Citrix SCOM Management Pack for XenServer Release Notes

Software version: 2.21

Release date: March 2016

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

Legal notices

Section 1: Announcements

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

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

Section 2: Product requirements

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

Storage requirements

The Operations Manager data warehouse server must have enough free storage space for the performance data that is collected. XenServer Management Pack daily stores approximately the following amounts of data into the data warehouse database (`OperationsManagerDW`):

- 48 KB per virtual machine
- 72 KB per physical XenServer host

Software requirements

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

- Citrix XenServer
- Microsoft System Center Operations Manager

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

Additionally, to enable XenServer Management Pack Agent installation on a XenServer Management Pack proxy node that is running Windows Server 2008 R2, either of the following Microsoft .NET Framework versions must be installed and enabled on the proxy node: 3.5 Service Pack 1 (3.5.1), 4.x.

Section 3: Upgrading from earlier versions

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

Only upgrade from the version 2.20 is supported.

To upgrade XenServer Management Pack from the earlier version, do the following (unless stated otherwise, referenced are sections in the *Citrix SCOM Management Pack for XenServer 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 XenServer for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section "Uninstall XenServer MP".

   Note: Uninstallation process preserves local configuration data.

3. Install the product (its server-side part) on the SCOM management server computer. For instructions, see "Installing XenServer Management Pack on the SCOM management server computer".

   Important: In the final Setup Wizard page, clear the **Automatically import the Management Pack** option.

4. Manually import the management packs from the `%ProgramFiles(x86)%\ComTrade\XenServer MP` folder on the SCOM management server computer. For instructions, see "Manually importing included management packs into SCOM".

5. 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".

6. Uninstall the product from the XenServer Management Pack proxy nodes. For instructions, see the *Comtrade Management Pack for Citrix XenServer for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section "Uninstall XenServer MP from the Agent Side".

   Important: Do not confuse the term *proxy node* with the term *SCOM proxy agent computer*. The former refers to a role in the XenServer Management Pack deployment, whereas the latter refers to a role in the deployment of SCOM agents.

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

7. Install the product (its agent-side part) on the XenServer Management Pack proxy nodes. For instructions, see "Installing the product on the XenServer Management Pack proxy nodes".

8. Verify the installation of the product (its agent-side part) on the XenServer Management Pack proxy nodes. For instructions, see "Verifying the installation on the XenServer Management Pack proxy nodes".

Section 4: Known issues and workarounds

- **Issue ID:** SCOM-105 (6253)

  Symptom: In scope of the upgrade process, during the installation of the product (its server-side part) on the SCOM management server computer, the Setup Wizard reports the following warning at the end:

  ```
  The XenServer Management pack is already installed.
  Please remove it from System Center Operations Manager manually and
  import the new C:\Program Files (x86)\ComTrade\XenServer MP\Import
  configuration\XenServer Management Pack.
  ```

  Action: Do the following:
  1. Manually import the management packs from the `%ProgramFiles(x86)%\ComTrade\XenServer MP` folder on the SCOM management server computer. For instructions, see "Manually importing included management packs into SCOM" in the *Citrix SCOM Management Pack for XenServer User Guide*.
  2. Verify the installation of the product (its server-side part) on the SCOM management server computer and the import of the management packs. For instructions, see "Verifying the installation on the SCOM management server computer" in the *Citrix SCOM Management Pack for XenServer User Guide*.

Section 5: Software availability in native languages

This product version is available only in English.

Section 6: Documentation

The following documentation is included with XenServer 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