



Cisco Intelligent Automation for Cloud 4.1.1 Release Notes

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This document describes key features, product requirements, enhancements, and some known issues in this minor (4.1.1) release of Cisco Intelligent Automation for Cloud. For more information about this release, refer to the appropriate product guides.



Note

You can access the most current Cisco Intelligent Automation for Cloud documentation, including these Release Notes, online at:

http://www.cisco.com/en/US/products/ps11869/tsd_products_support_series_home.html



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Introduction

Cisco Intelligent Automation for Cloud (Cisco IAC) 4.1.1 is a cloud management software solution that delivers a critical foundation layer for deploying and managing cloud-based computing in a holistic and unified way. The solution provides essential automated management and orchestration that allows organizations to control and manage cloud-based services transparently throughout their life cycles. This solution can cover diverse cloud deployments and is a flexible solution that can scale from test and development to production workloads, from initial cloud pilots to large-scale enterprise-wide initiatives to deliver maximum value to customers.

What is Cisco Intelligent Automation for Cloud 4.1.1?

This is a maintenance release for Cisco Intelligent Automation for Cloud. The components included are:

- Cisco Prime Performance Manager
- Cisco Prime Service Catalog 10.1
- Cisco Process Orchestrator 3.1
- Cloud Services Router 3.13.1S(ED)
- Nexus1000v: 5.2.1.SV3.1.1
- Virtual Security Gateway: Nexus1000v.5.2.1.VSG.2.1.2
- Prime Network Services Controller: 3.4(x)

**Note**

You must use Prime Network Services Controller 3.4.x to achieve Cloud Services Router 3.13 support.

**Note**

You must be on version 5.2.1.SV3.1.1 of Nexus1000v to correspond with the version of Virtual Security Gateway.

**Note**

The version of Cisco Prime Network Services Controller on the IAC Appliance is 3.4, along with version 3.13 Cloud Services Router and 2.1.2 of the Appliance. If you are using an earlier version of Prime Network Services Controller and/or require an earlier version of Cloud Services Router (ie.3.12) or Virtual Security Gateway (ie.2.1.1), you will be required to manually upload those image. These must be discovered, registered, and selected for use under Set Provision Settings to make usable for ANS deployments.

**Note**

Cisco Prime Network Services Controller 3.4.x is not available on the Cisco IAC 4.1.1 appliance at the time of this release. Please download PNSC 3.4.x from Cisco.com for use with Cisco IAC 4.1.1 minimum versions of CSR1000v, Virtual Security Gateway, and Nexus1000v.

System Requirements



Tip

For the complete list of inter-operable components and version/release information, see the *Cisco Intelligent Automation for Cloud 4.1.1 Compatibility & Requirements Matrix* located here: <http://www.cisco.com/c/en/us/support/cloud-systems-management/intelligent-automation-cloud/tsd-products-support-series-home.html>.

New Features and Enhancements

Defect Tickets Addressed

Cisco Intelligent Automation for Cloud 4.1.1 is a Quality Maintenance Release (Patch) that addresses over 100 postponed defect tickets from Cisco IAC 4.1.

New Support Added

This release also adds the following support:

- Support for Cisco Unified Computing System Director (UCSD) 5.1
- Support for Microsoft Internet Explorer (IE)11 for Cisco IAC user interface (UI) only
- Support for new versions of Prime Network Services Controller, Cloud Services Router, Nexus 1000v, and Virtual Security Gateway
- Support for Cisco Process Orchestrator 3.1
- Support for Cisco Prime Service Catalog 10.1
- Validation of support for ACM on UCSD

Changes to the Appliance

For Cisco IAC 4.1.1, there is no longer an IAC Catalog Appliance. The IAC Management Appliance remains, however.

Changes to Install Process

For Cisco Intelligent Automation for Cloud 4.1.1, the IAC411 archive is now split into two part for Cisco Prime Service Catalog (PSC) and Cisco Process Orchestrator (PO) content:

`IAC-ServiceCatalog-4.1.1_xxxx.xxx` and `IAC 4.1.1.xxx`.

- The PSC content is now be part of `IAC-ServiceCatalog-4.1.1_xxxx.xxx`. When extracting content of `IAC-ServiceCatalog-4.1.1_xxxx.xxx`, the `IACPortlets-4.1.1_xxxx.xxx` and `IACCatalogs-4.1.1_xxxx` will be part of it.
- The PO content archive `IAC 4.1.1.xxx` is the one that need to be used with Cisco Process Orchestrator.

Changes in Cisco IAC 4.1.1

Installation Notes

The installation process has changed significantly with this release. Please consult the *Cisco Intelligent Automation for Cloud 4.1.1 Installation Guide* for details.

Upgrade Notes

Core Components

Cisco IAC 4.1.1 supports only Cisco Prime Service Catalog 10.1 and Cisco Process Orchestrator 3.1. Therefore, for this release these core components will need to be upgraded.

Prime Service Catalog

Prime Service Catalog 10.1 supports only Microsoft SQL Server 2012, so SQL Server will also need to be upgraded.

Custom Content

Custom content may be overwritten during upgrades. Your Cisco IAC 4.1.1 upgrade should initially be validated on stage environments first, and installed only after a full backup of your previous Cisco IAC version has been completed.

**Note**

With Cisco IAC 4.1.1, the IAC Catalog Appliance is no longer supported.

Known Issues

The following section lists and explains—and when possible, provides a workaround for—the known issues in Cisco Intelligent Automation for Cloud 4.1.1

Application Management Extension Processes Overwritten During TAP Upgrade

Problem

The signature (input variables) in the following processes changed to allow host configuration. This change causes extension processes to be overwritten during TAP upgrade.

During import of tap “Intelligent Automation for Cloud Starter” a dialog will show up informing that the following processes will be overwritten:

```
InstallOrRun Client >> Post-Bootstrapping (Chef)
InstallOrRun Client >> Pre-Bootstrapping (Chef)
InstallOrRun Puppet Agent >> Post-Bootstrapping (Puppet)
InstallOrRun Puppet Agent >> Pre-Bootstrapping (Puppet)
```

Solution

If there are any customization on the listed processes, make a copy and move the customization back after the upgrade.

Customizations in Certain Tables Get Overwritten

Problem

IAC package `SC_Common_4-1-1_Overwrite` will overwrite the following standard tables:

- CloudSync Discovery Intervals
- Discover
- PlatformElement Types
- VDC Network Description
- VDC Network Topology

Solution

Make a copy if you have created any customizations.

Provisioner Replaced by Extensions

Cisco Process Orchestrator 3.1 no longer includes the Cisco Server Provisioner (formerly known as “LinMin”) adapter. Cisco IAC 4.1.1 processes using the adapter replaced these activities using extensions. In addition, Cisco IAC does not support out-of-the box physical or bare metal provisioning.

Storefront Demo Content

Problem

During installation of Cisco Prime Service Catalog 10.1, you may see a check box to install Storefront service content.

Solution

Ignore. This is a demo content and is not needed for Cisco IAC.

Prime Service Catalog Warning Message on Approvals

Problem

During the approval moment of services which needs approval, when respective approver clicks the approve button on the form to approve the service order, you may see following error message “Please close this task and open again as it is still being processed in a queue”.

Solution

This is just a warning kind of message and does not break any existing functionality. You just need to click OK in order to proceed. Once OK has been clicked, the service will be approved.

Chef Agent Naming Convention Change

Problem

The naming convention now used by Chef agents has changed and no longer matches the naming convention used by Cisco IAC 4.1.1 for the Chef agent repository. Only local repository poses the issue if the files stored locally do not match the file name expected by Cisco IAC. Process will fail to find the file it expects on the local repository and will, therefore, not install the agent.

Solution

Rename the files in the local repository to match the old naming scheme used by Chef and to what Cisco IAC expects. The format is as follows:

```
chef-{version}-{distro}-{arch}.rpm
```

```
chef-{version}-{distro}-{arch}.deb
```

```
chef-windows-{version}.msi
```

For example:

```
chef-11.12.4-el-5-x86_64.rpm
```

```
chef-11.12.4-el-6-x86_64.rpm
```

```
chef-11.12.4-ubuntu-x86_64.deb
```

```
chef-windows-11.12.4.msi
```

Table Grooming Issue

Problem

The tables `XtrMessageContent` and `TxRequisitionEntry` need to be groomed regularly.

Solution

Grooming of data on both tables are addressed through Administration > Utilities > Purge function.

- **Table `TxRequisitionEntry`.** Number of rows on table can be reduced through Requisition Purge. There are multiple options to purge requisition. Being stress environment, Please use criteria appropriate to your needs. Execution of requisition purge preceding service link is preferable and makes the service link purge less time consuming.
- **Table `XtrMessageContent`.** Size of data on table can be reduced through Service Link purge. Number of rows may not reduce, but content does reduce.

These purge utilities are database stored procedures.

Instructions

Look for information on:

- Requisition Purge
- Workflow Purge
- Service Link Messages Purge

These sections are covered in “Appendix B: Configure Site-Wide Settings” of the *Cisco Prime Service Catalog Administration and Operations Guide*. Here is the link to the guide:

http://www.cisco.com/c/en/us/td/docs/net_mgmt/datacenter_mgmt/intel_auto/service_portal/v_10_1/admin-operate/guide/CiscoPrimeServiceCatalog-10-1-AdministrationandOperationGuide.html



Note

The appendix contains instructions for manually executing the BAT or SH scripts to purge data. You can either use Windows Scheduler, or a Linux cron job to schedule these scripts. Or, for Oracle databases, you can also use DBMS Scheduler to schedule the execution of the stored procedures themselves.

Incorrect Page Rendering in Internet Explorer

Problem

While using Cisco Intelligent Automation for Cloud 4.1.1 in Internet Explorer 11, Compatibility View may cause the page to render incorrectly resulting in unexpected results and impacting usability of the site. Browsing Cisco IAC using Microsoft Internet Explorer, logged in as a domain user. Cisco IAC 4.1.1 is being hosted internally.

Solution

In the Compatibility View, uncheck the box “Display intranet sites in Compatibility View.”

Order Management Access Problem

Problem

Requisition details points to service portal or order management module is not available to user. The Requisition Details page is part of order management module. Since Order Management is not available for any users other than admin, it is defaulting to Service Portal.

Solution

In order to get order management back, log in as the site Admin and follow the steps below.

-
- Step 1** From the drop-down menu in Cisco IAC 4.1.1, select **Organization Designer**.
 - Step 2** On the Organization Designer home page, select **Roles**.
 - Step 3** Select the role, such as Cloud Provider Technical Administrator.
 - Step 4** From the menu on the far right of the screen, select **Capabilities**.
 - Step 5** Click the **Add** button above the menu.
 - Step 6** Select My Services > View Requisition.
-

Puppet Time Out Issue

Problem

Recently due to the increase in size of the combined Puppet installer package, Puppet Labs has split the agent off into its own package of a much smaller size.

As a result when using the remote repository, the time to download the package may exceed the timeout (of 30 minutes) currently configured on the “Install and Configure (Linux/Windows) Puppet Agent” activity located in the “Install Puppet Agent” process.

Solution

If using the remote repository, you may need to increase the timeout on the global variable “Install Puppet Agent Timeout (Minutes)” in Process Orchestrator to a value of at least 60 minutes to account for additional time needed to download the file. If the timeout still exceeds, additional time may need to be added depending on the speed of the local Internet connection.



Note

Increasing this amount does not increase the time it takes to run the process but instead just the maximum amount of time that PO will wait to download the package.

Last Reference in PNSC Resource Manager Not Being Deleted

Problem

During the decommission process for an ANS enabled organization, part of the process is removing the association of the CSR from the Prime Network Service Controller (PNSC). The activity designed to remove this association is not deleting the last reference in the PNSC Resource Manager. The organization being decommissioned must be ANS enabled, thereby having at least a CSR.

Solution

After the decommission process is complete, log into the PNSC and delete the reference for the removed CSR from the Resources tab under Managed Resources. This action should only be taken by staff experienced with managing the network infrastructure.

Firewall Problems

Issues with VDCs and VMs

Problem

Any user-created firewall rule to deny traffic (such as a Virtual Data Center rule and/or a Virtual Machine Firewall rule) which was created for unprotected networks on advanced network services VDCs will not take full effect. This is because the default permit statement created as part of creating the unprotected network is taking precedent over user created rules.

Solution

A Process Orchestrator server global variable called “**Default CSR and VSG fw sequence number**” sets the default Permit All Firewall rules sequence number to a very large number (default value of 65000), insuring that the user rules come before the default permit all/deny all regardless of type.

Proper Order for Drop and Permit Not Being Maintained

Problem

When applying Virtual Data Center (VDC) or Virtual Machine (VM) Firewall rules between zones/networks/servers, Cisco IAC is not retaining the proper order in which drop and permit rules need to be applied. The correct ordering should match (i.e. be consistent) on both the Cloud Service Router (CSR) Zone Based Firewall and Virtual Security Gateway (VSG) Layer2 Firewall.

Solution

The long term solution is to offer to users the capability to change the Firewall rules order in the user interface. Until Cisco IAC offers that capability we are applying the rules in the order in which they are provisioned.

If any rule order needs changing the user would need to manually rollback the affected set of rules and reenter them in the correct order. This is similar to the functionality and logic of manually editing rules in the command line.

Appliance and PO Authentication Failure

Problem

IAC Appliance NTLM authentication to Process Orchestrator server fails with the error message:

```
[ERROR] [WebServiceClient] Error send/receive SOAP message
org.springframework.ws.client.WebServiceTransportException: Unauthorized [401]
```

Solution

We are experiencing NTLM authentication issues with passwords that contain special characters. For that reason we recommend that in Cisco IAC 4.1.1 release, user passwords used in the Appliance web service client NTLM authentication to Cisco Process Orchestrator server should not contain special characters (such as commas, &, _, and so on).

**Note**

This issue will be fixed in the 4.2 release of Cisco Intelligent Automation for Cloud.

Password Not Supplied During Brownfielding for Local User

Problem

When attempting ACM Brownfielding with either Puppet or Chef on a Linux VM, you enter the Manage ACM user and password in the Service Portal.

The expectation is that the workflow will enter the user and password to login to the instance, however, the activity in the downstream Process Orchestrator workflow does not currently supply this password when prompted.

**Note**

Private key authentication is not supported by Manage ACM.

Solution

None at this time.

Additional Information

Cisco Intelligent Automation for Cloud Community

The Cisco Intelligent Automation for Cloud (Cisco IAC) community is a public forum that provides resources for Cisco IAC components and solutions. You can access the new Cisco Intelligent Automation for Cloud public forum here:

<https://supportforums.cisco.com/community/12172166/cisco-intelligent-automation-cloud>

Accessibility Features in Cisco IAC 4.1.1

The Cisco Intelligent Automation for Cloud 4.1.1 software does not provide any accessibility features.

All product documents are accessible except for images, graphics, and some charts. If you would like to receive the product documentation in audio format, braille, or large print, please contact accessibility@cisco.com.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

In addition to this document, the following guides have been updated for Cisco IAC :

- *Cisco Intelligent Automation for Cloud 4.1.1 Compatibility Matrix*
- *Cisco Intelligent Automation for Cloud 4.1.1 Installation Guide*
- *Cisco Intelligent Automation for Cloud 4.1.1 Quick Start Guide*
- *Open Source Used in Cisco Intelligent Automation for Cloud*



Note

For information on Cisco Intelligent Automation for Cloud Virtual Appliance, contact Cisco Technical Assistant Center (TAC).

You can access the most current Cisco IAC documentation, including these release notes, online at http://www.cisco.com/en/US/products/ps11869/tsd_products_support_series_home.html.

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