

Citrix SCOM Management Pack for XenApp 6.x Release Notes



Software version: 1.43

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This document provides important information that is not included in other documents for Citrix SCOM Management Pack for XenApp 6.x.

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Section 1: Announcements

Citrix SCOM Management Pack for XenApp 6.x (**XenApp Management Pack**) is a native Microsoft System Center Operations Manager add-on that resolves the complexity of monitoring your Citrix XenApp 6.x deployment.

For technical information not documented elsewhere, see the *Citrix SCOM Management Pack for XenApp 6.x User Guide*.

Section 2: Product requirements

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

Software requirements

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

- Citrix XenApp 6.x
- Microsoft System Center Operations Manager

For a list of the supported product versions, see the *Citrix SCOM Management Pack for XenApp 6.x Compatibility Matrix*.

Section 3: Upgrading from earlier versions

Note: Earlier product versions were released under the name Comtrade Management Pack for Citrix XenApp.

Only upgrade from the version 1.42 is supported.

To upgrade XenApp Management Pack from the earlier version, do the following (unless stated otherwise, referenced are sections in the ***Citrix SCOM Management Pack for XenApp 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 *Comtrade Management Pack for Citrix XenApp for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section “Uninstall XenApp MP 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 XenApp Management Pack 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 management server computer”.
5. On the SCOM management server computer, copy the `xamp_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\XenApp MP` directory to the `%ProgramData%\Citrix\CitrixMPSHare\XenApp MP` directory.
6. Configure access to the shared folder for agent installation. For instructions, see “Configuring access to the shared folder for agent installation”.
7. Install the product (its agent-side part) on the agent-managed computers (XenApp systems). For instructions, see “Installing XenApp Management Pack on the agent-managed computers”.

Important: In the Run Task – Install Citrix MPXA Agent dialog box, set the **UpgradeAgent** task parameter to the `true` value.

8. Verify the installation and configuration of the product (its agent-side part) on the agent-managed computers. For instructions, see “Verifying the installation and configuration on the agent-managed computers”.

Section 4: Known issues and workarounds

Citrix recognizes the following issues exist in XenApp Management Pack:

- **Issue ID:** 6296
Symptom: After XenApp Management Pack is installed on the computer for the first time (without being upgraded from an earlier product version), when you launch the Citrix Management Pack Configuration tool, a dialog box reports that the tool has insufficient

permissions for writing data into the `%ProgramData%` folder. This error is reported even if you launch the tool with administrative privileges (**Run as administrator**).

Action: None. You can safely ignore the error message.

- **Issue ID:** 6075

Symptom: After installation of XenApp Management Pack Agent is invoked locally on the agent-managed computer (XenApp system), the Setup Wizard reports an error with the Windows Installer package (there are the `Action RunAfter`, `Shell.cmd`, and `install_agt` strings inside the error message), and the installation fails.

Action: Invoke the local installation process with elevated privileges: right-click the installation package and select **Run as administrator**.

- **Issue ID:** 5761

Symptom: After the Independent Management Architecture (IMA) service of Citrix XenApp is restarted, the `XenApp Server Zone Elections Triggered` monitor may not detect increased number of triggered elections for a maximum duration of one hour.

Action: None.

- **Issue ID:** 1851

Symptom: After XenApp Management Pack is uninstalled from the management server, the following key remains in Windows Registry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ComTrade\XenApp MP Server
```

If this occurs, any subsequent attempt to install XenApp Management Pack on the same computer fails and reports the following error:

```
Setup has detected that the XenApp Management Pack is already installed. Uninstall a previous installed product before installing this version. Click OK to abort the setup.
```

Action: Before reinstalling the product, launch the operating system Registry Editor tool and manually remove the residuary registry key.

Section 5: Software availability in native languages

This product version is available only in English.

Section 6: Documentation

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

- *Release Notes* (in PDF format)
- *Compatibility Matrix* (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