

NetIQ Cloud Manager 2.1.4 Readme

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This Readme contains information about NetIQ Cloud Manager 2.1.4 issues you might encounter. The Readme is divided into the following sections:

- ♦ [Section 1, "Installation Issues," on page 1](#)
- ♦ [Section 2, "Upgrade Issues," on page 2](#)
- ♦ [Section 3, "Cloud Manager Application Issues," on page 2](#)
- ♦ [Section 4, "Cloud Manager Orchestration Issues," on page 3](#)
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1 Installation Issues

The following issues might be encountered during Cloud Manager installation:

- ♦ [Section 1.1, "Orchestration monitoring for RHEL resources is not included in the installation packages," on page 1](#)
- ♦ [Section 1.2, "Orchestration Server high availability installation fails when the Cloud Manager Monitoring Server package is not installed," on page 1](#)

1.1 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.

1.2 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 Planning 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 of the *NetIQ Cloud Manager 2.1.4 Orchestration Server High Availability Configuration Guide*.

For information about configuring Cloud Manager Orchestration Monitoring, see “[Configuring the Monitoring Server and Monitoring Agent](#)” in the *NetIQ Cloud Manager 2.1.4 Orchestration Installation Guide*.

2 Upgrade Issues

- ♦ [Section 2.1, “Orchestration Server upgrade issues,” on page 2](#)

2.1 Orchestration Server upgrade issues

The following information is included in this section:

- ♦ [Section 2.1.1, “After upgrade, a business service workload provisioned with the xenserv provisioning adapter fails to build,” on page 2](#)

2.1.1 After upgrade, a business service workload provisioned with the xenserv provisioning adapter fails to build

After you upgrade Cloud Manager 2.1.3 to Cloud Manager 2.1.4, any new workload you create on a business service provisioned by the xenserv provisioning adapter fails to build. The issue is caused because the `vmhost.vm.available.groups` fact is not set properly, omitting the `templates_xenserv` group. Failure to find this group results in the following error:

```
"No repository available:
There are no available VmHost/Repository combinations capable of supporting VM
...
```

Workaround: After the upgrade, manually add the `templates_xenserv` group to all of the VM hosts, including the pool/cluster VM host.

3 Cloud Manager Application Issues

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

- ♦ [Section 3.1, “Intermittent interface display problem,” on page 2](#)
- ♦ [Section 3.2, “Saving multiple Cloud Manager reports not possible when using the Firefox browser,” on page 3](#)
- ♦ [Section 3.3, “Some Cloud Manager cost reporting is inaccurate,” on page 3](#)
- ♦ [Section 3.4, “A workload with an incorrectly configured IPAM network skips pre-configuration,” on page 3](#)

3.1 Intermittent interface display problem

A Cloud Manager user might see intermittent display problems in the Cloud Manager Web console interface where some tabs are not properly displayed.

If you encounter this problem, we recommend that you restart the Cloud Manager Application Server.

3.2 Saving multiple Cloud Manager reports not possible when using the Firefox browser

When you attempt to save more than one Cloud Manager .pdf report from a Firefox browser (version 15.0.1) while viewing the Cloud Manager Application Server Console, attempts to save more than one .pdf report fail.

Workaround: Log out of the console and log back in to save one report at a time, or use another browser, such as Microsoft Internet Explorer 9, to view and save multiple reports in .pdf format in the same session.

3.3 Some Cloud Manager cost reporting is inaccurate

Testing has shown that cost calculations in various Cloud Manager reports are either inaccurate when compared with other, similar reports, or are completely incorrect. The unreliable reports include the following:

- ♦ *Zone Overview*
- ♦ *Business Service Cost History*
- ♦ *Business Service Cost Details*
- ♦ *Organization Overview*
- ♦ *Resource Group Workload Details*

The issues have been individually identified and will be corrected in the next release.

3.4 A workload with an incorrectly configured IPAM network skips pre-configuration

If you submit a business service that has a workload with an incorrectly configured IPAM network, the business service immediately enters a build failed state without reaching pre-build configuration in the workflow.

Although you can correct the IPAM configuration and resubmit the business service, Cloud Manager fails to pick up this new configuration from the IPAM service.

Workaround: After you correct the network configuration errors in the IPAM service, withdraw the business service from the workflow and then submit it again

4 Cloud Manager Orchestration Issues

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

- ♦ [Section 4.1, "Orchestration Agent issues," on page 4](#)
- ♦ [Section 4.2, "Orchestration Server issues," on page 4](#)
- ♦ [Section 4.3, "Citrix Xen VM issues in the Orchestration Console," on page 4](#)

4.1 Orchestration Agent issues

The following information is included in this section:

- ♦ [Section 4.1.1, “Orchestration Agent on Windows has poor performance,” on page 4](#)

4.1.1 Orchestration Agent on Windows has poor performance

Performance testing for the discovery of VM hosts and existing VMs in a Citrix XenServer environment has shown that the discovery is very slow when a Windows-based Orchestration Agent has been implemented.

Further development and testing will improve discovery performance in this scenario for the next Cloud Manager release.

4.2 Orchestration Server issues

The following information is included in this section:

- ♦ [Section 4.2.1, “Support for VMware clusters,” on page 4](#)

4.2.1 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.

4.3 Citrix Xen VM issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 4.3.1, “Xenserv provisioning adapter cannot deploy workloads to certain repositories,” on page 4](#)

4.3.1 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*.

5 Job developer documentation is archived

Documentation for custom job/policy writing is now archived in older versions (that is, Cloud Manager 2.1.1 and previous) of the product documentation. The most current *Job Development Guide* can be found in the `.zip` file (<https://www.netiq.com/documentation/cloudmanager2/pdfdoc/cloudmanager21.zip>) of product manuals at the [product documentation Web site](https://www.netiq.com/documentation/cloudmanager2/) (<https://www.netiq.com/documentation/cloudmanager2/>) in *Previous Versions > Cloud Manager 2.1 > Guides*. The file is `ncm2_orch_developer.pdf`.

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