

Novell Cloud Manager 1.1 Readme

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This readme contains information about Novell Cloud Manager 1.1 issues you might encounter. The issues are divided into the following sections:

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1 Updates

In an effort to continually improve your Cloud Manager experience, Novell releases updates to address important issues. Currently, the following update is available for Cloud Manager 1.1:

- ◆ [Novell Cloud Manager 1.1.2 Update](#)

You can download this update through your Novell Customer Center account. Instructions for applying the update are included in the download.

2 Installation Issues

The following issues might be encountered during Cloud Manager installation.

2.1 ISO image file stops responding

When using YaST on SUSE Linux Enterprise Server 11, if you browse to and select the Cloud Manager ISO image as an add-on, YaST stops responding.

Workaround: Move the file selection dialog box, then click the *Next* button in the newly displayed dialog box. The non-responding dialog box disappears and YaST continues.

Workaround: If the first workaround fails, cancel YaST. Rerun YaST to add the image, but this time, rather than browse to the ISO image, type the full path to the ISO image.

2.2 Patterns are not displayed when running YaST in text mode

The PlateSpin Orchestrate Server and Monitoring Server patterns are not displaying when running SLES 11 YaST in text mode (via the ncurses library).

Workaround: Use the Search filter and search for “ZOS” to display the patterns.

3 Login Issues

The following issues might be encountered during Cloud Manager login.

3.1 Login fails because of space in LDAP search path

A space in the LDAP search path causes logins to fail. This is true if the space is in the search base DN or in the group base DN.

Workaround: Remove spaces from any containers or objects in the search path.

3.2 Login fails because sAMAccount attribute differs from CN attribute

Login fails if your Active Directory service is set up to use the sAMAccount attribute (for example, jdoe) for login to the directory and the CN attribute does not match the sAMAccount attribute. Cloud Manager uses the CN attribute for login.

Workaround: Make sure the sAMAccount attribute and CN attribute match (and don't contain any spaces as mentioned in [Section 3.1, “Login fails because of space in LDAP search path,” on page 2](#)).

4 Cloud Manager Zone Issues

The following issues might be encountered while managing Cloud Manager Zones.

4.1 Networks removed from Business Groups when a zone is disabled

If you disable a Cloud Manager zone, the zone's networks are removed from all Business Groups in which they have been added.

Workaround: None. After enabling the zone, you must add the networks to the Business Groups again.

5 Business Service Issues

The following issues might be encountered while creating and managing a business service through Cloud Manager.

5.1 Incorrect disk cost displayed for updated workloads

This issue applies only when creating a new business service. If you add a workload to a business service, and then edit the workload to add another disk, the workload's displayed cost (in the business service's Workload's list) is not updated to include the disk cost.

Workaround: Save the business service request, then select it and click *Edit* to open it again. The displayed workload cost is now correct.

5.2 Business service workload remains in *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.

5.3 In-progress business service requests are not completed if the Cloud Manager Server is restarted

If the Cloud Manager Server is restarted after a business service request enters the Building state, the request is never completed and the business service workloads are never deployed.

Workaround: Resubmit the business service request.

5.4 Changed business services are available in Post-Configuration state

A changed business service becomes available to the business service owner immediately after it is built, even though the status says that it is in a Post-Configuration state. If there are post-configuration tasks to perform on the workload, you can do so. Or, you can simply mark the Post-Configuration task as Complete.

Workaround: None.

5.5 Change requests cannot be modified

A change request that is saved but not submitted cannot be modified again. For example, if a user creates a change request by adding a workload to a business service and saves the request rather than submitting it, the user cannot then make additional changes to the request (such as adding another workload).

Workaround: Delete the change request, then create and submit a new change request.

5.6 Expiration date for imported business service cannot be changed

After creating an imported business service, you cannot change the business service's expiration date or business purpose.

Workaround: None. If possible, during initial import of the business service, remove any expiration date. When the business service is no longer needed, you can delete it.

6 Cloud Manager Console Issues

The following issues might be encountered while using the Cloud Manager console:

6.1 Browser becomes unresponsive when selecting multiple items

If you select more than 50 items in a list and perform an action, the browser becomes unresponsive and a script error might be displayed. After a short while, the browser becomes responsive again as long as the script is not canceled.

Workaround: Select fewer than 50 items and then perform the action.

6.2 Business Service Requests list loads slowly

The Business Service Requests list is slow to load a large number of requests. For example, 5000 requests can take approximately 50 seconds to load. With Internet Explorer, the "Stop running this script?" prompt might also appear.

Workaround: None. Wait for the list to load. With Internet Explorer, dismiss the prompt if you receive it.

6.3 Remote console is not working with 64-bit Web browser

The Cloud Manager remote console functionality uses Adobe Flash. However, Adobe Flash is not supported on 64-bit Web browsers (see the [Adobe Knowledgebase \(http://kb2.adobe.com/cps/000/6b3af6c9.html\)](http://kb2.adobe.com/cps/000/6b3af6c9.html)). Therefore, the remote console session fails with an "Unable to load the Flash VNC Viewer component" error.

Workaround: Use a 32-bit Web browser.

6.4 Unable to enter username and password in remote console

The Cloud Manager remote console requires that the Keyboard Encoding be selected before the username and password can be entered.

Workaround: None. Select the Keyboard Encoding first, then type the username and password.

6.5 Event window appears to be empty

If the event entries exceed the length of the Event window, the window appears to be empty when it is opened.

Workaround: The Event window is not empty. Use the scroll bar on the right to display the events.

7 User Management Issues

The following issues might be encountered when managing Cloud Manager users and administrators.

7.1 Unable to manage system because all administrators removed

Do not delete all administrators or remove all administrator roles from your Cloud Manager system. If you do so you will be unable to manage the system.

Workaround: If you find yourself in this situation, you can edit the PostgreSQL database directly to add an administrator. The [pgAdmin tool \(http://www.pgadmin.org/\)](http://www.pgadmin.org/) is one tool you can use to do this.

- 1 Open the ncm database.
- 2 Open the “public schema”.
- 3 Open the user-roles table
- 4 Add a new row with role_id set to Admin and user_ID set to the userID of a person you want to make and administrator.
- 5 Save the changes.
- 6 Log in using the administrator userID.

8 Service Level Issues

The following issues might be encountered when configuring service levels.

8.1 Changing the host group for a service level

If a service level is associated with a business service workload and you change the host group for the service level, you can cause a mismatch between the workload’s required hypervisor and the host group’s hypervisor.

Workaround: Do not change a service level’s host group after the service level is being used by a business service. Or, if you do change the host group, make sure that the new host group uses the same hypervisor as the old host group.

8.2 Changing the service level for a business service workload

If a user changes the service level for a workload, and the service level change requires the workload to be moved to a new host group, the workload is not moved until it is stopped and then restarted.

Workaround: None. Stop the workload so that it can be moved, then start it again.

9 Workload and Workload Template Issues

The following issues might be encountered when managing workloads and workload templates.

9.1 Windows settings and VNC password not copied when copying a workload

When a user creates a workload in a business service by copying one of the existing workloads, the VNC password is not being copied and, if the copied workload is a Windows workload, the Windows settings are not being copied. The business service cannot be submitted until this information is provided.

Workaround: Edit the workload to provide the VNC password and Windows settings.

9.2 Workload template not updated when its VM template changes

If you modify a VM template that is used in a workload template, the workload template does not update to the changed VM template.

Workaround: If you want the workload template to use the changed VM template, open and save the workload template.

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

In order for a user to be able 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.

10 Report Issues

The following issues might be encountered when generating reports.

10.1 Cost history not included for business services with no expiration date

If you run a cost report for a business service that does not have an expiration date, the report shows only the current cost. Any historical costs (captured when the cost of the business service is changed) are not reported.

Workaround: This is fixed by apply the Novell Cloud Manager 1.1.2 Update (see [Updates](#)).

11 Mobile Client Issues

The following issues might be encountered when using the mobile client.

11.1 Incomplete business service requests created with the mobile client can be submitted by the Web client

Because of the different methods the mobile client and Web client use to validate and save information, a user can create an incomplete business service request in the mobile client and successfully submit it in the Web client. Because of the incomplete information, the business service build process will fail.

Workaround: Complete a task using only one client. Do not complete part of the task in one client and then the rest of the task in the other.

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