

# Citrix SCOM Management Pack for XenApp 6.x Release Notes



**Software version: 1.44**

**Release date: June 2016**

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: What's new

### Fixed issues

The following issues have been fixed since product version 1.43:

- The Citrix Management Pack Configuration tool reports that it has insufficient permissions for writing data into the `%ProgramData%` folder.  
[6296]
- When 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, and the installation fails.  
[SCOM-90 (6075)]

## Section 3: 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 4: Upgrading from earlier versions

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**Note** Product versions earlier than 1.43 were released under the name Comtrade Management Pack for Citrix XenApp.

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Only upgrade from the following versions is supported: 1.43, 1.42. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

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 following:
    - (if upgrading from the version 1.43)  
The *Citrix SCOM Management Pack for XenApp User Guide* (of the earlier product version), section “Uninstalling XenApp Management Pack 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 1.42)  
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”
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**Note** The 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 management server computer”.
5. (this step is applicable only to upgrade from the version 1.42)

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.

- (this step is applicable only to upgrade from the version 1.42)  
Configure access to the shared folder for agent installation. For instructions, see “Configuring access to the shared folder for agent installation”.
- Install the product (its agent-side part) on the XenApp computers. For instructions, see “Installing the product on the XenApp computers”.

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

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

## Section 5: Known issues and workarounds

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

- Issue ID:** SCOM-542  
**Symptom:** The `XenApp server process performance` report includes multiple identical entries for each monitored process. As a result, the `Top 5 processes` part of the report shows only one most resource-consuming process instead of five.  
**Action:** None. There is no workaround available.
- Issue ID:** SCOM-541  
**Symptom:** When installing XenApp Management Pack Agent to a non-default installation folder (by using the `Install Citrix MPXA Agent` task in the SCOM Operations console and populating the `AgentInstallationDestination` option of the task), the process installs the Agent to the default installation folder. The same issue occurs when you upgrade the Agent in the same manner.  
**Action:** None. There is no workaround available. XenApp Management Pack Agent can only be installed to the default folder.
- Issue ID:** SCOM-208 (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. There is no workaround available.

- **Issue ID:** SCOM-209 (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 6: Software availability in native languages

This product version is available only in English.

## Section 7: 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