NetIQ Cloud Manager 2.2.2 Release Notes

November 27, 2013

NetIQ Cloud Manager 2.2.2 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), 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 2.2.2 Documentation (https://www.netiq.com/documentation/cloudmanager222/) 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/) 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/) 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.

1   What's New?

Cloud Manager 2.2.2 includes the following new features and enhancements:

- SLES 11 SP3 is now supported as an installation platform and as a workload.
- Ubuntu 12 and Ubuntu 13 servers are now supported as workloads.
- Cloud Manager mobile (iPhone and iPad) and Cloud Marketplace (iPad) are now supported on iOS 7.
- Users can now use an integrated IP Address Management (IPAM) solution to generate and assign IP addresses to networks. The system includes host name generation.
- Users can now set the root password on Linux VMs that are being deployed.
- The defaults for configuration of a NIC are now based on the defaults of the network you select for that NIC.
- Users can now change the VNC password for a VMware workload without rebooting the workload.

- A new VM naming standard for VMware (*Organization-Workload_ID)* makes it easier to find VMs in the virtual infrastructure.

- Users have access to a new report called Combined Organizations Cost Summary.

- Cloud Manager now recognizes an upgraded vCenter Server that has been replaced by a new installation, in addition to its legacy support for vCenter Server in-place upgrade.

- Cloud Administrators can now use the Cloud Manager REST API to import workloads in addition to single and bulk VM import methods available in the user interface.

2 System Requirements, Supported Technologies, and Installation

For information about the system requirements, platform support, and installation procedures for this product, see the *NetIQ Cloud Manager 2.2.2 Installation Guide*.

IMPORTANT: The SUSE XEN hypervisor will be not be supported as a virtualization technology following the NetIQ Cloud Manager 2.2.2 release.

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).

NOTE: Issues not listed here might be addressed in the "Troubleshooting" sections of the *NetIQ Cloud Manager 2.2.2 Procedures Guide*. Most such issues are ongoing and will not be fixed in the product.

- 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 3
- Section 3.4, "Cloud Manager Orchestration Issues," on page 5
- Section 3.5, "Cloud Manager Mobile Client Issues," on page 5

3.1 Installation Issues

The following issues might be encountered during Cloud Manager installation:

- Section 3.1.1, "Orchestration monitoring for RHEL resources is not included in the installation packages," on page 2

3.1.1 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/) 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.

3.2 Upgrade Issues

You might encounter the following issues as you upgrade from Cloud Manager 2.2.*x* to Cloud Manager 2.2.2:

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 is upgraded when you move from Cloud Manager 2.2.1 to Cloud Manager 2.2.2, you need to reapply any modifications you might have made to `jetty.xml` or `jetty-ssl.xml` after you complete the upgrade.

3.2.2 The vsphereUpdate user name might be lost after an upgrade

When you perform an upgrade from earlier versions of Cloud Manager, the vsphereUpdate user is deleted in the VsphereUpdater policy.

Rather than using this policy for the user name, we recommend that you associate the user to the scheduled VsphereUpdater job to preserve the user name during upgrade.

3.3 Cloud Manager Application Issues

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

3.3.1 Some object names have changed in XML

The object names in some XML REST calls have been changed to accommodate naming expected by the server. These are case changes for some objects in the XML namespace. You will want to check and revise your runtime scripts as necessary.

NOTE: These changes were not necessary in the JSON REST calls.

The following object names have changed:

Former Name of Object	Current Name of Object in the REST Call
cmaclEntry	cmACLEntry
cmbsSubmissionIssue	cmBSSubmissionIssue
cmcmosJob	cmCMOSJob
cmldapPrincipalDefinition	cmLDAPPrincipalDefinition
cmnicConfig	cmNICConfig

Former Name of Object	Current Name of Object in the REST Call
cmpDisk	cmPDisk
cmvDisk	cmVDisk
cmvmHost	cmVMHost
cmvmState	cmVMState
cmvmTemplate	cmVMTemplate
cmvmNic	cmVMNic

3.3.2 Bulk import of VMs does not handle add-on services

When an administrator performs a bulk import of VMs, one column in the bulk import spreadsheet allows the inclusion of an add-on service with the VM, giving the impression that information for the add-on service will be put through to the workload after import. Although a VM be imported successfully with this designated add-on service, Cloud Manager does not recognize its add-on configuration and throws an error:

```
Additional Information is needed.
```

This indicates that no AOS information was actually included during the import. You will need to edit the imported workload and add text for the user that instructs him or her to provide configuration instructions to the build administrator. For more information, see "Add-On Services" in the *NetIQ Cloud Manager 2.2.2 Procedures Guide*.

3.3.3 Multi-select behavior is incorrect for multiple virtual machines in a list

Testing has shown that the normal procedure for selecting a group of virtual machines (for instance, select *Business Services > Virtual Machines*, select a VM, scroll down the list, then Shift+click to multi-select) listed across several pages does not multi-select the desired VMs in the list. Further, in such a long list, your first selection on the list might be "lost" (deselected) when you scroll down the list to multi-select.

Workaround: Use the Ctrl+A command to select all VMs in the list. This issue will be fixed in the next product release.

3.3.4 Network configurations are not applied correctly for Ubuntu workloads

If you configure the network configuration for an Ubuntu workload with a static IP address and then choose to use DHCP for DNS, or if you select DHCP for the network address and then you choose a static address for DNS servers, Cloud Manager does not apply these mixed configurations as expected.

For this release, we recommend that you set *both* of the network configuration settings (that is, the network IP address and the name servers) to either static or DHCP.

3.4 Cloud Manager Orchestration Issues

The following issues have been discovered in this release of the Cloud Manager Orchestration Server:

- Section 3.4.1, "SUSE Xen Cluster Using iSCSI is incompatible with Cloud Manager provisioning actions," on page 5
- Section 3.4.2, "Domain settings are not applied correctly on some Windows workloads," on page 5

3.4.1 SUSE Xen Cluster Using iSCSI is incompatible with Cloud Manager provisioning actions

Testing has shown that files become corrupt when moved by Cloud Manager provisioning actions in a SUSE XEN clustered environment where iSCSI is used as the shared storage protocol. The corruption results in a deadlock of the guest OS of the virtual machine.

Workaround: We recommend that you configure and use the NFS protocol in place of iSCSI attached storage with the OCFS2 file system in the SUSE XEN clustered environment.

3.4.2 Domain settings are not applied correctly on some Windows workloads

Testing has shown that when you configure the Windows settings for a Windows 2008 R2 workload or a Windows 2012 workload in a new business service request, the information you provide when selecting and naming an Active Directory domain for the workload is not applied.

The issue is a result of a conflict between Windows Sysprep and VMware tools. For Windows 2008 R2 workloads, you need to apply the hotfix (http://support.microsoft.com/kb/2693187) available from Microsoft.

The issue has not been resolved for Windows 2012 workloads. Microsoft has been informed of the problem.

3.5 Cloud Manager Mobile Client Issues

NetIQ Cloud Manager offers two mobile applications that make your current cloud environment or your future cloud environment instantly accessible and manageable. These app's include links to customized help.

- **Cloud Manager Mobile Client 2.2.2 for iPad and iPhone:** The NetIQ Cloud Manager mobile app is a powerful mobile client for NetIQ Cloud Manager, the fastest and easiest way to build and manage a cloud computing infrastructure. This app lets you manage your cloud environment – including business services, workloads and resources – wherever you are. The app is available for free download at the Apple iTunes Store.
- **Cloud Marketplace 2.2.2 for iPad:** The NetIQ Cloud Marketplace mobile app accesses available NetIQ Cloud Manager resources to provide Cloud Manager sales rep's a fast and easy way to assemble a customized business service quote for interested customers. Using the built-in shopping cart of quotes, customers can compare these costs and build a deployable business services order wherever they are. The app is available for free download at the Apple iTunes Store.

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

- Section 3.5.1, "Authenticating Cloud Marketplace and a Cloud Manager mobile client to the same server might cause loss of connection on the mobile client," on page 6

3.5.1 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.

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). 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).

For general corporate and product information, see the NetIQ Corporate Web site (http://www.netiq.com/).

For interactive conversations with your peers and NetIQ experts, become an active member of Qmunity (http://community.netiq.com/), our community Web site that offers product forums, product notifications, blogs, and product user groups.

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