

# NetIQ Cloud Manager 2.2 Release Notes

May 22, 2013



NetIQ Cloud Manager 2.2 includes new features, improves usability, and resolves several previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure our products meet all your needs. You can post feedback in the [NetIQ Cloud Manager forum on Qmunity \(https://forums.netiq.com/forumdisplay.php?13-Cloud-Manager\)](https://forums.netiq.com/forumdisplay.php?13-Cloud-Manager), our community Web site that also includes product notifications, blogs, and product user groups.

For more information about this release, see the [NetIQ Cloud Manager 2.2 Documentation \(https://www.netiq.com/documentation/cloudmanager22/\)](https://www.netiq.com/documentation/cloudmanager22/) Web site. To purchase this product for download, see the [NetIQ Cloud Manager \*How to Buy\* \(https://wwwtest.netiq.com/products/cloud-manager/how-to-buy/\)](https://wwwtest.netiq.com/products/cloud-manager/how-to-buy/) Web page.

You can also evaluate the product for a 90-day trial. Contact an authorized NetIQ Sales representative at 800-529-3400 or submit a product evaluation request at the [NetIQ Cloud Manager \*How to Buy\* \(https://wwwtest.netiq.com/products/cloud-manager/how-to-buy/\)](https://wwwtest.netiq.com/products/cloud-manager/how-to-buy/) Web page. Your representative will send you a link to the Cloud Manager product download page located in the Novell Customer Center. The download page includes a *Get Trial Key* link that you can access and use for the 90 day trial period.

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## 1 What's New?

The following outline the key features and functions provided by this version, as well as issues resolved in this release:

- ♦ [Section 1.1, "Security Improvements," on page 1](#)
- ♦ [Section 1.2, "Enhancements and New Features," on page 2](#)

### 1.1 Security Improvements

Cloud Manager 2.2 integrates the Java Runtime Environment (JRE) version 1.7.

## 1.2 Enhancements and New Features

Cloud Manager version 2.2 includes several new features and enhancements, including:

- ♦ A new iPad-based Cloud Manager plug-in called *Cloud Marketplace*, which can be used by a service provider's Sales Manager as a sales tool to help identify, configure, and price sample workloads for their potential customers. The plug-in is available as a downloadable iPad application in the Apple iTunes Store.
- ♦ Increased ease of implementing customer rebranding, which gives the product the proprietary look, feel, and "theme" that identifies the customer's market presence. The rebranding capability can be applied to the user interface, email messages sent from the product to users, and reports available for printing from the UI.

Product rebranding can be implemented at several levels, including in an entire enterprise or by cloud service providers, and for the customers or internal organizations of those providers or enterprises.

- ♦ Elimination of the internal requirement to run the sysprep process prior to modifying Windows-based workloads.
- ♦ Support for workloads built on Windows 2012 virtual machines.
- ♦ French and German translations for strings in the Web Console user interface.
- ♦ Various performance and usability enhancements.

## 2 System Requirements and Installation

For information about the system requirements and installation procedures for this product, see the [NetIQ Cloud Manager Installation Guide](#).

## 3 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact [Technical Support \(http://www.netiq.com/support\)](http://www.netiq.com/support).

- ♦ [Section 3.1, "Installation Issues," on page 2](#)
- ♦ [Section 3.2, "Upgrade Issues," on page 3](#)
- ♦ [Section 3.3, "Cloud Manager Application Issues," on page 4](#)
- ♦ [Section 3.4, "Cloud Manager Mobile Client Issues," on page 5](#)
- ♦ [Section 3.5, "Cloud Manager Orchestration Issues," on page 5](#)

### 3.1 Installation Issues

The following issues might be encountered during Cloud Manager installation:

- ♦ [Section 3.1.1, "Do not install the Orchestration Server and the Application Server on the same machine," on page 3](#)
- ♦ [Section 3.1.2, "Orchestration monitoring for RHEL resources is not included in the installation packages," on page 3](#)
- ♦ [Section 3.1.3, "Orchestration Server high availability installation fails when the Cloud Manager Monitoring Server package is not installed," on page 3](#)

### 3.1.1 Do not install the Orchestration Server and the Application Server on the same machine

Testing has shown that installing the Cloud Manager Orchestration Server and the Cloud Manager Application Server on the same machine causes problems with the installation and subsequent operation of Cloud Manager. The product is specifically designed for separate installations of these two complementary servers.

### 3.1.2 Orchestration monitoring for RHEL resources is not included in the installation packages

The Cloud Manager Orchestration installation media does not include the RHEL monitoring packages.

If you want to monitor RHEL resources, we recommend that you download Ganglia 3.1.7 from the [SourceForge \(http://sourceforge.net/projects/ganglia/files/ganglia%20monitoring%20core/3.1.7/\)](http://sourceforge.net/projects/ganglia/files/ganglia%20monitoring%20core/3.1.7/) Web site and install it on the resources to be monitored. Create a `.conf` file similar to one that exists on a SLES machine, editing the node name in the file so that the monitoring metrics display for the resource in the Orchestration Console.

### 3.1.3 Orchestration Server high availability installation fails when the Cloud Manager Monitoring Server package is not installed

If you do not install the Cloud Manager Monitoring Server package during the installation of the Cloud Manager Orchestration components, later attempts to set up the server for high availability by running the `zos_server_ha_post_config.sh` script fail.

Workaround: If you intend to use the Orchestration Server in a high availability environment, you must install the Cloud Manager Monitoring Server package with it.

For information about the Cloud Manager Monitoring installation pattern, see “[Cloud Manager Monitoring Server Pattern](#)” in the *NetIQ Cloud Manager Installation Guide*.

For information about installing the Monitoring pattern in YaST, see [Step 5](#) in the “[Installing the Orchestration Server to a SLES 11 Pacemaker Cluster Environment](#)” procedure in the “[Advanced Installation and Integration Topics](#)” of the *NetIQ Cloud Manager Installation Guide*.

For information about configuring Cloud Manager Orchestration Monitoring, see “[Configuring the Monitoring Server and Monitoring Agent](#)” in the *NetIQ Cloud Manager Installation Guide*.

## 3.2 Upgrade Issues

You might encounter the following issues as you upgrade from Cloud Manager 2.1.x to Cloud Manager 2.2.0:

### 3.2.1 Custom Jetty modifications are necessary after upgrade

Because the Jetty server used for communication between the Cloud Orchestration Server and the Cloud Manager Application server undergoes is upgraded when you move from Cloud Manager 2.1.x to Cloud Manager 2.2.0, you need to reapply any modifications you might have made to `jetty.xml` or `jetty-ssl.xml` after you complete the upgrade.

## 3.3 Cloud Manager Application Issues

You might encounter the following issues with the Cloud Manager Application components:

- ♦ [Section 3.3.1, “Remote console for a workload does not launch from Internet Explorer with Chrome Frame plug-in,” on page 4](#)
- ♦ [Section 3.3.2, “Data Refresh Interval setting is not displayed,” on page 4](#)

### 3.3.1 Remote console for a workload does not launch from Internet Explorer with Chrome Frame plug-in

If you are using Microsoft Internet Explorer 9 with the Google Chrome Frame plug-in and a self-signed security certificate (in a test environment) to view the Cloud Manager Application Server console, and if you try to launch a remote session of a workload in a business service, the remote session fails.

Testing has shown that the failure occurs because Chrome Frame does not allow a self-signed security certificate.

Workaround: You can force Chrome Frame to accept the self-signed certificate as a trusted root in Windows by using the following steps:

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**NOTE:** This procedure is effective only if the [VNC proxy](#) is configured to use the same certificate as the Cloud Manager Application Server console.

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- 1 Open Internet Explorer as an Administrator, then, using Internet Explorer to open the Cloud Manager console, note the warning from the browser about an unrecognized certificate.
- 2 At the warning dialog, specify that you want to continue to the Website.
- 3 In the browser address bar, click the certificate warning, then click *View Certificates*.
- 4 In the certificate pop-up, click *Install Certificate* then click *Next*.

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**TIP:** The *Install Certificate* button does not display unless you are running the browser as Administrator.

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- 5 Select *Place all certificates in the following store*, then click *Browse*.
- 6 From the list, select *Trusted Root Certification Authorities*, then click *OK*, click *Next*, then click *Finish*.
- 7 At the confirmation dialog, click *Yes*, then, at the next confirmation dialog, click *Close*.
- 8 At the certificate popup, click *Close*.

Test the workaround by closing the browser and reopening it to the Cloud Manager console. You should not see a certificate warning and you should be able to connect to the console using the Chrome Frame plug-in.

### 3.3.2 Data Refresh Interval setting is not displayed

None of the three possible **Data Refresh Interval** settings display as “selected” when you initially enter the Capacity view of the System Configuration page in the Web console after a new installation of the Cloud Manager Application Server.

In this scenario, if you make a selection on the page and then click *Save*, your selection is not actually saved. Cancel the page view and open it again to view the true default setting and adjust it as desired.

## 3.4 Cloud Manager Mobile Client Issues

You might encounter the following issues with the Cloud Manager Mobile clients (iPad or iPhone):

- ♦ [Section 3.4.1, “Authenticating Cloud Marketplace and a Cloud Manager mobile client to the same server might cause loss of connection on the mobile client,” on page 5](#)

### 3.4.1 Authenticating Cloud Marketplace and a Cloud Manager mobile client to the same server might cause loss of connection on the mobile client

Although it is possible to log in to a Cloud Manager Application Server using one of the Cloud mobile clients (iPad or iPhone) at the same time you are logged in to that server with the Cloud Marketplace plug-in application, testing has shown that if you exit the mobile client without logging off while in this state, you cannot log back in with that client.

## 3.5 Cloud Manager Orchestration Issues

The following issues might be encountered with the Cloud Manager Orchestration components:

- ♦ [Section 3.5.1, “Orchestration Server issues,” on page 5](#)
- ♦ [Section 3.5.2, “Citrix Xen VM issues in the Orchestration Console,” on page 6](#)

### 3.5.1 Orchestration Server issues

The following information is included in this section:

- ♦ [Section 3.5.1.1, “Support for VMware clusters,” on page 5](#)
- ♦ [Section 3.5.1.2, “SUSE Linux Enterprise Server iSCSI Clusters are prone to corruption,” on page 5](#)

#### 3.5.1.1 Support for VMware clusters

NetIQ Cloud Manager deploys workloads managed by the VMware ESX hypervisor only into resource pools that have been configured on an associated cluster. This requires that the Cloud Manager administrator assign these VMware resource pools to NetIQ Cloud Manager resource groups.

#### 3.5.1.2 SUSE Linux Enterprise Server iSCSI Clusters are prone to corruption

Testing virtual machine operations on vDisk storage residing in a SLES iSCSI cluster has shown that these actions do not complete properly and the VM becomes corrupted. We recommend that you configure the attached storage in a SLES clustering environment using NFS in place of the iSCSI shared storage transport protocol to ensure stable, more efficient VM operations.

### 3.5.2 Citrix Xen VM issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.5.2.1, “Xenserv provisioning adapter cannot deploy workloads to certain repositories,” on page 6](#)

#### 3.5.2.1 Xenserv provisioning adapter cannot deploy workloads to certain repositories

Testing has shown that using the Citrix XenServer (xenserv) provisioning adapter to provision a workload fails to properly set the `repository.vmhosts` fact to the set of XenServer hosts that can access the repository. This behavior is revealed if the display name of the datastore in XenCenter is “storage.”

Workaround: Rename the “storage” repository in XenCenter, then in the Orchestration Console click *Discover > VM Hosts & Repositories*.

## 4 Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email [Documentation-Feedback@netiq.com](mailto:Documentation-Feedback@netiq.com) (<mailto:Documentation-Feedback@netiq.com>). We value your input and look forward to hearing from you.

For detailed contact information, see the [Support Contact Information Web site](http://www.netiq.com/support/process.asp#phone) (<http://www.netiq.com/support/process.asp#phone>).

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