



User Profile Manager 2.0

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User Profile Manager 2.0

In This Section

This section describes the use of Citrix User Profile Manager 2.0 and 2.0.1 in a Citrix environment managed with Active Directory. It contains background information on User Profile Manager, basic configuration steps required to set it up, and some best practice. Much of the information applies to both XenDesktop and XenApp deployments.

As used in this section, the term *computer* refers to endpoints, virtual desktops, and servers that host published applications.

This section assumes you are familiar with Windows user profile management.

Learn about the following important topics.

| | |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| About User Profile Manager 2.0 | Review the new features in this release and a general overview of how User Profile Manager works. |
| About User Profile Manager 2.0.1 | |
| System Requirements for User Profile Manager | Ensure your environment meets all the requirements before you install User Profile Manager. |
| XenApp | Review important information about deployments involving User Profile Manager with XenApp (including XenApp for Virtual Desktops) . |

The following additional documentation is designed to increase the productivity of your User Profile Manager deployment but is not contained in eDocs.

| | |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Frequently asked questions about troubleshooting your User Profile Manager deployment | CTX119038 |
| Frequently asked questions about setting up cross-platform profiles | CTX119039 |
| Frequently asked questions about licensing User Profile Manager | CTX119747 |
| Frequently asked questions about how User Profile Manager and Citrix user profiles work | CTX119791 |
| Answers from experts to many questions about User Profile Manager deployments | http://community.citrix.com/blogs |

About User Profile Manager 2.0

User Profile Manager provides an easy, reliable, and high-performance way to manage user personalization settings in virtualized or physical Windows environments. It requires minimal infrastructure and administration, and provides users with fast logons and logoffs.

Version 2.0 of User Profile Manager is available to customers who are licensed to use:

- Advanced, Enterprise, or Platinum Editions of XenDesktop (version 2.1 or later).
- Enterprise or Platinum Editions of XenApp 4.5. Users of that product can also install User Profile Manager on their local desktop, which allows them to share their local profile with their published resources.

Download User Profile Manager from <https://www.citrix.com/mycitrix/>.

You install User Profile Manager on each computer whose profiles you want to manage. The installation creates UserProfileManager.exe and .ini files.

In deployments without User Profile Manager, users log on with a local, roaming, or mandatory Windows profile. With User Profile Manager installed and enabled, users log on with a *Citrix user profile*.

Group Policy allows administrators to control, in detail, how Citrix user profiles behave. Although many settings can be adjusted, in general you only need to configure those described in this document.

Known Issues in User Profile Manager 2.0

The following issues have been observed in Citrix User Profile Manager Version 2.0.

Issue: Cache files from Citrix User Profile Manager are not deleted after uninstallation. [#166/-]

Description: If you change the path where User Profile Manager's cache files shall be stored from the default location, the cache files will not be deleted upon uninstallation.

Steps to reproduce: Change the group policy setting telling User Profile Manager where to save the cache files.

Solution: Remove the cache files by hand after uninstalling User Profile Manager.

Issue: After uninstalling Citrix User Profile Manager, its logfile directory still exists. [#169/-]

Description: If uninstalling User Profile Manager in Windows Vista or Windows Server 2008 environments, the User Profile Manager logfile directory cannot be deleted. This does not happen in unattended mode.

Steps to reproduce: Uninstall the program and check for the logfile folder.

Solution: Either remove the logfile directory by hand, or run the uninstaller with elevated rights:

1. Open a cmd Prompt with elevated rights (right-click on the CMD-Prompt icon and choose "Run as Administrator", even if you are logged in with an administrator account).
2. Run the Windows Installer with the uninstall option /X:

```
C:\Windows\system32\msiexec.exe /X profilemgr2_x86.msi
```

Issue: Restart the Citrix User Profile Manager service to achieve synchronization for folders on new drives. [#336/203859]

Description: A gpupdate has no effect on the synchronization of new folders located on volumes that have not been synchronized before.

Steps to reproduce:

1. Add E:\sync-me to the list of directories to be synchronized.
2. Run gpupdate on a machine to which this rule has been assigned.

The directory E:\sync-me will only be synchronized if the list of directories to be synchronized already held an entry pointing to drive E:\.

Solution: Restart the Citrix User Profile Manager service to achieve synchronization of folders on new drives.

Issue: Some PerfMon counters are displayed as digits. [#263/201474]

Description: In Windows Performance Monitor, the log off counter is displayed as a number not as text.

Steps to reproduce: Happens repeatably.

Solution: Read the four-digit number as Logoff Counter.

Issue: Junction points and symbolic links seem not to be synchronized. [#349/204572]

Description: If a user logs off, an error message such as the following may appear in the log file:

```
2009-01-12;12:01:45.231;ERROR;UPM;user5349;21;7468;FindFirstFileAPIWrapper: FindFirstFile for path <C:\U
2009-01-12;12:01:45.278;INFORMATION;UPM;user5349;21;7468;IsFSPathExcluded: Excluding directory <C:\Us
```

This is due to the fact that a junction point is accessed by another process. As junction points are not stored in the user store, this is only a cosmetic issue and can be ignored.

Solution: Ignore the message. It has no impact.

About User Profile Manager 2.0.1

Version 2.0.1 of User Profile Manager includes the following enhancements in addition to the features released in Version 2.0:

- The user environment variables %USERNAME% and %USERDOMAIN% can be used when expanding the path to the user store. The variables now allow User Profile Manager to unambiguously define users in Active Directory networks with multiple domains (where attributes such as #cn# or #sAMAccountName# do not define a unique path for multiple users). Use %USERNAME% and %USERDOMAIN% as part of the path to the user store. [361/206489]
- Roaming profiles set by the policy `Computer Config\Admin Templates\Windows Components\Terminal Services\Terminal Server\Profiles\Set path for TS Roaming User Profile` are now migrated correctly. [362/206491]
- User Profile Manager no longer becomes unresponsive if the application was stopped while a change journal is recreated. [371/206494]
- In some cases, the user store did not synchronize with users' local profiles. This issue has now been fixed. [376/208337]
- The following keys have been removed from the registry exclusion list in the supplied INI file. If one or more of these keys exist in the registry exclusion list in Group Policy, please remove them:
 - HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Group Policy
 - HKEY_CURRENT_USER\Software\Policies
 - HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies

Important: If you set the keys using one of the supplied INI files, be aware of the effect the command-line option "OVERWRITEINIFILES=yes" has when you run the installer. (This option is primarily intended for deployments using Group Policy rather than an INI file, or for either deployment type in which configuration settings can be discarded and the default INI files re-installed.) The option overwrites all of the changes you made throughout the INI file including the keys. Citrix recommends running the installer without this option and then manually removing the key settings in the INI file. [380/208339]

For information on known issues in this release, see the documentation contained in the download zip package.

Read about the [existing features](#) of User Profile Manager Version 2.0.

To install User Profile Manager 2.0.1

Install the software on all computers whose user profiles you want to manage. Installing Version 2.0.1 upgrades any existing installation of Version 2.0.

If you install User Profile Manager on Windows XP or Windows Server 2003 and have disabled support for short file names (also known as 8.3 file names), you must install to a location where each folder conforms with the short file naming convention, for example C:\Citrix\ProfMgr. This issue does not occur on other supported operating systems.

1. Log on to the computer with administrator privileges.
2. Locate and run the appropriate installer from the download package. The installation wizard appears.
3. Follow the on-screen instructions, accepting the end user license agreement and clicking **Install**.
4. Once installation is complete, click **Finish**.
5. Restart the computer.

Get [more information on installing Version 2.0.1](#), including system requirements.

Silent or Unattended Installations

Use the following command line for silent installations:

```
msiexec /i <path to the MSI file> /quiet [/norestart]  
[INSTALLDIR=<installation directory>] [OVERWRITEINIFILES=yes]
```

This installs User Profile Manager without displaying a user interface, and performs a restart. You can optionally suppress the restart using the `/norestart` option, but User Profile Manager will not function until the computer has been restarted. The installation directory can be a user-specified one.

Note: Before specifying `OVERWRITEINIFILES=yes` on the command line, read [this important information](#) about this option.

If User Access Control is enabled on Windows Vista and Windows Server 2008, start `msiexec` with elevated rights, for example from an elevated command prompt.

If you upgrade from Version 2.0, a dialog box may advise you that some files are in use by Citrix User Profile Manager. You are given the option to close the application or continue without closing. Select the option to close the application.

Key Features of User Profile Manager

User Profile Manager 2.0 includes the following main features:

- **Profile migration.** Allows administrators to migrate profiles to and from physical computers and virtual ones. Depending on the configuration settings, User Profile Manager can copy existing roaming profiles and local Windows profiles to the user store.
- **Wildcard support.** User Profile Manager allows wildcard characters to be used in file names for synchronization, inclusion, and exclusion lists.
- **Extended synchronization.** User Profile Manager synchronizes files and folders that are located outside of users' profile folders.
- **Logging.** All entries in log files are identified with the user name, domain, and session id (where identifiable).
- **Multilingual profile support.** User Profile Manager uses language-independent profile folder names in the user store for Windows XP and Windows Server 2003.
- **Simplified installation and management.** Installation and administration of User Profile Manager have been enhanced.

Other features include:

- **Consistent user settings.** This feature solves the "last-write-wins" problem that occurs when the last open session overwrites all of the profile data from previously closed sessions.
- **Easy integration.** User Profile Manager can be integrated simply into existing deployments. There is no single point of failure, and no changes to existing infrastructures, user rights, or logon and logoff scripts are required.
- **Unified installer.** The same .msi file can be used for servers and desktops. There are two versions of the file, for 32-bit and 64-bit systems.

User Profile Manager Documentation

Get answers to some frequently asked questions about licensing, cross-platform profiles, and troubleshooting from a series of FAQ documents on the [Citrix Support Web site](#).

For reference information about all User Profile Manager settings, see the [Profile Management ADM File Reference](#). Note that some settings in that topic may not be present in your ADM file.

The User Profile Manager blog and forum on the Citrix Support Web site are also useful for support queries.

Planning Your User Profile Manager Deployment

You should consider how the following apply to your environment before installing and enabling User Profile Manager:

- **Computers and users.** Define the computers and the users whose profiles you want to manage with User Profile Manager, and plan any MSI packaging you will need to perform.
- **Migration.** Decide how to migrate existing Windows local and roaming profiles to Citrix user profiles.

In XenDesktop deployments, you can install User Profile Manager on virtual desktops (on the desktop image if you use virtual desktop provisioning) and on endpoints. User Profile Manager is particularly suited to pooled desktops since it saves profile data that would otherwise be discarded at logoff.

In XenApp deployments, you can install the software on XenApp servers and on endpoints.

Having considered these topics, check the behavior of User Profile Manager in a test environment before rolling it out in a production environment. A typical deployment consists of:

1. Creating the user store
2. Installing User Profile Manager
3. Adding an administrative template (ADM) file to Group Policy
4. Configuring and enabling User Profile Manager

Important: If you intend to use one of the .ini files (for example, UPMPolicyDefaults_V1Profile_en.ini) for evaluation purposes, rename the file (for example, to UPMPolicyDefaults_V1Profile_en.old) before you switch to using Group Policy in a production environment. Renaming the file allows you to be certain that only production settings are applied, and that no settings you specified during your evaluation are used.

If the file is not renamed, User Profile Manager examines it for any settings not configured in Group Policy (and adopts any non-default settings it finds). So, to eliminate the risk of unwanted settings being introduced, configure all settings you want to use in your production environment using Group Policy, not the .ini file.

Creating the User Store

Any NTFS file share can be used for the user store, but it's good practice to ensure that the share:

- Can be accessed by the accounts used with Citrix user profiles
- Is large enough to store profile data
- Is robust in case of disk or network failure

Recommendations on creating secure user stores are available at [Security Recommendations for Roaming User Profiles Shared Folders](#) on the Microsoft TechNet Web site.

Note: If an application modifies the access control list (ACL) of a file in the user's profile, User Profile Manager does not retain that change after the user logs off.

Installing User Profile Manager

Install User Profile Manager on each computer whose user profiles you want to manage.

Typically, you install the software on computers using a distribution tool, an imaging solution, or streaming technology. You can also install it directly on any computer using one of the installers in the download package (profilemgr2_x86.msi for 32-bit systems or profilemgr2_x64.msi for 64-bit systems).

Unattended installations are also supported. Make sure the installer runs with elevated rights to prevent issues with unattended installations on Windows Server 2008.

Installation alone does not enable User Profile Manager. You must enable it separately (using the procedure [To enable User Profile Manager](#)) after performing all other setup tasks.

For information on upgrading an existing installation, read the *Citrix User Profile Manager Administrator's Guide*.

System Requirements for User Profile Manager

Systems running User Profile Manager must have one of the following operating systems: Microsoft Windows XP Service Pack 2 or 3, Windows Vista Service Pack 1, Windows Server 2003 Service Pack 2, or Windows Server 2008.

If you are planning to use Group Policy to deploy the installer, you must upgrade to Service Pack 2 any domain controllers that will store the User Profile Manager ADM file and that currently run the 64-bit edition of Windows Server 2003 Service Pack 1. You do not have to upgrade the 32-bit edition.

To install User Profile Manager

Install the software on all computers whose user profiles you want to manage.

1. Log on to the computer with administrator privileges.
2. Locate and run the appropriate installer from the download package. The installation wizard appears.
3. Follow the on-screen instructions, accepting the end user license agreement and clicking **Install**.
4. Once installation is complete, click **Finish**.
5. Restart the computer.

Adding the ADM File to Group Policy

In production environments, you configure User Profile Manager with Group Policy. For each OU containing the computers you want to manage, you create and link a Group Policy Object (GPO), and then add the User Profile Manager ADM file to the GPO.

To configure Citrix user profiles, you can use any computer that runs Windows Group Policy Management Console. The computer does not have to be a domain controller. Domain controllers only store the ADM file.

Note: For small pilot projects and evaluations where no separate test deployment of Active Directory is available, you can also use the installed .ini files instead of the ADM file.

To store the ADM file

1. On the domain controller, import the User Profile Manager ADM file from the download package. The file is called UserProfileManager 2.0.0.adm and is located in the Group Policy Templates folder.

To add the ADM file to Group Policy

1. On the computer you want to use to configure User Profile Manager, open **Active Directory Users and Computers**.
2. Create a new OU for each supported operating system whose profiles you want to manage: Windows XP, Windows Vista, Windows Server 2003, and Windows Server 2008. You can skip this step if individual OUs already exist for each operating system.

Tip: In cross-platform scenarios, as an alternative to creating new OUs, you can simplify administration by implementing a system environment variable that specifies the profile version. Use this variable when setting the path to the user store along with variables such as #cn# to define users' accounts. For example, \\servername\profilestore\#cn#\%ProfileVer% can resolve to \\servername\profilestore\JoeBloggs\WinXP or \\servername\profilestore\JoeBloggs\Win2k8ts. User environment variables are not supported.

3. In Group Policy Management, create a GPO and link it to each OU.
Note: If you apply security filtering to the GPO, do so using either the Authenticated Users group or a computer group. Do not use a security group that only contains users.
4. Edit the GPO in Group Policy Editor:
 - a. Expand **Computer Configuration** and right-click **Administrative Templates** under the GPO.
 - b. Click **Add/Remove Templates** and click **Add**.
 - c. In the **Policy Templates** dialog box, browse to the ADM file that you copied locally and click **Open**.
 - d. In the **Add/Remove Templates** dialog box, click **Close**. This creates a Citrix folder and a User Profile Manager subfolder that stores the settings from the ADM file.

Setting Folder Redirection with User Profile Manager

User Profile Manager works with folder redirection. Ensure that the access permissions on folders containing Citrix user profile data are set appropriately. Also, secure the servers on which the data is stored. For instructions on performing these tasks, see [Security Recommendations for Roaming User Profiles Shared Folders](#) and [Configuring Folder Redirection](#) on the Microsoft TechNet Web site.

Configuring and Enabling User Profile Manager

Once you have added the ADM file to Group Policy, you set up User Profile Manager to match the needs of your Citrix deployment using the procedures in this section. For example, you specify the location of the user store and the groups whose profiles you want to manage.

There are many settings that allow you to customize the way user profiles are processed. This section contains procedures for configuring only those settings that are common to most deployments. You can leave all other settings at their default values unless your deployment requires advanced configuration.

The procedures you typically follow when setting up User Profile Manager are:

- Specifying the path to the user store
- Defining the groups whose profiles you want User Profile Manager to process
- Choosing an appropriate migration policy that turns existing Windows user profiles into Citrix user profiles
- Deciding how to resolve conflicting profile data
- Enabling User Profile Manager
- Setting up logging (if you want to troubleshoot profile management)

You configure User Profile Manager in Group Policy Object Editor, under the **Computer Configuration > Administrative Templates > Citrix > User Profile Manager** folder. (In Windows Server 2008, the folder is **Computer Configuration > Administrative Templates > Classic Administrative Templates (ADM) > Citrix > User Profile Manager**.) Any settings not configured there (that is, settings in the Not Configured state) take the default values from the User Profile Manager .ini files if these exist.

Important: You can configure settings in any order except for **Enable User Profile Manager**, which you should leave to last, after checking that all settings were configured as intended and after testing them.

For testing purposes, consider using a Windows Management Instrumentation (WMI) filter to temporarily restrict your configuration to just one machine in an OU.

For information on any setting, read the document *Citrix User Profile Manager ADM Template File Reference*.

To specify the path to the user store

The structure of the user store and how your use of the extended synchronization and multilingual profile storage features affect it are described in the *Citrix User Profile Manager Administrator's Guide*.

1. Under **User Profile Manager**, click the **Path to user store** policy.
2. Select **Enabled** and enter the path. If you enter a relative path, it is relative to users' home directories. Enter a complete UNC path to define an explicit path name. Use AD variables (for example, #cn#) or system environment variables (for example, %ProfileVer%) to create unique paths.
3. Click **OK**.

To define which groups' profiles are processed

Use this procedure to select the profiles that are controlled by User Profile Manager.

1. Under **User Profile Manager**, click the **Processed Groups** policy.
2. Select **Enabled**.
3. Click **Show**.
4. Add the groups containing the users whose profiles you want User Profile Manager to process.
5. Click **OK**.

Optimizing User Profile Manager

You can fine tune how profiles are processed using the following settings: **Inclusion list**, **Exclusion list**, **Directories to synchronize**, and **Files to synchronize**. These define the files, folders, and registry keys (in the HKCU hive) that are processed or ignored when users log on or log off.

By selecting the values for these settings that meet your organization's needs, you can further improve the logon and logoff experience of your users.

For example, you might *include* Microsoft Word because it is a highly customizable and frequently used application that should present the same experience to roaming users however it is accessed. Conversely, you might *exclude* an enterprise application because it is infrequently used by some groups so its profile data does not need to be downloaded at each logon and logoff.

However, you should optimize User Profile Manager only after you are familiar with its basic operation in your environment. Set aside enough time for planning and testing these optimizations.

To choose a migration policy

When a user first logs on after User Profile Manager is enabled, no Citrix user profile exists for that user. You need to decide which existing Windows profile (roaming, local, or both) is copied by User Profile Manager and used in all further processing.

1. Under **User Profile Manager**, open the **Profile handling** folder.
2. Click the **Migration of existing profiles** policy.
3. Select **Enabled**.
4. Select one of the following options from the drop-down list:
 - **Roaming and local profiles**
 - **Roaming profiles only**
 - **Local profiles only**
5. Click **OK**.

To resolve conflicting profiles

Conflicts between local Windows profiles and Citrix user profiles (in the user store) can occur when you add User Profile Manager to an existing deployment. You need to decide how the data in the local Windows profile is managed.

1. Under **User Profile Manager**, open the **Profile handling** folder.
2. Click the **Local profile conflict handling** policy.
3. Select **Enabled**.
4. Select one of the following options from the drop-down list:
 - **Use local profile.** User Profile Manager processes the local data.
 - **Delete local profile.** User Profile Manager deletes the local data and processes the data in the user store.
 - **Rename local profile.** User Profile Manager renames the local data (for backup purposes) and processes the data in the user store.
5. Click **OK**.

To enable User Profile Manager

Enable User Profile Manager only after carrying out all other setup tasks and testing how Citrix user profiles perform in your environment.

1. Under **User Profile Manager**, click the **Enable User Profile Manager** policy.
2. Select **Enabled**.
3. Click **OK**. This enables User Profile Manager.

To set up logging

Logging is typically required only when you troubleshoot problems after enabling User Profile Manager or if you want to gather performance data in a production environment. Log files are created on the computer on which User Profile Manager is installed, in the folder %SystemRoot%\System32\LogFiles\UserProfileManager.

1. Under **User Profile Manager**, open the **Log Settings** folder.
2. Click the **Enable logging** policy.
3. Select **Enabled**.
4. Click **OK**.
5. Click the **Log Settings** policy.
6. Select **Enabled**.
7. Select the type of events that you want User Profile Manager to log.
8. Click **OK**.

Using User Profile Manager with XenApp

This section contains advice for administrators using XenApp (including XenApp for Virtual Desktops). For information on XenApp for Virtual Desktops, see the [XenDesktop documentation](#).

User Profile Manager works in Terminal Services environments. In these (as in Citrix environments), you must set up an OU for each supported operating system. For more information on Terminal Services user profiles in XenApp deployments, see <http://technet.microsoft.com/en-us/library/cc776120.aspx>.

In farms that contain different versions of XenApp or that run different operating systems, Citrix recommends using a separate OU for each server running a different operating system or version of XenApp.

Important: Citrix does not recommend using extended synchronization on folders that are shared by multiple users (for example, folders containing shared application data). If you apply this feature to such folders, the application data created by one user may be overwritten by User Profile Manager when another user logs off.