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Atlantis ILIO™ 4.1 Release Notes
Version 1.0

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Technical Support

Existing customer with a support contract can contact customer support by email or by submitting a case on the customer support portal.

Email: support@atlantiscomputing.com
RELEASE NOTES – Atlantis ILIO 4.1
The release notes contain the following topics:

- New Features
- Resolved Issues
- Known Issues
- Upgrading Atlantis ILIO and ILIO Center
- Support Tools

1. New Features

1.1 Atlantis ILIO Fast Recovery

Atlantis ILIO has implemented the Fast Recovery feature to significantly accelerate Atlantis ILIO datastore recovery for persistent VDI and XenApp implementations after a system outage or unplanned reboot of the Atlantis ILIO virtual machine(s). In controlled testing of environments that simulate customer environments, we have validated recovery times to be within 15 minutes for a production-sized datastore. In addition, a progress bar has been added that shows recovery status.

1.2 Resize support for Atlantis ILIO Datastores

Atlantis ILIO Persistent VDI supports resizing the datastores on the Session Host and the Replication Host to increase the datastore capacity. This functionality is supported for In-Memory deployments of Atlantis ILIO Persistent VDI.

1.3 Leverage high-performance SSD devices as an alternate to Server RAM

Atlantis ILIO now supports Flash and SSD devices as an alternate to server RAM for use in the Atlantis ILIO Session Host as part of the Atlantis ILIO Persistent VDI In-Memory implementation. This is useful for environments where the servers have less than 128GB of Server RAM available.

1.4 Pro-active Monitoring and Support

Atlantis ILIO Center now has the option to send periodic diagnostic reports to Atlantis Computing Technical Support to provide early notification and resolution of support cases. Please refer to section 6.2.5 (Alerts) of the ILIO Center Administration Guide for more information on this feature.

1.5 Atlantis ILIO Deployment Services support for all Atlantis ILIO deployment types

You can now use Atlantis ILIO Deployment Services to deploy Atlantis ILIO for all deployment type:

- Atlantis ILIO Persistent VDI
- Atlantis ILIO Diskless VDI
- Atlantis ILIO Stateless VDI
- Atlantis ILIO for XenApp
The use of Deployment Services to deploy ILIO for any deployment type is recommended, as the older installation methods are deprecated starting in version Atlantis ILIO 4.1, and will be removed in a future releases.

1.6  In-place upgrade support
In-place upgrades of Atlantis ILIO 3.2 and Atlantis ILIO 4.0 are supported. For Atlantis ILIO 4.0 Persistent VDI In-Memory Deployments, please upgrade the Atlantis ILIO components in the following order:

1. Atlantis ILIO Center
2. Atlantis ILIO Replication Host(s)
3. Atlantis ILIO Session Host(s)

Upgrades of Atlantis ILIO 3.2 deployments need to be performed using Atlantis ILIO Center. For upgrade assistance, please contact Atlantis Computing support. If you don’t have Atlantis ILIO Center licenses, please contact your Atlantis Computing Sales Representative.

1.7  Highly scalable Deployment Services
Atlantis ILIO Deployment Services now provides a highly scalable solution for deploying and configuring Atlantis ILIO and ILIO Center to servers in a large number of racks in your datacenter. Additionally, Deployment Services now is completely scriptable for easy installation and configuration is large-scale deployments and facilitates integration into 3rd party provisioning tools.

2. Fixed Issues

2.1  Distributed vSwitch environments are supported
You will be able to use ILIO Deployment Services to deploy and configure Atlantis ILIO instances in datacenters that use VMware’s Distributed vSwitches.

2.2  Updated JDK
This release has an updated version of the Java JDK that addresses a daylight savings time configuration issue.

2.3  VMware vCenter Appliance Compatibility
This release of Atlantis ILIO is fully compatible with the VMware vCenter Appliance.

3. Known Issues

3.1  Resize datastore operation may time out for large datasets
The resize datastore operation may time out after three hours. In some cases, it is possible that the resize operation could take longer than the timeout period. When this happens, the resize operation will finish successfully, even though ILIO Center will report an error. Please engage with your Atlantis ILIO Technical Support contact to finish this operation.

On very rare occasions, you will have to re-register the Virtual Machines after a resize operation in VMware vCenter, using the following procedure:

1. Unregister all VMs in the Atlantis ILIO datastore
2. Unmount datastore
3. Remount datastore
4. Register VMs

3.2 Occasionally, a Session Host needs an additional reboot after recovering from a system failure
In rare occurrences, the ILIO Session Host may not recovery automatically from a system outage. Please restart the Atlantis ILIO Session Host VM manually when this happens; a second reboot will finish the recovery.

3.3 An unbootable Atlantis ILIO Session Host cannot be removed from ILIO Center
When a Session Host does not boot, ILIO Center will not remove the ILIO instance from the cluster, even if no resources are present on this Atlantis ILIO instance.

**Workaround:** please rename the Atlantis ILIO Virtual Machine in vCenter and retry the operation. After this succeeds, you can successfully remove the virtual machine using vCenter if wanted.

3.4 An unlicensed, already existing ILIO Center cannot be used for Deployment Services when used to deploy more than 5 ILIO instances
Atlantis ILIO Deployment Services will not automatically install a new license when you use it with an eligible license to deploy more than 5 ILIO hosts.

**Workaround:** Please add the license to ILIO Center manually, and re-run the Deployment Services installation.

3.5 Manually renaming the ILIO hostname is not supported
You should not rename the hostname of Atlantis ILIO controller instances that are part of a Session Cluster. This might break the configuration of ILIO Session Clusters.

3.6 Do not reboot the Replication Hosts or Session Hosts before forming a Session Cluster
You should not reboot the ILIO Virtual Machines, deployed with either Session Host or Replication Host role, before creating the Session Cluster. Creation of a session cluster after the Session Host or Replication Hosts have been rebooted will result in a failed Create Cluster operation.

3.7 Fast Clone for virtual machines with VMware snapshots enabled is not supported
You cannot create Fast Clones of Virtual Desktops that have VMware snapshots enabled. Attempting to do so will result in an unbootable virtual machine. Please ensure no snapshots are present and re-run the FastClone operation.

3.8 Standalone ILIO installer on the ILIO Console screen is not supported for Replication Host and Session Host
ILIO Deployment Services is mandatory for installing Atlantis ILIO 4.1 Persistent VDI In-Memory.
3.9 **Atlantis ILIO Deployment Services should not be run on the same machine as Virtual Center**

This is due to high CPU usage which could cause deployments to fail. We only support ILIO Deployment Services running on a different host other than Virtual Center.

3.10 **Atlantis ILIO Deployment Services does not support spaces in a password**

This will be fixed in a future release.

3.11 **Fast Replication configuration does not limit the NFS export to only the Session Host network address**

The share used for Fast Replication on the Replication Host is publicly exported, so any machine can mount the share. An upcoming version of the product will change the behavior to only export the Replication Host datastore to the specific Session Host. Please use Atlantis Computing KB KBA-01220-S1J1T9 as a workaround.

3.12 **FastClone operation will fail to successfully register the cloned virtual machines if the name of the source virtual machine is ‘vm’**

If a virtual machine named ‘vm’ is used as the source for a FastClone operation, the clone operation will succeed, but the VM will show up as invalid and grayed out in Virtual Center. The operation works successfully if you rename the source virtual machine to another name before executing the FastClone operation.

3.13 **ILIO Deployment Services does not allow for ‘(‘ and ‘)’ characters to be present in a datastore name**

The datastore names that are used with Atlantis ILIO Deployment Services should not contain parenthesis characters. If they are used, the verification of the configuration files will fail with one of the following error codes:

- ILIO_INVALID_VM_DATASTORE(125)
- ILIO_INVALID_BACKING_DATASTORE(126)

3.14 **Internationalized vCenter deployments are not supported**

Atlantis ILIO Deployment Services and Atlantis ILIO Center are not compatible with localized versions of VMware vCenter. This is due to some vCenter APIs that are not completely I18N compliant.

4. **Upgrade Procedures**

Please refer to the Atlantis ILIO Center Administration Guide for upgrade instructions and procedures.

5. **Support Tools**

When Atlantis ILIO needs troubleshooting, please perform the following procedures to send additional information to the Atlantis ILIO support team.

5.1 **Using Atlantis Support Tools**

To perform log collection on the extracted directory, type `./ilio-collect-logs.sh`. 
Below is a list of all supported arguments and a few examples of usage:

**Usage:**
- `-t TIME_IN_MINUTES`: Collects diagnostic logs for TIME_IN_MINUTES minutes. Defaults to 10 minutes if not specified
- `-?`: Prints list of available commands

**Examples:**
- `/opt/support/ilio-collect-logs.sh -t 30`
  This will run ILIO log collection only (no file system checker) for 30 minutes.

After running `ilio-collect-logs.sh`, this will generate `ilio_logs_<date>.tar.gz`

### 5.2 Sending logs to Atlantis Support

To send logs to Atlantis Support, execute the following steps:
1. Download WinSCP (winscp.net) or any secure copy tool.
2. Log on to ILIO machine using the tool.
3. Copy `ilio_logs_<date>.tar.gz` to the local machine.