

NetIQ Cloud Manager 2.1 Readme

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This Readme contains information about NetIQ Cloud Manager 2.1 issues you might encounter. The Readme is divided into the following sections:

- ♦ [Section 1, "Installation Issues," on page 1](#)
- ♦ [Section 2, "Cloud Manager Application Issues," on page 2](#)
- ♦ [Section 3, "Cloud Manager Orchestration Issues," on page 2](#)
- ♦ [Section 4, "Legal Notice," on page 6](#)

1 Installation Issues

The following issues might be encountered during Cloud Manager installation:

- ♦ [Section 1.1, "Orchestration monitoring for RHEL and SLES 9 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 and SLES 9 resources is not included in the installation packages

The Cloud Manager Orchestration installation media does not include the RHEL or SLES 9 monitoring packages.

If you want to monitor RHEL or SLES 9 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 2.1 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 Orchestration Server High Availability Configuration Guide* or [Step 7](#) in the “[Installing the Orchestration Server to a SLES 10 High Availability Environment](#)” procedure of the *NetIQ Cloud Manager 2.1 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 Orchestration Installation Guide*.

2 Cloud Manager Application Issues

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

- ♦ [Section 2.1, “Business service workloads remain in the Building or Provision state,” on page 2](#)
- ♦ [Section 2.2, “Intermittent interface display problem,” on page 2](#)

2.1 Business service workloads remain in the *Building* or *Provision* state

During the building phase of a new business service’s workload and the startup phase of a deployed workload, it is possible for the workload to be unable to be assigned to a host. This can occur when no hosts in the host group have the available resources to meet the workload resource requirements.

In the build phase, the business service remains in the *Building* state until a host becomes available for the workload. In the startup phase, the workload remains in the *Provision* state until a host becomes available.

Workaround: You have several options to resolve this issue:

- ♦ Shut down a workload to free up the required resources on a host. If possible, select a workload that can be restarted on another host.
- ♦ Add another host to the host group.

2.2 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 Cloud Manager Orchestration Issues

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

- ♦ [Section 3.1, “Admin password not being set on Windows 2003/2008 workloads,” on page 3](#)
- ♦ [Section 3.2, “Orchestration Upgrade Issues,” on page 3](#)
- ♦ [Section 3.3, “Orchestration Server Issues,” on page 3](#)
- ♦ [Section 3.4, “vSphere VM Issues in the Orchestration Console,” on page 4](#)
- ♦ [Section 3.5, “Citrix Xen VM Issues in the Orchestration Console,” on page 4](#)

- ♦ [Section 3.6, “Hyper-V VM Issues in the Orchestration Console,” on page 5](#)
- ♦ [Section 3.7, “Xen VM Issues in the Orchestration Console,” on page 5](#)
- ♦ [Section 3.8, “KVM VM Issues in the Orchestration Console,” on page 6](#)

3.1 Admin password not being set on Windows 2003/2008 workloads

In order for a user to set the Administrator password when configuring a Windows 2003/2008 workload, the VM template (from which the workload is created) must not have an Administrator password set.

To leave the Administrator password unset on a VM template, you must turn off the complex password setting in the password policy.

3.2 Orchestration Upgrade Issues

The following information is included in this section:

- ♦ [Section 3.2.1, “A clone does not inherit the policy associations of its upgraded parent VM template,” on page 3](#)

3.2.1 A clone does not inherit the policy associations of its upgraded parent VM template

When a PlateSpin Orchestrate Server is upgraded, the parent-template/clone relationship is not re-created properly. Clones do not inherit the policy associations that were created on the parent template.

Workaround: Currently, it is not possible to modify policy associations on a cloned VM in the Orchestration Server, so if the cloned VM requires these associations, you can delete the clone in the Orchestration Console, then rediscover it. After the discovery, you can apply the policies you want to this VM.

3.3 Orchestration Server Issues

The following information is included in this section:

- ♦ [Section 3.3.1, “Calling terminate\(\) from within a job class allows the JDL thread execution to continue,” on page 3](#)
- ♦ [Section 3.3.2, “Java programs that use the JDL Exec Class might hang,” on page 4](#)

3.3.1 Calling terminate() from within a job class allows the JDL thread execution to continue

Calling `terminate()` from within the `Job` class does not immediately terminate the JDL thread of that job; instead, it sends a message to the server requesting termination of the job. This can take time to occur (because subjobs need to be recursively terminated and joblets cancelled), so if the calling JDL thread needs to terminate immediately, immediately follow the invocation of this method with `return`.

3.3.2 Java programs that use the JDL Exec Class might hang

Processes that are spawned by using the JDL Exec class on a Windows Orchestration Agent might hang when the spawned process attempts to read from `stdin`.

To work around this issue, use the following steps to turn off the enhanced ExecWrapper:

- 1 In the Explorer tree of the Orchestration Console, select the job that you want to change.
- 2 In the admin view of the job, select the JDL Editor tab to open the JDL Editor.
- 3 Paste the following code into the editor:

```
e = Exec()  
e.setUseJvmRuntimeExec(True)
```

- 4 Save the changes.

NOTE: Disabling the enhanced ExecWrapper also makes other process control features provided as part of the ExecWrapper unavailable, such as running the process as a different user than the Orchestration Agent, or redirection of files (`Exec.setStdoutFile`, `Exec.setStderrFile` and `Exec.setStrinFile`).

For more information about the JDL Exec class, see the [Cloud Manager 2 JDL documentation \(http://www.novell.com/documentation/cloudmanager2/resources/jdljavadoc_2/com/novell/zos/jdl/Exec.html\)](http://www.novell.com/documentation/cloudmanager2/resources/jdljavadoc_2/com/novell/zos/jdl/Exec.html).

3.4 vSphere VM Issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.4.1, “Moving a VM host in vSphere results in duplicate repositories,” on page 4](#)

3.4.1 Moving a VM host in vSphere results in duplicate repositories

If you move a VM host in your vSphere environment and then you subsequently perform a discovery in the Orchestration Console, the console displays duplicate repositories for the host that was moved.

Workaround: After you rediscover VM hosts and repositories in the Orchestration Console, you should delete the old repository grid object from the Explorer tree view in the Orchestration Console. Identify the repository to be deleted by checking the name of the datacenter, which is included in the `repository.datacenter` fact. If the value for this fact is the name of the old datacenter, this is the repository you want to delete.

3.5 Citrix Xen VM Issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.5.1, “Snapshot Files Do Not Move with a VM,” on page 5](#)
- ♦ [Section 3.5.2, “Service Control Manager Error on Windows 2003 VMs at login time,” on page 5](#)

3.5.1 Snapshot Files Do Not Move with a VM

In the Orchestration Console, when you perform a Move operation on a Citrix Xen VM that includes a VM snapshot, the move of the VM itself is performed, but its associated snapshots do not move with it. Those snapshot disk files remain in the source repository.

Currently, there is no workaround for this issue.

3.5.2 Service Control Manager Error on Windows 2003 VMs at login time

Deployed Windows 2003 VMs in a Citrix XenServer environment render a Service Control Manager error at login time as the workload is booting. Information from the Windows Event viewer leads to a PSOSysprep service that has failed to start.

At the fully deployed stage of the Windows workload lifecycle in Cloud Manager, the PSOSysprep service has already executed and is no longer needed. You can disregard the error.

3.6 Hyper-V VM Issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.6.1, “Limitations of Linux VMs as Guests on Hyper-V,” on page 5](#)

Other ongoing issues for Hyper-V VMs are documented in “[The Hyper-V Provisioning Adapter](#)” in the *NetIQ Cloud Manager 2.1 VM Orchestration Reference*.

3.6.1 Limitations of Linux VMs as Guests on Hyper-V

The Orchestration Server does not support the *Create Template* or *Clone* actions for Linux-based Hyper-V VMs.

3.7 Xen VM Issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.7.1, “Enabling a lock on a VM protects only against a second VM from provisioning,” on page 5](#)
- ♦ [Section 3.7.2, “An invalid Xen vNIC model type might cause issues when a VM is managed in the Orchestration Console,” on page 6](#)

3.7.1 Enabling a lock on a VM protects only against a second VM from provisioning

When VM locking has been enabled and a Xen VM is running on a node, then that node loses network connectivity to the Orchestration Server. As a result, reprovisioning of the VM fails because the lock is protecting the VM's image. The VM Client indicates that the VM is down, even though the VM might still be running on the node that has been cut off.

The failed reprovisioning sends a message to the VM Client informing the user about this situation:

The VM is locked and appears to be running on <host>

The error is added to the provisioner log.

Currently, the locks protect only against a second provisioning of the VM, not against moving the VM's image to another location. It is therefore possible to move the VM (because the Orchestration Server detects that the VM is down) and to reprovision it on another VM host.

If the original VM is still running on the cut-off VM host, this provisioning operation makes the VM crash. We recommend that you do not move the image, because unpurged, OS-level cached image settings might still exist.

3.7.2 An invalid Xen vNIC model type might cause issues when a VM is managed in the Orchestration Console

Although restriction of valid vNIC types for Xen VMs occurs in the Cloud Manager VM Client, the Orchestration Console allows editing of the type (in the *Constraints* table under the *Constraints/Facts* tab of the Admin view) to any string. The Orchestration Console accepts any string as a valid vNIC type, even if it is not supported by the VM Client. In this situation, the VM can be provisioned, but it is in an unstable state, such as running indefinitely after being provisioned or being unable to launch a remote session to the VM from the Orchestration Console.

To work around this situation, you can manually shut down or remove the VM by using the `xm` command on the host where it was provisioned.

3.8 KVM VM Issues in the Orchestration Console

The following information is included in this section:

- ♦ [Section 3.8.1, “The Save Config Action does not change the vnic.model fact value,” on page 6](#)

3.8.1 The Save Config Action does not change the vnic.model fact value

The value of the `vnic.model` fact on a KVM VM is not set to “virtio” by default. This might cause a slowdown in the vNIC performance for that VM.

Changing the `vnic.model` fact value from “hypervisor default” to “virtio” in the Orchestration Console and then performing the *Save Config* action does not change the value.

Workaround: Set the model for the vNIC (`virtio`) in the KVM virt-manager, then rediscover the VM in the Orchestration Console.

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