-2.4.0-137.noarch.rpm` (for the Application Server)

6 Applying the Orchestration Server Patch

For Cloud Manager 2.4 Patch 4 includes an Orchestration Server patch that was previously released for Patch 1. This Orchestration Server patch does not contain changes for Cloud Manager 2.4 Patch 2, Patch 3, and Patch 4. If you have already applied the files for Patch 1, you do not need to install them again.

- Section 6.1, "Patch Installation Prerequisites," on page 4
- Section 6.2, "Installing the Orchestration Server Patch Files," on page 5

6.1 Patch Installation Prerequisites

Ensure that the following prerequisites are met before you install this patch:

- Cloud Manager Orchestration Server 3.4 is installed, and is up and running.
- Extract the files from `cmos.zip` (located inside the `NCM_2.4.0_Patch4.zip` patch file) and copy to an accessible directory on the Cloud Manager Orchestration Server.

6.2 Installing the Orchestration Server Patch Files

NOTE: If you see an incorrect FQDN on a workload after applying the files in this patch, you might need to rediscover the VMs.

6.2.1 Applying the `vi-client.jar` Patch File

To apply the `vi-client.jar` patch file to the Orchestration Server:

1 Copy `vi-client.jar` to the following location:

   `/var/opt/novell/zenworks/zos/server/store/deployed/vsphere.sar-<jobid>/`
   `vSphereUpdate.job/vi-client.jar`

2 Restart the `vSphereUpdate` scheduled job.

   2a In the Scheduler view of the Orchestration Server console, locate and select the `vSphereUpdate` scheduled job.

   2b On the **Job Arguments** page of the Job details section of the view, locate the **mode** field, deselect its **Lock** check box, and type `stop` in the field.

   2c In the console toolbar, click **Save**, then in the Scheduler view, click **Run Now**. Monitor the job progress.

   2d When the Job status shows **success**, delete the `stop` argument you previously entered in the **mode** field at Step 2b, then repeat Step 2c.

   This step ensures that the new `vi-client.jar` library you applied to the Orchestration Server is transferred to the Orchestration Agent running the `vSphereUpdate` job. The new library fixes the vSphere updater on the agent.

6.2.2 Applying the `vsphere.jdl` Patch File

To apply the `vsphere.jdl` patch file to the Orchestration Server:

1 Open the `vsphere.jdl` file in a text editor, and copy its contents to the clipboard.

2 In the Explorer Tree of the Orchestration Server console, expand the Jobs container, and expand the `provisionAdapters` group container. Select the `vsphere` job.

3 Choose the **JDL Editor** tab for the `vsphere` job, delete all the contents in the editor space, and paste the contents from the new `vsphere.jdl` from the clipboard that you copied in Step 1.

4 In the console toolbar, click **Save**.

6.2.3 Applying the `vsphere.sar` Patch File

To apply the `vsphere.sar` patch file to the Orchestration Server:

1 Copy `vsphere.sar` to the following location:

   `/opt/novell/zenworks/zos/server/components/jobs/vsphere.sar`

   Copying the file ensures that the patched `vi-client.jar` is included in the `vsphere` job if it is ever re-deployed.

7 Applying the Application Server Patch

7.1 Patch Installation Prerequisites

Ensure that the following prerequisites are met before you install this patch:

  ◆ Cloud Manager Application Server 2.4 is installed, and is up and running.
  ◆ Extract the `netiq-cloudmanager-2.4.0-137.noarch.rpm` file from the patch
    (`NCM_2.4.0_Patch4.zip`) and copy it to an accessible directory on the Cloud Manager
    Application Server.

    For example: `/tmp/ncm2.4_patch/netiq-cloudmanager-2.4.0-137.noarch.rpm`

7.2 Installing the Application Server Patch

After you have copied the patch file to the server, use the following steps to install the file:

1 From the location where you copied `netiq-cloudmanager-2.4.0-137.noarch.rpm`, run the
  following command:

    `rpm -Uvh --nodeps netiq-cloudmanager-2.4.0-137.noarch.rpm`

2 Run the Cloud Manager configuration program from the following location:

  `/opt/netiq/cloudmanager/configurator/config`

3 Choose to run an upgrade for the Cloud Manager Server.

4 Verify that the `netiq-cloudmanager-2.4.0-137.noarch.rpm` file is installed.

  4a Log in to the Cloud Manager Web Console.

  4b In the Web Console, click *Help > About*.

  4c In the About box, verify the following:

      ◆ Server version is 2.4.0 and build number is `80.0.353`
      ◆ Web UI version is 2.4.0 dated `1/13/16 4:07 PM`

8 Contact Information

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