

# NetIQ Cloud Manager 2.1.3 Readme

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This Readme contains information about NetIQ Cloud Manager 2.1.3 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 3](#)
- [Section 3, "Cloud Manager Application Issues," on page 3](#)
- [Section 4, "Cloud Manager Orchestration Issues," on page 4](#)

## 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, "Installation program cannot configure the latest PostgreSQL Database from SLES 11 update channel," on page 1](#)
- [Section 1.3, "Orchestration Server high availability installation fails when the Cloud Manager Monitoring Server package is not installed," on page 2](#)

### 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 Installation program cannot configure the latest PostgreSQL Database from SLES 11 update channel

If you choose to install NetIQ Cloud Manager and a PostgreSQL ORDBMS on the same SUSE Linux Enterprise Server 11 (SLES 11) machine, the NetIQ Cloud Manager YaST installation marks the `postgresql-server` package as a recommended install package and looks for this package on the local host. If an older version of Postgres (8.3.18-0.3.1 or earlier) is present on the machine, the installation proceeds normally. If the Cloud Manager 2.1.3 installation program detects a Postgres package newer than this, it cannot configure this newer version when it is installed on the same machine with Cloud Manager itself.

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**IMPORTANT:** Any Postgres package version later than 8.3.18-0.3.1 fails when Cloud Manager 2.1.3 tries to configure it.

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Workaround: If you want to use Postgres and Cloud Manager on the same machine, avoid using Postgres packages newer than version 8.3.18-0.3.1.

Use one of these approaches to avoid installing newer Postgres packages:

- ♦ Install the supported Postgres package before you install Cloud Manager.

1. Install the supported package using the zypper command:

```
zypper in postgresql-server=8.3.18-0.3.1
```

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**NOTE:** The SLES update service keeps older versions of the Postgres database package as well as the updated version.

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2. In YaST, select the NetIQ Cloud Manager pattern, select the NetIQ Cloud Manager pattern and retain its associated default packages.
3. Run the Cloud Manager configuration program to configure Postgres.

- ♦ Install the supported Postgres package after you install Cloud Manager.

1. In YaST, select the NetIQ Cloud Manager pattern, then deselect the preselected Postgres packages before you click *Accept*.

2. Install the supported Postgres package using the zypper command.

```
zypper in postgresql-server=8.3.18-0.3.1
```

3. Run the Cloud Manager configuration program to configure Postgres.

## 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 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 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 Orchestration Installation Guide*.

## 2 Upgrade Issues

- ♦ [Section 2.1, “Application Server upgrade issues,” on page 3](#)

### 2.1 Application Server upgrade issues

The following information is included in this section:

- ♦ [Section 2.1.1, “Configuring SSL for LDAP but not Jetty triggers a Java exception during upgrade from 2.1.2 to 2.1.3,” on page 3](#)

#### 2.1.1 Configuring SSL for LDAP but not Jetty triggers a Java exception during upgrade from 2.1.2 to 2.1.3

If your Cloud Manager 2.1.2 installation has been configured to enable SSL security for its LDAP connection but SSL is not configured for the connection to the web service (Jetty), the upgraded Cloud Manager Application Server throws a Java exception when you attempt to log in.

Workaround: Manually reconfigure the login credentials to accept your SSL selection.

- 1 At the Cloud Manager Application Server, open `/etc/opt/netiq/cloudmanager/etc/com.novell.cm.backend.ldap.cfg` and note the following values:

```
keystore.keystorePassword=<value>
keystore.keyPasswords=<alias_value>=<pwd_value>
ssl.keyalias=<value>
```

- 2 Open `/etc/opt/netiq/cloudmanager/etc/com.novell.cm.ncss.connector.cfg` and make the following attribute value substitutions from the values you noted in [Step 1](#):
  - ♦ **connector.keystore.password:** Substitute the `keystore.keystorePassword` value.
  - ♦ **connector.keystore.signing-key.alias:** Substitute the `ssl.keyalias` value.
  - ♦ **connector.keystore.signing-key.password:** Substitute the `<pwd_value>` part of the `keystore.keyPasswords` value.

## 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 3](#)
- ♦ [Section 3.2, “Edit Resource Group dialog allows invalid entry,” on page 4](#)
- ♦ [Section 3.3, “Saving multiple Cloud Manager reports not possible when using the Firefox browser,” on page 4](#)

### 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 Edit Resource Group dialog allows invalid entry

If you choose to edit a resource group in the Cloud Manager Application Console and if that resource group has a VMware resource pool affiliation, you cannot add hosts to that Cloud Manager resource group, even though the *Add* option is active in the dialog box.

The problem will be corrected in the next Cloud Manager release.

### 3.3 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.

## 4 Cloud Manager Orchestration Issues

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

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

### 4.1 Orchestration Server issues

The following information is included in this section:

- ♦ [Section 4.1.1, "Support for VMware clusters," on page 4](#)

#### 4.1.1 Support for VMware clusters

Beginning with the 2.1.2 release, 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.

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

The following information is included in this section:

- ♦ [Section 4.2.1, "Snapshot Files Do Not Move with a VM," on page 4](#)
- ♦ [Section 4.2.2, "Service Control Manager Error on Windows 2003 VMs at login time," on page 5](#)

#### 4.2.1 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.

#### **4.2.2 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.