

# Citrix SCOM Management Pack for NetScaler Release Notes



**Software version: 1.16**

**Release date: September 2016**

**Document revision: 1<sup>st</sup>**

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

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Citrix, Inc.  
851 West Cypress Creek Road  
Fort Lauderdale, FL 33309  
United States of America

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## Section 1: Announcements

Citrix SCOM Management Pack for NetScaler (**NetScaler Management Pack**) is a native Microsoft System Center Operations Manager (**SCOM**) 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:

- **Support for Microsoft System Center Operations Manager 2016**  
This product version extends support for Microsoft System Center Operations Manager to include its latest release.
- **Support for Microsoft Windows Server 2016**  
This product version extends support for Windows Server to include the latest operating system release. Both the server-side of the product (on the SCOM management server computer) and NetScaler Management Pack Agent (on the SCOM resource pool members) can run on Windows Server 2016.
- **Support for Citrix NetScaler 11.1**  
This product version extends support for Citrix NetScaler to include its latest release.
- **Support for Citrix NetScaler MPX**  
This product version extends Citrix NetScaler platform support to include Citrix NetScaler MPX.

### Fixed issues

The following issues have been fixed since product version 1.15:

- 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.

[SCOM-632]

- With NetScaler 9.3, health states of the IP, channel, and interface objects are not propagated to VLAN (virtual LAN) objects. No relationship exists between VLAN objects and IP, channel, or interface objects.

[SCOM-562]

- 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, stating that the service group's effective state is `DOWN`.

[SCOM-410]

## 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*.

## Section 4: Upgrading from earlier versions

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

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Upgrade is available only for the following versions: 1.15, 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 1.15 or 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”

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**Caution** Skip step 9 of the uninstallation procedure.

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- (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“

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**Note** Uninstallation process preserves local configuration data.

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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 1.15 or 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“

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**Note** Uninstallation process preserves local configuration data.

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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-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.

## 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 need a PDF document viewer (recommended: Adobe Reader) and a Web browser (recommended: Windows Internet Explorer).