



# Command Center 3.x Release Notes

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# Command Center 3.x Release Notes

The Citrix Command Center Release Notes describe the new features and enhancements, limitations, and known issues in Citrix Command Center releases 3.3 and 3.2. It also lists the bugs fixed in releases 3.2 and 3.1.

- [New in This Release](#)
- [Fixes for Customer Issues](#)
- [Limitations](#)
- [Known Issues and Workarounds](#)

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# New in This Release

With the 3.3 release, the HTML Web client is the only available client, and it has been enhanced to offer all the functionality of the earlier applet client along with many new capabilities. This release also provides support for Citrix Branch Repeater and NetScaler VPX devices.

- [Enhancements in Release 3.3](#)
- [Enhancements in Release 3.2 Build 34.5](#)
- [Enhancements in Release 3.2 Build 34.3](#)
- [Enhancements in Release 3.2 Build 34.1](#)
- [Enhancements in Release 3.2 Build 25.2](#)

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- [Enhancements in Release 3.3](#)
- [Enhancements in Release 3.2 Build 34.5](#)
- [Enhancements in Release 3.2 Build 34.3](#)
- [Enhancements in Release 3.2 Build 34.1](#)
- [Enhancements in Release 3.2 Build 25.2](#)

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# Enhancements in Release 3.3

The Citrix Command Center release 3.3 includes the following new features and enhancements.

## Enhanced HTML Web Client Access to Command Center

With this release, the HTML Web client is the only available client. The applet and Web start clients are not available any longer. The HTML Web client offers all the functionality of the earlier applet client along with many new capabilities.

## Platform Upgrade Required for Internal MySQL

As of this release, the supported MySQL version is 4.1.24-pro-nt. If you are using release 3.2 with internal MySQL database (that runs version 4.0.17) and upgrade to release 3.3, you need to install the “Platform Upgrade” patch before upgrading to 3.3. This platform upgrade patch installs the upgraded version of MySQL. Note that you cannot uninstall this platform upgrade patch.

The executables are:

- CC\_PF\_1.0\_1\_1.exe (For Windows)
- CC\_PF\_1.0\_1\_1.bin (For Linux)

## Performance Management Enhancements

With this release of Command Center, the Performance Management feature has been enhanced to provide the following functionality.

- Merged trend reports into the quick and custom report functionality, which lets you access granular and consolidated hourly and daily reports on the same page, thus providing complete visibility for the selected performance counters and devices.
- Five built-in reports are provided:
  - ResourceUtilization
  - HTTP requests - TCP connections
  - TCPMultiplexing

- VirtualServerThroughputDistribution
- WANScaler acceleration

## Support for Citrix Branch Repeater

With this release, Command Center supports the discovery and management of Citrix Branch Repeater. The operating systems on Citrix Branch Repeater that are supported for Command Center management are Linux and Windows 2003 and 2008. The Branch Repeater devices are depicted using the icon BR.

## Support for Syslog

With this release, Command Center displays the syslog messages on the **Syslogs** page on the **Fault** tab if you have configured your NetScaler device to redirect all syslog messages to the Command Center server at port 514.

## Define an Action Associated with a Threshold From the Thresholds Page

With this release of Command Center, you can define an action associated with the threshold when adding a threshold from the Thresholds page on the **Performance** tab. When the threshold is breached, the action you define is taken automatically.

If you want, you can unset the action when modifying the threshold by clicking the **Modify Thresholds** icon on the **Thresholds** page. When you delete a threshold, the action associated with that threshold is also deleted.

**Note:** Command Center 3.3 supports only sending email notifications action.

## Inventory Table Enhancements

The Inventory table on the Home page is enhanced to display the following:

- The first column lists the device types and the number of discovered devices for each device type. The device types listed are: NetScaler (NS), NetScaler VPX (NS VPX), Access Gateway (AG), Repeater (R), and Branch repeater (BR).
- At the bottom of the table, the total number of devices being managed by Command Center is displayed.

## User Interface Enhancements

The following enhancements have been made to the user interface in this release:

- The log on page is changed to display only the fields for user credentials.
- The Help link is now provided within the main page instead of the top bar. This invokes the context-sensitive help for that page along with the table of contents of the stand-alone help.
- The **Fault Management** tab is renamed to **Fault**.
- The font style and layout color has been changed.
- The Personalize option has been removed from the top bar.
- The **Admin** tab has been reorganized and the tree structure in the left pane no longer exists.

## New Device Operation to Launch NetScaler UI

With this Command Center release, the two device operations, **Invoke Configuration Utility** and **Invoke Dashboard** have been merged to **Invoke Configuration Utility**. This launches the browser-based NetScaler user interface for the selected device. You can use the user interface to launch the configuration utility, dashboard, monitoring, and reporting tools of any NetScaler device (which also includes Access Gateway and NetScaler VPX devices).

## View Breadcrumb Navigation

The user interface is enhanced to provide breadcrumb navigation that displays the decision path you take to arrive at the current page. Each step in the navigation is clickable and thus lets you navigate back to any step in your decision path.

## Run Show TechSupport

With this release of Command Center, you can use the **Show TechSupport** option to generate a tar archive of system configuration data and statistics for submission to Citrix technical support. After the tar archive file (support.tgz) is generated on the NetScaler, it is downloaded to the Command Center server with the NetScaler IP address used for the file name prefix (for example, NetScalerIP\_support.tgz).



## Support for SNMP Version 3

With this release, Command Center supports SNMP version 3 for all NetScaler devices. When adding a map, you need to fill the following details for SNMP v3: user name, security level, auth protocol, auth password, priv protocol, and priv password.

## Configure Security Settings

You can now configure the security settings by changing the default communication mode (HTTP or HTTPS) and the port used between the Command Center server and the client.

## Download SSL Certificates

You can now download the SSL certificates and corresponding key files to your local system.

## Implicitly Save Custom Tasks

Command Center now executes the save config command to save the list of commands executed through a custom task on the device's configuration file. The users need not do this explicitly.

## Enhancements in NetScaler Software Upgrade Tasks

- The following built-in tasks are no longer supported:
  - SoftwareUpgrade-Within7.0
  - SoftwareUpgrade-Within6.x
  - SoftwareUpgrade-6.xto7.0
  - SoftwareUpgrade-5.2to6.x
- The two built-in tasks, SoftwareUpgrade-8.xto9.0 and SoftwareUpgrade-Within9.0, have been enhanced to update the documentation bundle.

## New Device Types and Device Icons Supported

With this release, the following device types and device icons are supported:

- NetScaler VPX is supported and is depicted using the icon **NS VPX**.

- Access Gateway is represented using the icon **AG**.
- Repeater is represented using **R**.

## **HTTP and HTTPS Not Supported During Repeater Device Discovery**

With this release, Command Center does not support HTTP and HTTPS protocols during Repeater and Branch Repeater device discovery.

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# Enhancements in Release 3.2 Build 34.5

There are no enhancements in this release. The focus of this release has been to fix bugs, which are listed in the topic [Bug Fixes in Release 3.2 Build 34.5](#).

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# Enhancements in Release 3.2 Build 34.3

The Citrix Command Center release 3.2 build 34.3 includes the following new features and enhancements.

## Command Center Licensing Changes

With this release, the use of Command Center is subject to the Citrix license covering the specific edition of the Citrix product(s) with which you can use Command Center.

Command Center is licensed for use only with the following specific editions of Citrix products:

- Citrix NetScaler Enterprise and Platinum editions
- Access Gateway Enterprise edition
- WANScaler all editions

However, you can use the Command Center evaluation software with any editions of NetScaler, Access Gateway, and WANScaler for internal demonstration, test, or evaluation purpose for a period of 90 days from the date of first installation.

## MySQL Database Not Packaged with Command Center

With this release onwards, the MySQL database is not packaged with Command Center. However, if you are using internal MySQL database pre-packaged with a previous release, and upgrade to this release using a service pack, you can continue to use your internal MySQL database.

## Support for Citrix WANScaler Release 5.0

This release of Command Center supports WANScaler release 5.0. You can manage and monitor devices running on WANScaler 5.0.

## Clear the Discovery Status Page

With this release of Command Center, you can clear the **Discovery Status** page by clicking the **Clear** option.



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# Enhancements in Release 3.2 Build 34.1

The Citrix Command Center release 3.2 build 34.1 includes the following new features and enhancements.

## Support for Citrix NetScaler Release 9.0

This release of Command Center supports NetScaler release 9.0. You can manage and monitor devices running on NetScaler 9.0.

## View Discovery Status of Devices

With this release of Command Center, you can view the discovery status of all discovered as well as inaccessible devices. To view the discovery status of devices, on the **Citrix Network** tab, in the right pane, click **Discovery Status**. On the **Discovery Status** page, you can view details, such as time when the discovery process started for a particular device and the status of the discovery process. For more information on this, see the Citrix Command Center Online Help.

## Device Discovery Based on Host Names and List of IP Addresses

With this release of Command Center, you can add devices by specifying one or more host names of devices, IP addresses, and/or a range of IP addresses. You can also add devices by importing the device names from a file containing the host names, IP addresses, and/or IP addresses of the devices you want to discover.

## Download Configuration and License Files to Local System

With this release of Command Center, you can download configuration file and/or license files from the Command Center server to your local system. To download configuration and/or license files, on the **Device Properties** page, under **Archived Details**, select the timestamp of the file(s) you want to download, and then click **Download**.

## Support for NetScaler Serial Numbers

Command Center now supports the ten digit serial number of NetScaler devices. You can view the serial number on the **Device Properties** page or on the **Network Database** tab. You can also use the serial number of a NetScaler device as search criteria on the **Network Database** tab.

## Support for New Virtual Server Counters

Command Center now supports the following virtual server counters:

- Number of services
- Number of spill overs
- Number of SSL users
- Time since last state change
- Total Vserver hits
- UP services (%)

## Support for System Health and System Disk Counters

Command Center supports the system health counters for voltage, temperature, power supply, and fan speed. It also supports the following system disk counters:

- Available disk space
- Total disk space
- Percentage of disk space used
- Used disk space

## Enhancements in Instance Selection Pane

With this release of Command Center, by default, the entity instances listed under **Available Data** in the instance selection pane are sorted alphabetically.

Also, when you click an instance name, the name is displayed below the list box. This ensures that long instance names are easily comprehensible.

## View Only Non-Zero Value Counters in Performance Charts

With this release of Command Center, you have the option to exclude all zero value counters when generating quick reports and custom reports.

## View Alarms Assigned to a User

With this release of Command Center, you are provided with the **My Assignments** node on the **Fault Management** tab. Use the **My Assignments** page to view all alarms assigned to you. You can resolve the alarms assigned to you, or unpick an alarm and assign it to another user. You can also save the alarm data to your local system.

## Enhancements in the Failure Object Field

With this release of Command Center, when defining event and alarm triggers, in the **Failure Object(s)** text box, you can now type the entity instances or counters for which an event or alarm is generated. You can type counter names for all threshold-related events, entity names for all entity-related events, certificate names for certificate-related events. For more information, see “Defining Actions Associated with Alarms and Events” in the Citrix Command Center Online Help.

## Enhancements in Executive Summary Page

With this release of Command Center, the **Inventory Snapshot** view is enhanced to display the device types and the number of devices (for each device type) with the alarm severity depicted by the alarm color code. It also displays the number of inaccessible devices for each device type.

The **Active Alarms** view now provides the **My Assignments** link, clicking which you can view a list of alarms assigned to you.

## Support for New Traps in NetScaler Release 9.0

Command Center now supports all traps introduced in the NetScaler release 9.0.

## New Built-in Configuration Tasks

With this release of Command Center, three new built-in tasks are introduced:

**SoftwareUpgrade-Within9.x**



Upgrade one or more NetScaler devices from the 9.0 release to a newer 9.x version.

#### **SoftwareUpgrade-8.1to9.x**

Upgrade one or more NetScaler devices from the 8.1 release to any version of the 9.0 release.

#### **RestoreConfig**

Restore the configuration on a WANScaler device from any configuration file.

## Centrally Manage the Monitoring Feature

With this release of Command Center, you can centrally manage the Monitoring feature that lets you monitor the real-time status of virtual servers, services, and service group members configured on all discovered NetScaler devices. You can enable or disable Monitoring from the **Admin** tab. This feature is enabled by default.

## Specify Rediscovery Interval in Minutes

With this release of Command Center, when you set the discovery configuration settings from the **Admin** tab, you must specify the Rediscovery Interval in minutes. The default rediscovery interval is 60 minutes.

## Support for Execution Log in Monitoring

You can view the audit trail for enable and disable operations performed on virtual servers, services, and service group members. To view the execution details, on the **Monitoring** tab, in the right pane, click **Audit Trail**. On the **Audit Trail** page, you can view details, such as device on which the operation is performed, name of the entity, and status of the operation. For more information, see the Citrix Command Center Online Help.

## Enhancements in Configuration Task Execution Log

With this release of Command Center, the Schedule Log and Execution Log have been merged into a single Execution Log. This Execution log is reorganized to display the execution status of the selected task on all the devices on which the task is executed. You can further drill down to view the status of the commands executed on each device.

## Annotate Task Execution

With this release of Command Center, you can track the reason for each task execution by annotating the tasks when executing them. You can annotate the following tasks:

- Built-in or custom configuration management tasks
- Enabling or disabling virtual servers, services, and service group members
- Installing and Updating certificates
- Replicating configuration on WANScaler devices

## Uninstalling Command Center Removes All Data in an Internal Database

With this release of Command Center, when uninstalling Command Center, all application data, reports, and user-created files and folders in an internal database are removed by the uninstaller. In case of an external database, only the user-created files and folders are removed, and you must manually delete the database.

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# Enhancements in Release 3.2 Build 25.2

The Citrix Command Center release 3.2 build 25.2 includes the following new features and enhancements.

## Support for WANScaler Device Configuration

You can use Command Center to replicate a configuration of a WANScaler device to multiple devices that you manage. In addition, you can use the new software upgrade and general built-in tasks for implementing specific configuration changes on WANScaler devices and device lists. You can also view the status of a configuration that has been replicated from a WANScaler device to one or more WANScaler devices.

Command Center uses the SSH and SFTP protocols to make configuration changes on the managed devices. When discovering WANScaler devices, you need to enter the user credentials for SSH and SFTP protocols. By default, the user name and password for SSH are the same as that of your WANScaler UI. The user name for SFTP is transfer; and the password is set by Command Center when you enter the password the first time.

## Monitor Real-Time Status of Virtual Servers, Services, and Service Groups

With this release of Command Center, you can monitor real-time status of virtual servers, services, and service groups configured on all discovered Citrix NetScaler devices. For example, you can monitor the state of a virtual server, service, and service group; the health of a virtual server; and the time elapsed since the last state change of a service. You can also view the services and service groups bound to a virtual server and the members of a service group. You can further enable or disable the virtual servers, services, and service groups from Command Center without logging on to the NetScaler.

## Support for High Availability Mode

With this release of Command Center, you can configure two Command Center servers pointing to the same external database in high availability (HA) mode to ensure uninterrupted device management and continuity in monitoring and data storage. Whenever the primary server fails, terminates, or shuts down, the secondary Command Center server takes over device management. You must use port 2014 for communication between the two Command Center High Availability (HA) servers.

## Support for Microsoft SQL Server Database

Command Center now supports Microsoft SQL Server 2005 as its database in addition to Oracle Database10g and MySQL 4.x.

**Note:** For more information about setting up SQL Server 2005 for Command Center, see the Citrix Command Center Installation Guide.

## Support for Automated Rollback Commands

With this release of Command Center, you can enable auto rollback for custom tasks so that Command Center automatically generates rollback commands during runtime. This ensures that even if one command execution within a task fails, the entire task is rolled back. This helps to restore the original configuration of the device when task execution fails. The automated rollback feature is an enhancement to the existing manual rollback mechanism where users need to manually enter the rollback commands for a task. The auto rollback feature is supported only for Citrix NetScaler versions 8.1 and later.

## Enhancements in Device Properties

With this release of Command Center, you can track the configuration change trend on a device and view various reports depicting the configuration change. You can also view the details of the files archived during discovery, rediscovery, during an interval set by the user, or for the current time. You can also download and archive the configuration and license files for the current time from the Device Properties page. To do this, go to **Device Properties > Configuration > Archived Details > Backup Config**.

## Configure Granularity of Performance Data

You can now specify the number of days you want to store collected and consolidated performance data on the server. You can change the default number of days for the following intervals:

- Duration of performance data collected at configured intervals (default: 5 minutes)
- Duration of performance data consolidated at hourly intervals
- Duration of performance data consolidated at daily intervals

## Support for Built-in Audit Policies

Two built-in audit policies are provided with this release of Command Center:

### **RunningVsSavedConfiguration**

Compares the running and saved configuration on a device, and highlights specific instances of difference or mismatch between the both the configurations. If a system shuts down unexpectedly, you can use this report to recover and save configuration changes that were executed but not saved.

### **ConfigurationChangeHistory**

Tracks configuration changes that take place over a period of time. The default period is seven days.

## **Inventory Management**

With inventory management, Command Center downloads the configuration and license files from each discovered device and stores these files in the database. By default, Command Center downloads and stores the files during every discovery or rediscovery of a device. However, with this release of Command Center, you can download and archive configuration and license files in the following additional scenarios:

- When Command Center receives the save config trap
- During specific intervals set by the user
- For the current time (this option is available only on the HTML client)

You can also configure inventory management to specify the number of downloaded files you want Command Center to store in the database.

To configure inventory management, go to **Admin > Admin Configurations > Inventory Management**.

(HTML client only) To download files for the current time, go to **Device Properties > Configuration > Archived Details > Backup Config**.

## **New Wizard for Scheduling and Executing Tasks**

This release of Command Center provides a new, easy-to-use wizard for scheduling and executing configuration tasks.

## **Export Performance Reports**

You can use Command Center to save quick reports and custom reports in CSV and XML formats on your local system.

## Export Audit Reports

With this release of Command Center, you can export audit reports as CSV files.

## Export Alarms and Events to Local System

You can use Command Center to save a number of alarms or all the alarm records in a custom view including the annotations to a CSV file in your local system.

## Set Auto-Refresh Interval for Execution Log, Audit Reports, Events, and Alarms

You can now set auto-refresh intervals to periodically refresh the execution log, audit reports, events, and alarms.

## Set Global Status Polling Interval

With this release of Command Center, you can set a global status polling interval for all discovered devices. To set a global status polling interval, on the **Admin** tab, in the left pane, click **Admin Configurations > Discovery Parameter**.

## Delete Multiple Audit Templates, Policies, and Reports

With this release of Command Center, you can now bulk delete multiple audit templates, audit policies, or audit reports.

## Intuitive Search, Custom View Scope, and Authorized Scope Parameters

The search, custom view scope, and authorized scope creation tasks now provide an automated list of Property Value options for you to select for each Property.

## Fast and Efficient Backup of MySQL Database

This release of Command Center supports fast and efficient backup and restore of large Command Center data.

## Support for Service Group Counter Groups

Command Center now supports service group counter groups for performance reporting.

## Support for ACL6 and ACL6 Table Counter Groups

Command Center now supports ACL6 and ACL6 Table+ counter groups.

## Support for HA Traps

Command Center supports the following traps for NetScaler HA pairs:

Trap	Description
HABadSecState	Generates a critical event when a secondary device fails to take over as the primary in case of a failover because the state of the secondary device is set to stayasSecondary.
HANoHeartBeats	Generates a critical event when an interface on the secondary device is disabled and the primary device does not receive heartbeats from its peer on an interface.
HASyncFailure	Generates a critical event to alert the user about a configuration synchronization failure of a secondary device when it takes over as primary with missing configuration. On arrival of this trap, Command Center does a policy-based download of the ns.conf file from the primary device to avoid any loss of configuration.
HAVersionMismatch	Generates a critical event on a version mismatch while forming a new HA pair or a software upgrade. On arrival of this trap, Command Center initiates rediscovery of the HA pair.

## Associate Thresholds with Devices and Entity Instances

With this release of Command Center, you can set a threshold for a specific counter to monitor devices or instances of entities of managed devices as follows:

Threshold option	Description
All devices	Thresholds are applied to all devices by default.
Specific instances of entities on managed devices	You can select specific instances of entities for which you want to set the threshold.
Specific devices	You can select specific devices on which you want to set the threshold.
Specific instances of specific entities of managed devices	You can select specific devices and then select specific instances of entities on which you want to apply the threshold.

When the threshold is breached, events are generated and displayed on the **Fault Management** tab. You can resolve these events from the **Fault Management** tab.

## Configure Mail Server Settings Globally

With this release of Command Center, you can configure the mail server settings globally from the Admin tab. After configuring the mail server globally, when you add an event or alarm trigger and associate an email action with it, the mail server settings are updated automatically. However, you can change the mail server settings at the event or alarm level too, and the global settings do not override the event or alarm-level settings.

## Invoke NSCLI from the HTML Client

With this release of Command Center, you can launch the Citrix NetScaler CLI for a selected NetScaler device from the HTML client.

## Invoke WSCLI

With this release of Command Center, you can launch the Citrix WANScaler CLI for a selected WANScaler device.



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# Fixes for Customer Issues

The following topics describe the bugs fixed in Citrix Command Center releases 3.2 and 3.1.

- [Bug Fixes in Release 3.2 Build 34.5](#)
- [Bug Fixes in Release 3.2 Build 34.3](#)
- [Bug Fixes in Release 3.2 Build 34.1](#)
- [Bug Fixes in Release 3.2 Build 25.3](#)
- [Bug Fixes in Release 3.1 Build 23.6](#)

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# Bug Fixes in Release 3.2 Build 34.5

The following table lists the bugs fixed in Command Center release 3.2 build 34.5.

Issue ID	Issue Description
59065	If you connect the Command Center server to an MS SQL database using non-sysadmin user credentials, the Command Center server fails to start.
59195	If there is a firewall between the Command Center primary and secondary servers, the Command Center High Availability setup does not work. The secondary server is unable to connect to the primary server, the primary server is shut down, and the secondary is changed to the primary.
56096	If you are running Command Center on a system that supports double byte characters (for example, Japanese double byte characters), when you schedule a task and select a date and time, Command Center does not parse the date and time that are represented in double byte characters.
60021	Stray packets to port 2000 lead to “Out of Memory” exceptions in the Command Center server.
58891	The built-in task SoftwareUpgrade for WANScaler devices may fail when there is a network delay between the Command Center server and the WANScaler device.
58897	If the password to connect to NetScaler devices contains special characters, such as single quotes ('), double quotes ("), parentheses(), and semicolons (;), the Command Center server does not close the connections to the devices. Therefore, on every rediscovery, the number of open connections increases, thus exceeding the maximum connection limit of 450.

59002

If the Command Center server IP address already exists in a WANScaler device, and if the Command Center server's check to find its IP address in the device fails during network delays, then Command Center again tries to add trap destinations to that device, which fails and the device is flagged as inaccessible.

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# Bug Fixes in Release 3.2 Build 34.3

The following table lists the bug fixed in Command Center release 3.2 build 34.3.

Issue ID	Issue Description
54617	If you modify a map to change the user credentials of the devices on that map and select the option <b>Use SSH credentials for both SSH and SFTP protocols</b> , rediscovery fails because of failure in SFTP connection.

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# Bug Fixes in Release 3.2 Build 34.1

The following table lists the bugs fixed in Command Center release 3.2 build 34.1.

Issue ID	Issue Description
48361	Status polling is not done for inaccessible devices.
49122	On the <b>Monitoring</b> tab, when you enable or disable a service group member, the entire service group gets enabled or disabled.
40153	The <b>Display HA Pair</b> option on a WANScaler device creates three maps after restarting an HA pair.

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# Bug Fixes in Release 3.2 Build 25.3

The following table lists the bug fixed in Command Center release 3.2 build 25.3.

Issue ID	Issue Description
50984	All hourly performance reports are deleted and daily reports are available only for the past 16 days. Also, if you have modified the default storage interval of 14 days to more than 24 days, the regular performance reports are also deleted.

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# Bug Fixes in Release 3.1 Build 23.6

The following table lists the bugs fixed in Command Center release 3.1 build 23.6.

Issue ID	Issue Description
41226	During rediscovery of devices running on NetScaler 8.0, the <code>sh snmp trap</code> command fails to check the existence of the IP address of the trap destination because the output of the <code>sh snmp trap</code> command has changed in NetScaler 8.0. This results in the failure of the “Add Trap Destination” step during a rediscovery.
37297	If the Command Center server was not started even once, and if you are installing the service pack, the following error is displayed “Unable to create database connection” because there is no database created at that time.
37939	Command Center is not able to receive traps sent from an HA pair if the HA pair is behind a NAT device.
35960	For new NetScaler devices running on 8.0, the discovery process fails during the “Download files” step because from 8.0 onwards the license files are stored in the <code>/nsconfig/license</code> directory, but Command Center looks for license files in the <code>/nsconfig</code> directory. Note that this step does not fail for NetScaler devices upgraded to 8.0 from an earlier version, although the downloaded license files are obsolete.

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# Limitations

The following table describes the limitations and known issues in Command Center 3.3.

Issue ID	Issue Description
66098	If you are using Google Chrome version 3.0.195.21, and click the >>> icon next to the device on the <b>Citrix Network</b> or <b>Network Database</b> tab, the menu options are not displayed. Note that this works fine in earlier versions of Google Chrome and also in beta version 4.0.211.4.
64693	When updating a certificate using the Certificate Management feature, if you enter a value in the <b>Password</b> field, the following error is displayed: ERROR: Invalid argument value [-password].
65626	If you upgrade to Command Center release 3.3 using Service Pack, the Command Center server may be slow starting up the first time.
65686	The built-in task SoftwareUpgrade may fail on Branch Repeater devices running on the Windows platform.
56200	For Repeater devices running 5.0 release, Command Center discovers an high availability (HA) pair only if you provide the IP address of the primary device.
29323	This version of Command Center displays only the latest 10,000 events in HTML client.
39030	The <b>Complete View</b> option under the Citrix Network node does not display any map after you define MapName as a property in Custom View Scope. This is due to the following limitations: <ul style="list-style-type: none"><li>• No maps appear in the right pane under the Citrix Network node, but you can see the maps that are functional through the CVS settings as nodes under Network Database.</li><li>• Submaps do not appear in the right pane, but you can see the submap node in the tree node that is functional.</li></ul>
- -	If an alarm is in the <b>Clear</b> state and a new event correlating to this alarm is not generated within 24 hours, the alarm is removed from display.
29388	Event Severity configuration changes roll back to their default configurations after a service pack installation.
36908	The wildcard/regex support in the Change Management feature does not function properly.
28737	On the Linux platform, if you install Command Center from the GUI, after accepting the license agreement, the installation wizard changes to the console mode and prompts you for the license file.



## Limitations

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41689	Command Center does not support Windows Server 2008 Standard Edition.
51335	After upgrading from Command Center release 3.1 to 3.2, the authorized scopes created in 3.1 for <b>Show Running Configuration</b> and <b>Show Saved Configuration</b> are not available in release 3.2. This is because in release 3.2, the <b>Show Running Configuration</b> and <b>Show Saved Configuration</b> operations are replaced by <b>Show Configuration</b> .

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# Known Issues and Workarounds

The following table describes the known issues with their workarounds in Command Center Release 3.3.

Issue ID	Issue Description	Workaround
67070	If you install Command Center 3.3 on a Windows 2003 R2 x64 server, and enable SSL, then Apache fails to start.	Do one of the following <ul style="list-style-type: none"><li>Do not install Command Center in C:\Program Files (x86)</li><li>If you have already installed Command Center 3.3, create a shortcut from C:\Apache\ to C:\Program Files (x86)\Citrix\Citrix Command Center\Apache and modify line 55 of the ssl.conf file to refer to C:/Apache/logs/ ssl_scache.</li></ul>
64455	<b>Show Running Configuration and Difference between Running and Saved Configuration</b> fails if the SSH password contains single quote (') or double quote (") characters.	Do not use single quote (') or double quote (") characters in your password.
61283	If you have started the Command Center server in a standalone mode by running startncc.bat, and if you have configured thresholds for scalar counters, Command Center stops collecting performance data.	Start the Command Center sever as a service.
56303	If you have McAfee On-Demand scan running, and if you are using external MySQL database, a few device operations, such as <b>Invoke NS CLI</b> and <b>Rediscover</b> may not work, and you may encounter an error message, such as "java.sql.SQLException: General error message from server: "Can't create/write to file 'c:\windows\temp\#sql_5ac_0.MYI' (Errcode: 13)""	Configure the McAfee On-Demand scan such that it does not protect write operations on the following directory: c:\windows\temp  For more information, see <a href="http://forums.mysql.com/read.php?34,33544,233949#msg-233949">http://forums.mysql.com/read.php?34,33544,233949#msg-233949</a>
56057	If you are using My SQL database with database types as INNODB, when discovering devices, the discovery process may take a long time to complete.	Use the MYISAM database type.

42043	The <b>Run Command</b> action in Event Triggers does not work for .exe files while Command Center runs as a Windows service.	<ol style="list-style-type: none"> <li>1. In the Windows server Control Panel, open <b>Administrative Tools &gt; Services</b>.</li> <li>2. In the list of services, double-click <b>Citrix Command Center</b>.</li> <li>3. On the <b>Log On</b> tab, click <b>Local System Account</b>, and then click <b>Allow service to interact with desktop</b>.</li> </ol>
25125	Command Center does not enforce authorization rules at runtime. If a user is logged on to Command Center and the administrator changes operation permissions (add or remove maps, devices, and tasks) for that user, the changes do not get updated dynamically.	Log out and log on to Command Center.
38993	The <b>Add Task</b> and <b>Modify Task</b> actions fail if an Authorized Scope is created for Configuration Management specifying the task name or device name.	<ol style="list-style-type: none"> <li>1. Log on to the Command Center HTML client.</li> <li>2. Go to <b>Tools &gt; Security Administration &gt; Groups</b>.</li> <li>3. Select the group for which you want to set authorized scope.</li> <li>4. In the right pane, select <b>Configuration Management</b>.</li> <li>5. Click <b>Set Permissions</b>. The <b>Assign Permissions</b> tree appears.</li> <li>6. Clear the <b>Configuration Management</b> check box, and select the individual operations for which you want to set the authorized scope, and click <b>Done</b>. Individual entries for each operations are created in the <b>Operations for Group</b> screen.</li> <li>7. Click <b>Setting Scope</b> and assign values for the selected operations.</li> </ol>
20043	Custom View Scope does not work on high availability (HA) pairs.	Specify all three IP formats, the primary IP, the secondary IP, and the Primary-Secondary IP to limit the security view.
27411	The restore facility does not restore thresholds and event/alarm filters.	<p>Copy the following files located in the /cc_home/conf/ directory on the backup system to the same location in the restored system:</p> <ul style="list-style-type: none"> <li>• Threshold.conf</li> <li>• event.filters</li> <li>• alert.filters</li> <li>• NonPolledVariables.properties</li> </ul> <p>If custom reports are created, copy /cc_home/data/*.properties file to the same location in the restored system.</p>

## Known Issues and Workarounds

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26223	Command Center does not start on Windows XP Service Pack 2.	If you have any firewall or antivirus software running on the system, either configure the software such that Citrix Command Center can run on localhost or disable the firewall or antivirus software while using Citrix Command Center.
27636	A storage exception occurs during change management tasks.	Packet size restrictions in MySQL cause this issue. Increase the value of the <code>max_allowed_packet</code> variable to a higher number, such as 30 MB. For more information, see: <a href="http://dev.mysql.com/doc/refman/5.0/en/packet-too-large.html">http://dev.mysql.com/doc/refman/5.0/en/packet-too-large.html</a>
19867	Traps from the discovered devices do not reach the Command Center server if it is behind a Network Address Translation (NAT) device. This is because the Command Center server configures its internal IP address as the trap destination on the discovered devices.	In the HTML client, on the <b>Admin</b> tab, click <b>Server Configuration</b> . Use the <b>Trap Destination</b> option to configure the trap destination.
21510	An error occurs when a system running Command Center as a service on Windows 2003 Server restarts. However, the Command Center service continues to run despite the error message.	The Microsoft service time-out issue may be the reason for this error.  For more information, see: <a href="http://support.microsoft.com/?scid=kb;en-us;884495">http://support.microsoft.com/?scid=kb;en-us;884495</a>
49107	In a Command Center HA setup, you cannot shut down the secondary server running the <code>shutdown.bat</code> or <code>shutdown.sh</code> script.	Use the Ctrl + C option to shut down the secondary server.