

Citrix SCOM Management Pack for NetScaler Release Notes



Software version: 1.15

Release date: June 2016

This document provides important information that is not included in other documents for Citrix SCOM Management Pack for NetScaler.

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Section 1: Announcements

Citrix SCOM Management Pack for NetScaler (**NetScaler Management Pack**) is a native Microsoft System Center Operations Manager add-on that resolves the complexity of monitoring your Citrix NetScaler deployment.

For technical information not documented elsewhere, see the *Citrix SCOM Management Pack for NetScaler User Guide*.

Section 2: What's new

New or enhanced features

This product version introduces the following new or enhanced features:

- **Resource utilization and performance improvements**
In this product version, discovery and monitoring probes are implemented as managed modules. Improved probe implementation enables optimized data processing and, as a result, reduces system usage overhead. This allows for monitoring of much larger NetScaler environments.

Section 3: Product requirements

Before installing NetScaler Management Pack, make sure that your environment meets the requirements listed in this section.

Software requirements

NetScaler Management Pack requires a supported version of the following products that it integrates with:

- Citrix NetScaler
- Microsoft System Center Operations Manager

For a list of the supported product versions, see the *Citrix SCOM Management Pack for NetScaler Compatibility Matrix*.

Additionally, to enable NetScaler Management Pack Agent installation on a SCOM resource pool member computer, Microsoft .NET Framework 3.5 Service Pack 1 (3.5.1) must be installed or enabled on the computer.

Section 4: Upgrading from earlier versions

Note Product versions earlier than 1.14 were released under the name Comtrade Management Pack for Citrix NetScaler.

Only upgrade from the following versions is supported: 1.14, 1.13. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

To upgrade NetScaler Management Pack from the earlier version, do the following (unless stated otherwise, referenced are sections in the *Citrix SCOM Management Pack for NetScaler User Guide*):

1. Prepare your environment for installation of the new product version. For information, see “Preparing for the installation”.
 2. Uninstall the product from the SCOM management server computer. For instructions, see the following:
 - (if upgrading from the version 1.14)
The *Citrix SCOM Management Pack for NetScaler User Guide* (of the earlier product version), section “Uninstalling the product from the SCOM management server computer”
-
- Caution** Skip step 9 of the uninstallation procedure.
-
- (if upgrading from the version 1.13)
The *Comtrade Management Pack for Citrix NetScaler for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section “Uninstall Comtrade MPNS from the Management Server Side”

Note The uninstallation process preserves local configuration data.

3. Install the product (its server-side part) on the SCOM management server computer. For instructions, see “Installing the product on the SCOM management server computer”.
4. Verify the installation of the product (its server-side part) on the SCOM management server computer. For instructions, see “Verifying the installation on the SCOM management server computer”.
5. Manually importing the management packs from the `%ProgramFiles%\Citrix\NetScaler MP` folder on the SCOM management server computer. For instructions, see “Manually importing included management packs into SCOM”.

6. (this step is applicable only to upgrade from the version 1.13)
Configure access to the shared folder for agent installation. For instructions, see “Configuring access to the shared folder for agent installation”.
7. Uninstall the product from the SCOM resource pool members. For instructions, see the following:
 - (if upgrading from the version 1.14)
The *Citrix SCOM Management Pack for NetScaler User Guide* (of the earlier product version), section “Uninstalling NetScaler Management Pack from the SCOM resource pool members”
 - (if upgrading from the version 1.13)
The *Comtrade Management Pack for Citrix NetScaler for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section “Uninstall Comtrade MPNS from the Agent Side”

Note The uninstallation process preserves local configuration data.

8. Install the product (its agent-side part) on the SCOM resource pool members. For instructions, see “Installing the product on the SCOM resource pool members”.
9. Verify the installation and configuration of the product (its agent-side part) on the SCOM resource pool members. For instructions, see “Verifying the installation on the SCOM resource pool members”.

Section 5: Known issues and workarounds

The following is a list of known issues in this product version.

- **Issue ID:** SCOM-632

Symptom: Calculation of numerical value (percentage) in some management pack monitors and rules is wrong. As a result:

- The value does not reflect the actual state in the NetScaler environment.
- Spurious alerts are generated or alerts are missing.

The following monitors are affected:

- AAA – Authentication Failure Ratio
- AAA – HTTP Authorization Failure Ratio
- AAA – Non HTTP Authorization Failure Ratio
- Access Gateway VPN CSG Statistics – CPS Connection Failure Percentage
- Access Gateway VPN CSG Statistics – STA Connection Failure Percentage

The following rules are affected:

- AAA – Authentication Success Ratio

- AAA – HTTP Authorization Success Ratio
- AAA – Non HTTP Authorization Success Ratio

Action: None. There is no workaround available.

- **Issue ID:** SCOM-562

Symptom: While monitoring a NetScaler 9.3 environment, health states of the IP, channel, and interface instances are not propagated to VLAN (virtual LAN) instances. In the Citrix NetScaler > Topology context of the Monitoring view in the SCOM Operations console, no relationship exists between VLAN instances and IP, channel, or interface instances. If VLAN instances exist in a NetScaler 9.3 environment, an error entry similar to the following is logged into the Operations Manager event log on the management server computer during the discovery:

```
"errorCode": 1232, "message": "Invalid object name
[clioutput?args=command:show vlan <Number>]"
```

Action: None. There is no workaround available.

- **Issue ID:** SCOM-420

Symptom: After upgrading the product from the version 1.14 or 1.13, the `%ProgramData%\Comtrade` folder is left on the local system. This issue occurs on the SCOM management server computer as well as on the SCOM resource pool members.

Action: Manually remove the residuary folder by using an operating system tool.

- **Issue ID:** SCOM-410

Symptom: While monitoring an empty load balancing service group in a deployment in which the NetScaler product version is 10.1, 10.0, or 9.3, the Load Balancing Service Group Effective State Monitor alert appears among active alerts in the SCOM Operations console, with the following details:

- Alert Monitor: Load Balancing Service Group - Effective State Monitor
- Alert Description: "Load Balancing Service Group ServiceGrpTest on <IPaddress> device has effective state: DOWN.

Current server state are"

At the same time, the following entries may occur in the Operations Manager event log on the management server computer:

Failed to replace parameter while creating the alert for monitor state change.

Failing replacement: \$Data/Context/Property[@Name='serverstate']\$

Failing replacement: \$Data/Context/Property[@Name='stateperserver']\$

Action: None. You can safely ignore the symptom.

Section 6: Software availability in native languages

This product version is available only in English.

Section 7: Documentation

The following documentation is included with NetScaler Management Pack to help you install and use all product features and options:

- *Release Notes* (in PDF format)
- *Compatibility Matrix* (in PDF format)
- *Performance Overview* (in PDF format)
- *User Guide* (in PDF format)
- *Reference Guide* (in HTML format with active content)
- *Open Source and Third-Party Software Components* (in PDF format)

To view the documentation, you must use a supported PDF document viewer and a supported Web browser. Below is a list of applications and versions that are supported. Citrix recommends that you use the newest version available for your operating system:

- Adobe Reader 10 or later
You can use other PDF document viewers as well, but they have not been tested.
- Windows Internet Explorer 9 or later