

NetIQ Cloud Manager 2.3 Release Notes

April 22, 2014



NetIQ Cloud Manager 2.3 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 discussion on NetIQ Forums](https://forums.netiq.com/forumdisplay.php?13-Cloud-Manager) (<https://forums.netiq.com/forumdisplay.php?13-Cloud-Manager>), our community website that also includes product notifications, blogs, and product user groups.

For more information about this release, see the [NetIQ Cloud Manager 2.3 Documentation](https://www.netiq.com/documentation/cloudmanager23/) (<https://www.netiq.com/documentation/cloudmanager23/>) website. To purchase this product for download, see the [NetIQ Cloud Manager How to Buy](https://www.netiq.com/products/cloud-manager/how-to-buy/) (<https://www.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://www.netiq.com/products/cloud-manager/how-to-buy/) (<https://www.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?

Cloud Manager 2.3 includes the following new features and enhancements:

- The vsphere provisioning adapter continuously detects changes (that is, new networks and repositories) in the vSphere hypervisor environment.
- Support for vSphere 5.5 and CentOS 6.4 workloads
- Support for the Cisco Nexus 1000v switch
- Users can determine from the UI whether VMware Tools is installed on a workload.
- Users can specify start and end dates for cost history reports.
- Cloud administrators or Catalog Managers can use HTML markup when they copy and paste Legal Agreement content for add-on applications or services.
- Users can import workloads that might not be fully supported for Cloud Manager life-cycle operations.

- ♦ Using the Cloud Manager Web Console, users can transfer files from network locations to their desktops.
- ♦ Cloud administrators can set resource limits (storage, CPU, RAM) at the organization level.
- ♦ When deleting a workload, the Cloud Administrator can specify whether to keep the underlying VM.
- ♦ A single workload can now support up to 10 vNICs.
- ♦ The Web Console interface has been translated into French and German.
- ♦ Experimental support for the Google Chrome browser.
- ♦ The administrator can create a custom links menu in the web interface.
- ♦ A new deployed workload lists permits searching for workloads based on their names, hostnames, VM names, and IP addresses.
- ♦ Administrators can completely disable workload console access.

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 2.3 Installation Guide](#).

IMPORTANT: This release supports only the VMware vSphere hypervisor. Although workloads from other hypervisor technologies are discovered in Cloud Manager, only VMware VMs have been tested.

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).

NOTE: Issues not listed here might be addressed in the “Troubleshooting” sections of the [NetIQ Cloud Manager 2.3 Component Reference](#). Most such issues are ongoing and will not be fixed in the product.

- ♦ [Section 3.1, “Installation Issues,” on page 3](#)
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- ♦ [Section 3.3, “Cloud Manager Application Issues,” on page 3](#)
- ♦ [Section 3.4, “Cloud Manager Orchestration Issues,” on page 4](#)
- ♦ [Section 3.5, “Cloud Manager Mobile Client Issues,” on page 4](#)

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 3](#)

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/) (<http://sourceforge.net/projects/ganglia/files/ganglia%20monitoring%20core/3.1.7/>) website 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 2.3:

- ♦ [Section 3.2.1, “Custom Jetty modifications are necessary after upgrade,” on page 3](#)

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 2.3, 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, “Network configurations are not applied correctly for Ubuntu workloads,” on page 3](#)
- ♦ [Section 3.3.2, “Network Settings Changes Made to IPAM-Based Workloads Can Be Lost,” on page 4](#)
- ♦ [Section 3.3.3, “Cloud Manager Prevents a Second Network Card on a VM from Having an Independent Gateway Address,” on page 4](#)

3.3.1 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.

3.3.2 Network Settings Changes Made to IPAM-Based Workloads Can Be Lost

If you use networks managed by IPAM, the hostname and IP configuration are assigned to the workload prior to the pre-build configuration step of the workflow. Changes made to NICs assigned to IPAM-managed networks during the pre-build configuration phase are properly assigned to the workload but are not reflected in the IP address pool. If the network is changed to an IPAM managed network during pre-build configuration, that workload does not receive an IP address.

3.3.3 Cloud Manager Prevents a Second Network Card on a VM from Having an Independent Gateway Address

Although you can add a unique gateway address for each NIC on a VM that is included in a business service, only the first gateway address is accepted when you synch the VM (that is, the other gateways use the same address as the first). Similarly, if you import an existing VM with multiple NICs, and only the first has a gateway address, that address is propagated to the other NICs.

Cloud Manager currently allows only one default gateway, even on VMs with multiple NICs. The issue will be corrected in the next release.

3.4 Cloud Manager Orchestration Issues

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

- ♦ [Section 3.4.1, “A VM without VMware Tools Fails to Build for Change Request,” on page 4](#)

3.4.1 A VM without VMware Tools Fails to Build for Change Request

Currently, Cloud Manager cannot properly shut down a VM for reconfiguration and rebuild if the VM does not include VMware Tools: the build fails and the VM crashes.

The issue will be addressed in the next release.

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 2.3 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 2.3 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 5](#)

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. We value your input and look forward to hearing from you.

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

For general corporate and product information, see the [NetIQ Corporate website \(http://www.netiq.com/\)](http://www.netiq.com/).

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

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