

Citrix SCOM Management Pack for XenServer User Guide



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This document provides installation, configuration, and usage instructions for Citrix SCOM Management Pack for XenServer.

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

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Chapter 1: Quick introduction

About XenServer Management Pack

Citrix SCOM Management Pack for XenServer (**XenServer Management Pack**) is an availability and performance management solution that extends end-to-end service monitoring capabilities of Microsoft System Center Operations Manager (**SCOM**) to include the Citrix XenServer (**XenServer**) infrastructure. It fully integrates topology, health, and performance data into SCOM and provides centralized monitoring. It covers the following key scenarios:

- Are all XenServer instances running?
- Are all virtual machines powered on?
- Are there any events that indicate a problem with XenServer or a particular virtual machine?
- Have any performance thresholds been violated?

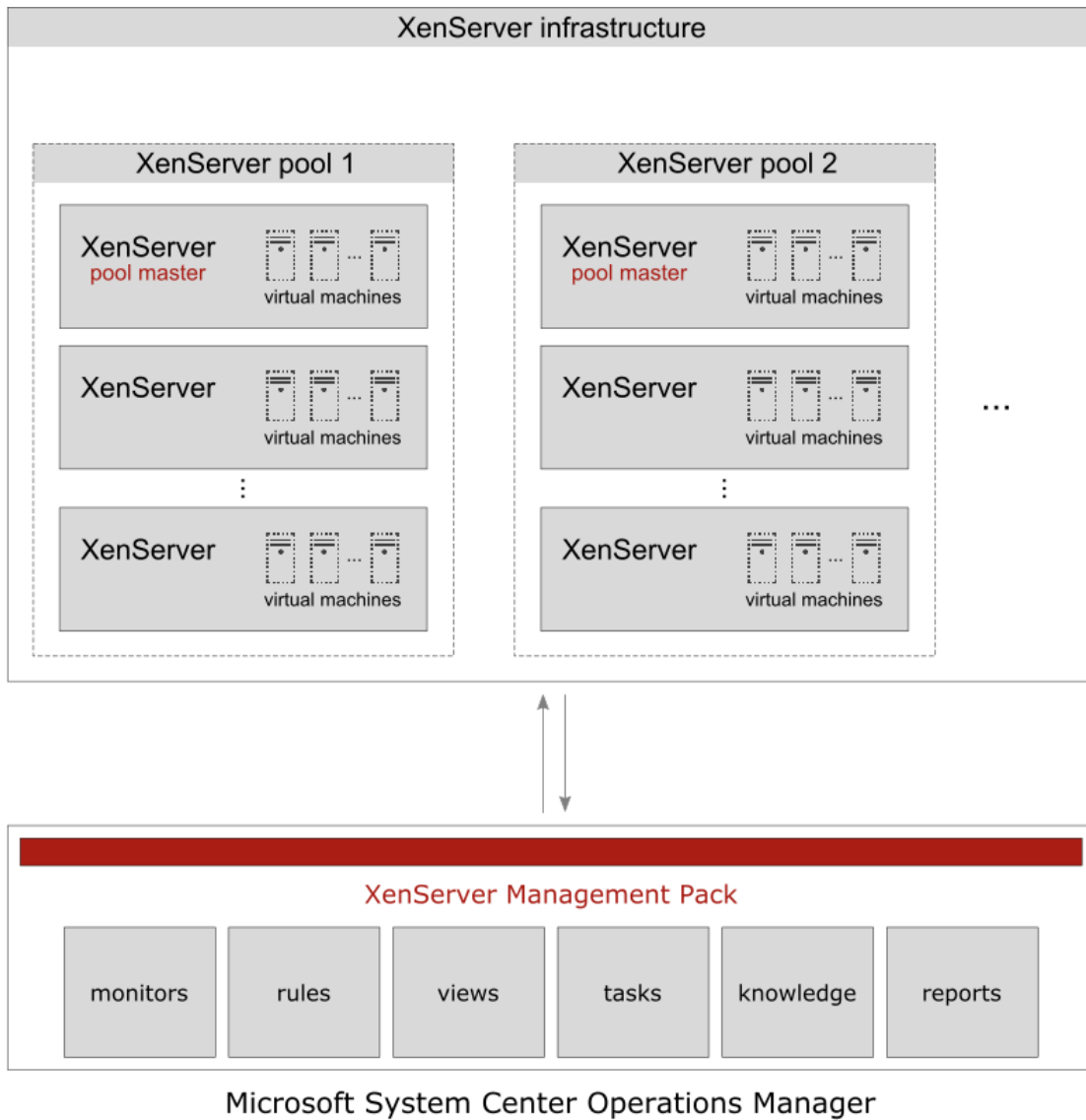
XenServer Management Pack components can help you detect and respond to critical events in your XenServer virtual infrastructure. Frequently, timely alerts help prevent XenServer outages and assure high availability of the XenServer virtual infrastructure.

XenServer Management Pack provides a large number of performance collection rules which collect vital XenServer metrics to the SCOM data warehouse. Predefined reports allow you to use this data to review and analyze performance history and to predict trends.

Product architecture

The following diagram shows how XenServer Management Pack connects the SCOM management platform and the XenServer enterprise infrastructure.

Figure 1.1 A high-level view of the XenServer Management Pack architecture



Chapter 2: Installation and configuration

This chapter contains instructions that you must follow to install and configure XenServer Management Pack. Perform all procedures in the documented order of precedence.

Preparing for the installation

Before installing XenServer Management Pack, make sure the following prerequisites are fulfilled:

- You environment meets the hardware and software requirements.

For software requirements, see the *Citrix SCOM Management Pack for XenServer Compatibility Matrix*. For hardware and/or other requirements, see the *Citrix SCOM Management Pack for XenServer Release Notes*.

- A SCOM management server computer is chosen where the server side of XenServer Management Pack will be installed. This computer is referred to as **SCOM management server computer**.
- One or more computers are chosen where XenServer Management Pack Agent instances will be installed that will remotely collect XenServer data. These computers are referred to as XenServer Management Pack proxy nodes (**proxy nodes**). The proxy nodes must be running a supported Microsoft Windows operating system.

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.

The choice about proxy nodes depends on the size and complexity of your XenServer environment. Citrix recommends that you use one proxy node for monitoring one or two small XenServer pools, but designate multiple proxy nodes in case you have a larger XenServer environment.

Important: While one proxy node can monitor multiple XenServer pools, proxy nodes should be designated and configured such that each pool is monitored from a single node.

For a sample hardware specification for proxy nodes, see “Chapter 4: Usage”, section “Adjusting SCOM configuration for management of large environments”.

- SCOM agent is installed on all the proxy nodes. Proxy nodes are configured as **agent nodes** in the SCOM management group.
- The default management packs that the included management packs depend on are imported in SCOM:
 - Data Warehouse Library
 - Health Library
 - Image Library (System Center)
 - Image Library (System)
 - Image Library (Windows)
 - Microsoft Generic Report Library
 - Performance Library
 - System Application Log Library
 - System Center Core Library
 - System Library
 - Windows Core Library
 - Windows Service Library

Note If you accidentally delete any of the listed default management packs, you can import them back from the files in the SCOM installation directory.

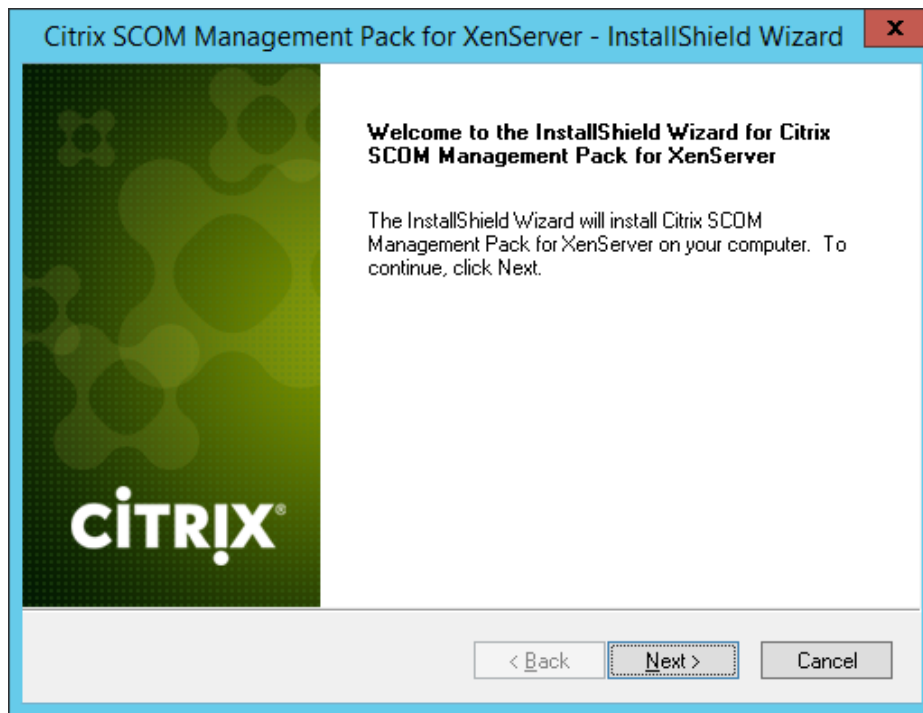
Installing the product on the SCOM management server computer

The server-side part of XenServer Management Pack must be installed on the computer that hosts SCOM management server.

To install the main part of XenServer Management Pack on the SCOM management server computer, do the following:

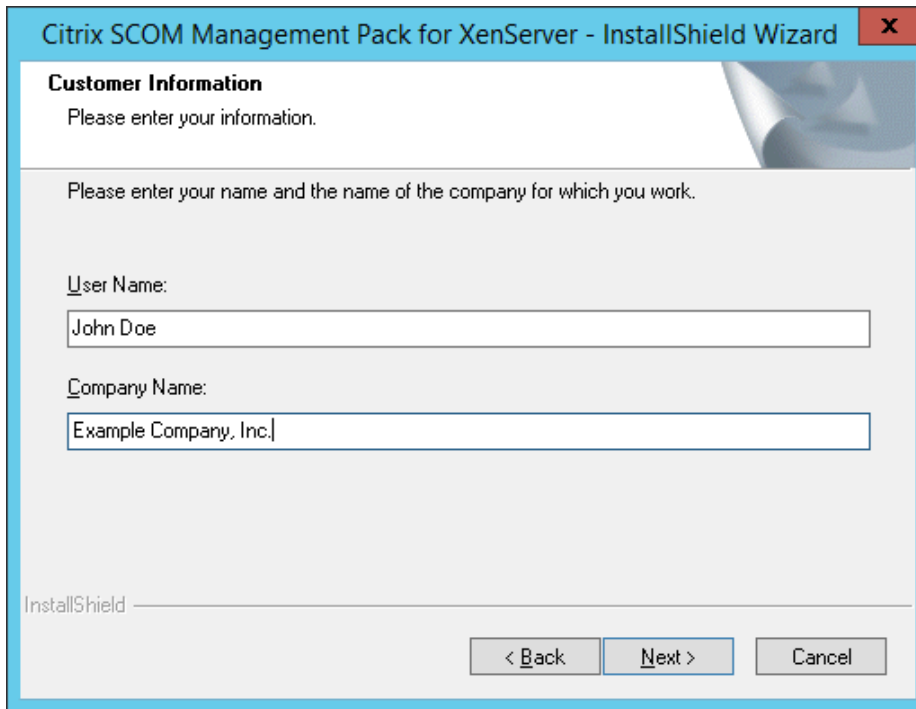
1. Log on to the management server computer. Use a user account from the local `Administrators` user group that has administrative privileges in SCOM.
2. In Windows Explorer, locate the `Citrix_SCOM_Management_Pack_for_XenServer_<Version>.exe` file (where `<Version>` is the current software version), and double-click it to invoke the installation process. Wait for the Setup Wizard to appear.
3. In the Welcome page of the Setup Wizard, click **Next**.

Figure 2.1 Initial Setup Wizard page of XenServer Management Pack



4. In the Product Configuration page, click **Next**.
5. In the Customer Information page, type valid information into the **User Name** and **Company Name** text boxes. Click **Next**.

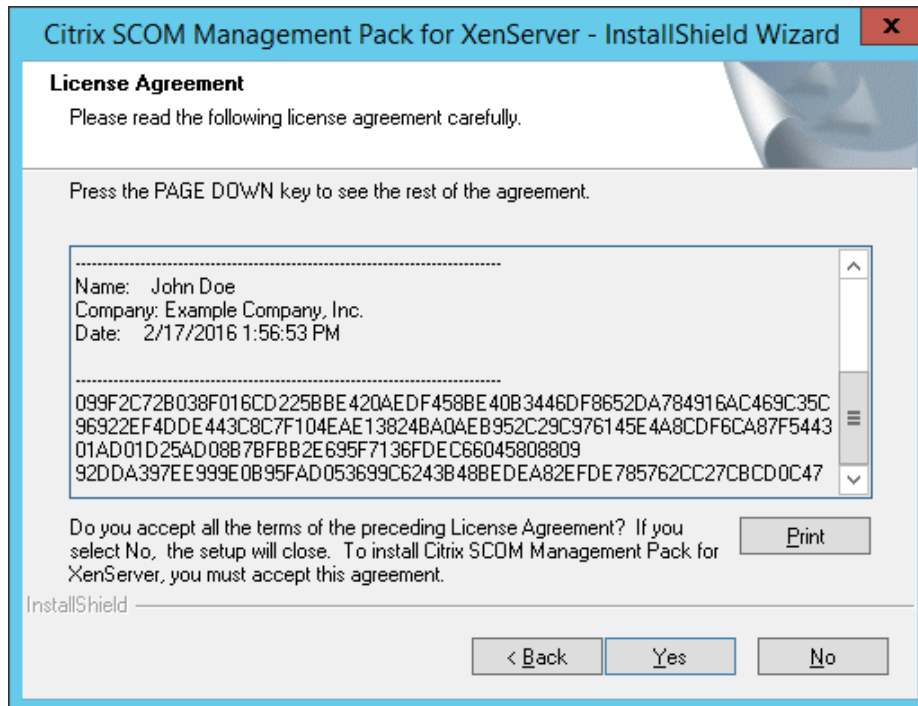
Figure 2.2 The Customer Information page



The screenshot shows a dialog box titled "Citrix SCOM Management Pack for XenServer - InstallShield Wizard" with a close button (X) in the top right corner. The main heading is "Customer Information" with a sub-instruction "Please enter your information." Below this, a larger instruction reads "Please enter your name and the name of the company for which you work." There are two text input fields: the first is labeled "User Name:" and contains the text "John Doe"; the second is labeled "Company Name:" and contains the text "Example Company, Inc.". At the bottom left, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

6. In the Registration Information dialog box, verify that the provided information is correct and click **Yes**.
7. In the License Agreement page of the Setup Wizard, carefully read the end user license agreement. If you accept the terms of the agreement, click **Yes**.

Figure 2.3 The License Agreement page



8. In the Choose Destination Location page, define the XenServer Management Pack installation folder. Citrix recommends that you install XenServer Management Pack to the default folder.

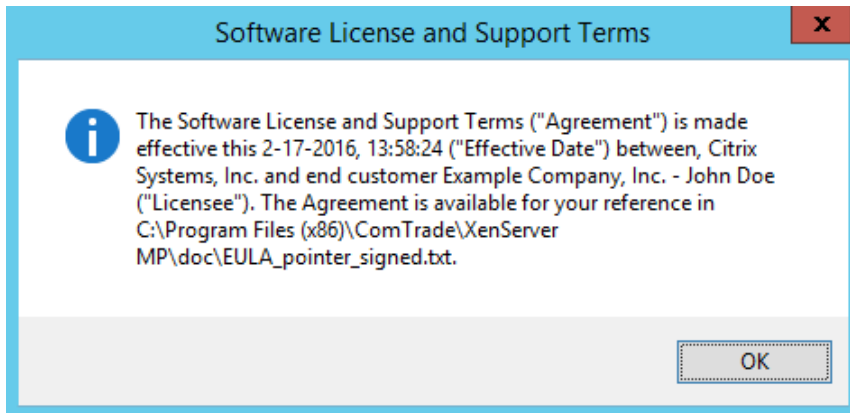
Proceed as follows:

- o To install the product to the default folder listed in the Setup Wizard, no special actions are required.
- o To install the product to a different folder, follow the substeps:
 - a. Click **Browse**.
 - b. In the Choose Folder dialog box, browse to a desired installation folder, select it, and click **OK**.

Click **Next**.

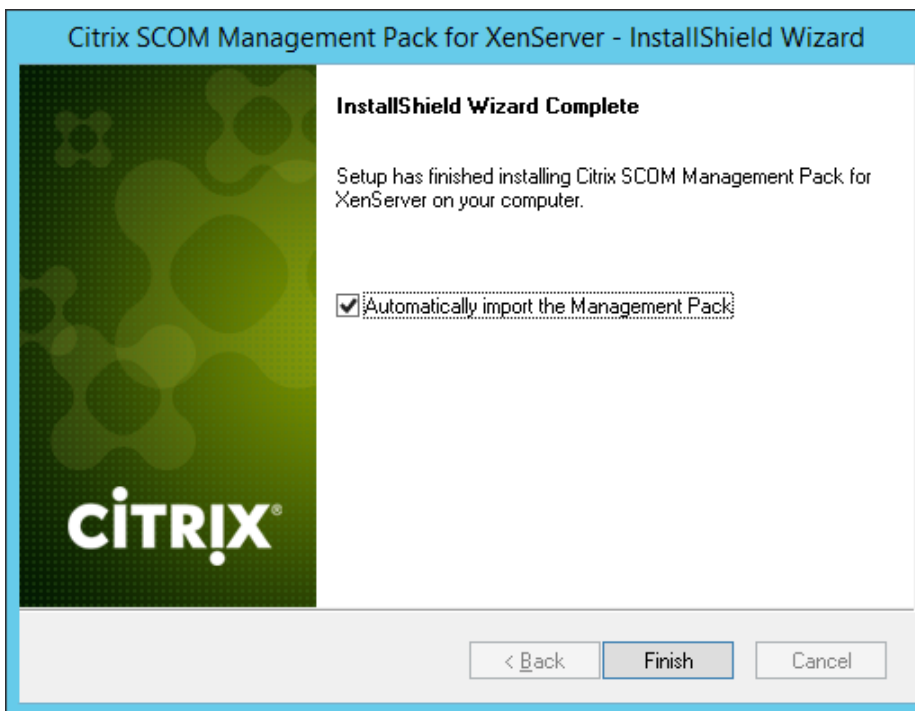
9. In the Software License and Support Terms dialog box, read the message and click **OK**.

Figure 2.4 The Software Licenses and Support Terms dialog box



10. In the Start Copying Files page of the Setup Wizard, click **Next**. The Setup Wizard starts copying the installation files.
11. After the installation completes, the installation completion page is displayed.

Figure 2.5 Final Setup Wizard page



To let the Setup Wizard automatically import the included management packs into SCOM, leave the **Automatically import the Management Pack** option selected. Citrix recommends this choice.

To import the management packs into SCOM manually at a later time, clear the **Automatically import the Management Pack** option. For instructions about how to import or reimport the management packs, see “Manually importing included management packs into SCOM”

12. Click **Finish** to close the Setup Wizard.
13. If you let the Setup Wizard to automatically import the management packs, a Command Prompt window appears and reports the import progress. After the process completes, a dialog box informs you about successful completion. Click **OK** to close the dialog box.

Verifying the installation on the management server computer

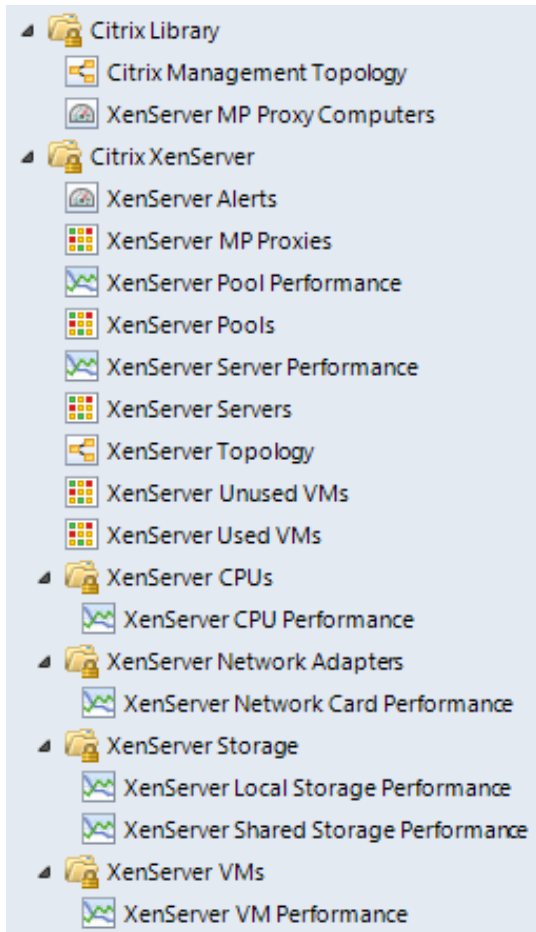
To verify that the XenServer Management Pack installation on the management server computer is correct, do the following:

1. Log on to the management server computer.
2. Go to **Start > Control Panel**, click **Programs**, and then click **Programs and Features**.
3. Check for the presence of the following entry in the Name column:

```
Citrix SCOM Management Pack for XenServer
```

4. Launch the SCOM Operations console.
5. In the Monitoring view, expand the items in the left pane until they match the following figure.

Figure 2.6 Elements of XenServer Management Pack as seen in the SCOM Operations console



Configuring XenServer Management Pack Agent computers to act as SCOM proxies

Each computer where XenServer Management Pack Agent will be installed (XenServer Management Pack proxy node) must be configured to act as a SCOM proxy agent computer. This configuration enables the SCOM agent to relay or forward information from or about other computers or network devices to the management server.

To configure the XenServer Management Pack proxy nodes to act as SCOM proxy agent computers, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the **Administration** view, expand **Device Management**, and then click **Agent Managed**.
4. For each planned XenServer Management Pack proxy node, follow the steps:

- a. Right-click the host name, and select **Properties**.
- b. Click the **Security** tab.
- c. Select the **Allow this agent to act as proxy and discover managed objects on other computers** option.
- d. Click **OK**.

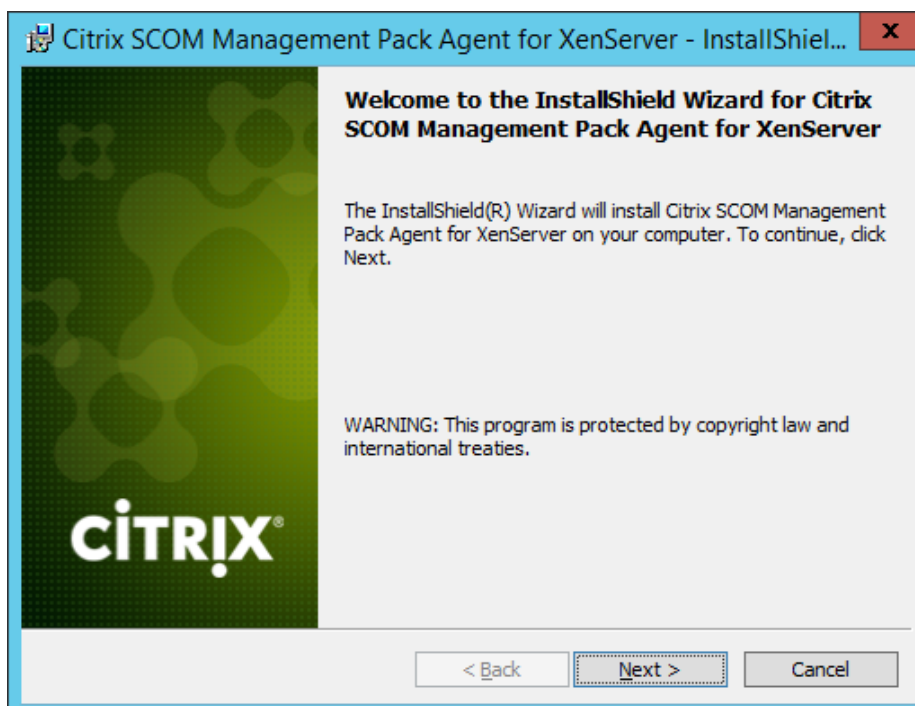
Installing the product on the XenServer Management Pack proxy nodes

On the proxy nodes the XenServer Management Pack Agent must be installed.

To install XenServer Management Pack Agent on a computer that will take the role of XenServer Management Pack proxy node, do the following:

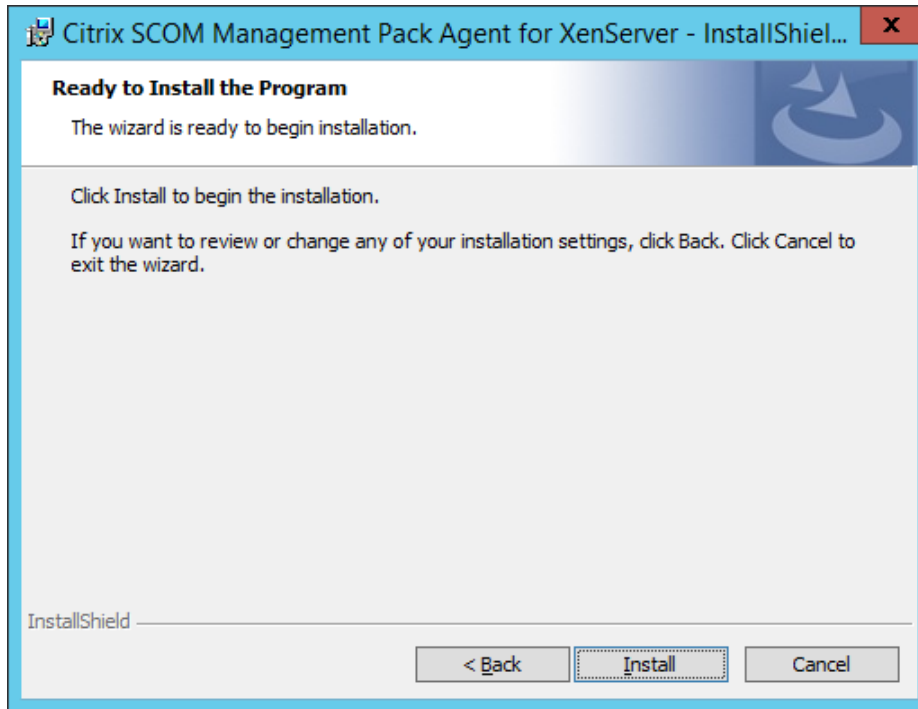
1. Log on to the proxy node. Use a user account that has local administrative privileges.
1. Depending on the hardware architecture of the computer, copy the appropriate file from the `%ProgramFiles(x86)%\ComTrade\XenServer MP` directory on the management server computer to a location on the proxy node: `mpxs_x64.msi` or `mpxs_x86.msi`.
2. In Windows Explorer, locate the `mpxs_x64.msi` or `mpxs_x86.msi` file, and double-click it to invoke the installation process. Wait for the Setup Wizard to appear.
3. In the Welcome page of the Setup Wizard, click **Next**.

Figure 2.7 Initial Setup Wizard page of XenServer Management Pack Agent



4. In the Ready to Install the Program page, click **Install**. The Setup Wizard starts copying the installation files.

Figure 2.8 The Ready to Install the Program page



5. After the installation completes, the completion page is displayed. Click **Finish** to close the Setup Wizard.

Verifying the installation on the XenServer Management Pack proxy nodes

To verify that the XenServer Management Pack installation on a proxy node is correct, do the following:

1. Log on to the proxy node.
2. Go to **Start > Control Panel**, click **Programs**, and then click **Programs and Features**.
3. Check for the presence of the following entry in the Name column:

```
Citrix SCOM Management Pack Agent for XenServer
```

4. Go to **Start > Administrative Tools** and double-click **Services**.

5. In the Name column of the Services window, locate the Citrix MPXS Agent service, and make sure that its status is to Started.

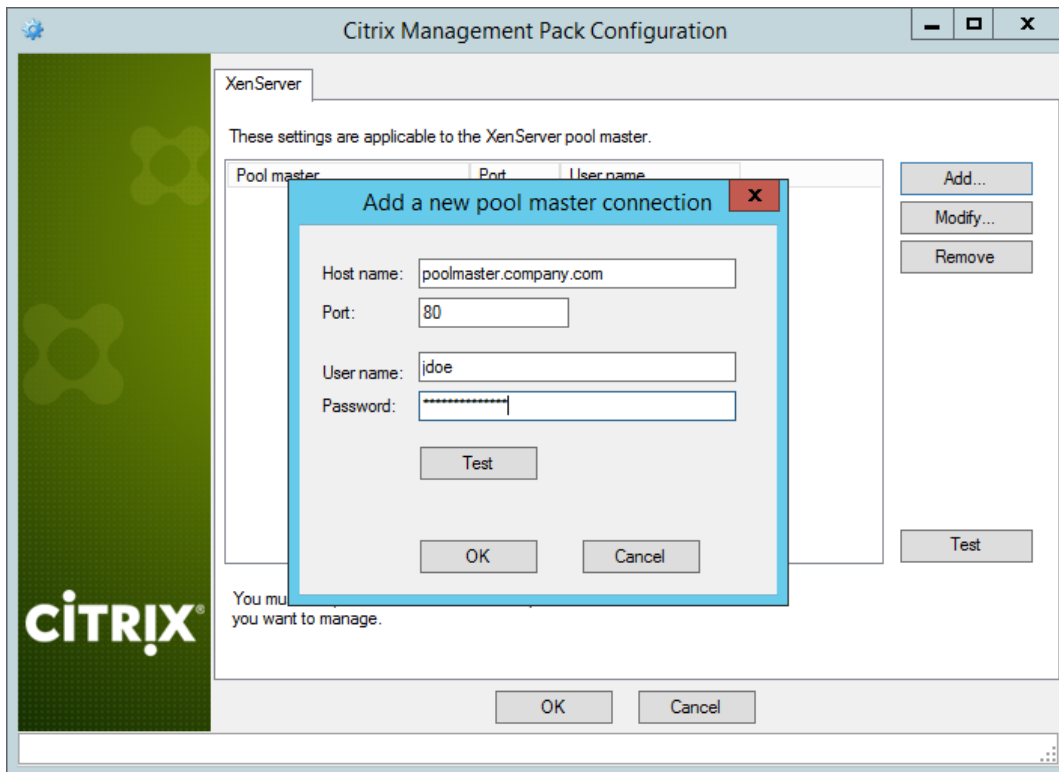
Configuring XenServer Management Pack

Configuration of XenServer Management Pack requires providing data about XenServer pool masters to the XenServer Management Pack Agent on each proxy node.

To configure XenServer Management Pack on a proxy node, do the following:

1. Log on to the proxy node. Use a user account from the local Administrators user group.
2. Go to **Start > All Programs > Citrix > XenServer Management Pack**.
3. Follow the step:
 - If User Account Control (UAC) is disabled in the operating system, click **XenServer MP Configuration**.
 - If UAC is enabled, right-click **XenServer MP Configuration**, and select **Run as administrator**.
4. In the Citrix Management Pack Configuration window, click **Add**.
5. In the Add a new pool master connection dialog box, enter the following data related to a XenServer pool:
 - Fully qualified domain name of the pool master
 - Port number that the pool master uses for connections
 - User name and password that are used as connection credentials

Figure 2.9 Configuration data of a XenServer pool master



6. Optionally, click **Test** to verify the connection to the pool master. In the Test result dialog box, check the verification result, and click **OK**.
7. Click **OK** to close the dialog box.
8. Repeat the steps 4 to 7 for each additional XenServer pool you want to monitor from this proxy node.
9. Click **OK** to apply the configuration changes and close the window.

Chapter 3: Uninstallation

This chapter contains instructions that you must follow to effectively uninstall XenServer Management Pack. Perform all procedures in the documented order of precedence.

Removing dependent management packs (customizations)

To remove the customizations that you made to the management packs included in XenServer Management Pack, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the Administration view, click **Management Packs**.
4. In the middle pane, locate the management packs that depend on the management packs included in XenServer Management Pack.
5. For each such dependent management pack, follow the steps:
 - a. Right-click it and then click **Delete**.
 - b. On the message stating that deleting the management pack might affect the scoping of some user roles, click **Yes**.

Removing included management packs

To remove the management packs included in XenServer Management Pack, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the Administration view, click **Management Packs**.
4. In the middle pane, right-click **Citrix Management Pack for XenServer Reports**, and then select **Delete**.
5. On the message stating that deleting the management pack might affect the scoping of some user roles, click **Yes**.
6. Repeat steps 4 and 5 with **Citrix Management Pack for XenServer**.
7. Check if other Citrix SCOM Management Pack products are installed on the management server computer. If none of them is installed, repeat steps 4 and 5 with **Citrix Management Pack Library**.

Uninstalling the product from the XenServer Management Pack proxy nodes

To uninstall XenServer Management Pack Agent from a computer that is a XenServer Management Pack proxy node, do the following:

1. Log on to the proxy node with a user account from the local `Administrators` user group.
2. Make sure no other users are logged on to the computer.
3. Go to **Start > Control Panel**, click **Programs**, and then click **Programs and Features**.
4. Right-click **Citrix SCOM Management Pack Agent for XenServer** and select **Uninstall**.

Important: If a warning informs you about other logged on users, the program might not uninstall completely.

5. In the Programs and Features dialog box, click **Yes** to confirm uninstallation.
6. When the Windows Installer completes, navigate to the `ComTrade\XenServer MP Agent` subdirectory in `%ProgramFiles%`.
7. Delete the following files from the current location:

- `disco-con-hist.xml`
- `disco-new.xml`
- `disco-old.xml`
- `xsmg.log`

Note: If you are uninstalling the product in order to prepare the system for installation of a later version, to keep the configuration settings on a proxy node, preserve the `xsmg_config.dat` file. In the opposite case, delete this file as well.

Uninstalling the product from the SCOM management server computer

To uninstall XenServer Management Pack from the SCOM management server computer, do the following:

1. Log on to the management server computer. Use a user account from the local `Administrators` user group that has administrative privileges in SCOM.
2. Make sure no other users are logged on to the computer.
3. Go to **Start > Control Panel**, click **Programs**, and then click **Programs and Features**.
4. Right-click **Citrix SCOM Management Pack for XenServer** and select **Uninstall**. Wait for the Setup Wizard to appear.

Important: If a warning informs you about other logged on users, the program might not uninstall completely.

5. In the Welcome page of the Setup Wizard, click **Next**.
6. In the Product Configuration page, click **Next**.
7. In the Confirm Uninstall dialog box, click **OK**.
8. In the Completion page of the Setup Wizard, click **Finish**.

Chapter 4: Usage

Optional configuration

Tuning thresholds for performance monitors and rules

Some monitors and rules have default thresholds that might need additional tuning to suit your environment. You should evaluate monitors and rules to determine whether the default thresholds are appropriate for your environment. If a default threshold is not appropriate for your environment, you should baseline the relevant performance counters, and then adjust the threshold by overriding them.

For a complete list of monitors and rules, see the *Citrix SCOM Management Pack for XenServer Reference Guide*, which you can find in the `Citrix_MPXS_ReferenceGuide.html` file.

Discovering objects

For general information about discovering objects in SCOM, see the [Object Discoveries in Operations Manager 2007](#) webpage on the Microsoft TechNet website.

The following table lists the object types that XenServer Management Pack discovers in the managed environment.

Table 4.1 Discoverable XenServer object types

Object type	Description	Automatic discovery
XenServer CPU	A CPU core installed in a XenServer host computer; it is available to virtual machines.	Yes ✓
XenServer Local Storage	A local storage configured for XenServer host computers.	Yes ✓
XenServer MP Proxy	A proxy for monitoring XenServer pools.	Yes ✓
XenServer MP Proxy Computer Role	A XenServer Management Pack proxy computer role.	Yes ✓
XenServer Network	A network interface installed in a XenServer host computer.	Yes ✓
XenServer Network Card	A network interface installed in a XenServer host computer.	Yes ✓
XenServer Pool	A XenServer pool.	Yes ✓
XenServer Server	A XenServer host computer.	Yes ✓
XenServer Shared Storage	A shared storage configured for XenServer host computers.	Yes ✓
XenServer Unused VM	An unused (powered off, suspended) virtual machine.	Yes ✓
XenServer VM	A virtual machine hosted by XenServer.	Yes ✓
XenServer VM CPU	A virtual CPU (vCPU).	No ✗
XenServer VM Network Card	A virtual machine network interface.	Yes ✓

Important: It may take up to 4 hours for objects to be discovered for the first time.

To check whether any XenServer objects are discovered in your SCOM, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the **Monitoring** view, type `XenServer` in the **Search** text box and then click **Search**.
4. In the Search Window dialog box, browse through the objects listed in the object groups.

Adjusting SCOM configuration for management of large environments

A single XenServer Management Pack proxy node can manage up to five XenServer pools, each containing 16 servers with eight running virtual machines (640 virtual machines in total).

To manage a larger XenServer environment, you must make adjustments to the typical SCOM installation. Do the following:

1. On the proxy nodes, increase the size of the SCOM agent queue and the size of the version store.
2. On the SCOM management server computer, raise the threshold of memory utilization monitor for two crucial agent processes.

After the adjustments, a single proxy node with the following configuration can manage up to 15 pools, each containing 16 servers with 12 running virtual machines (2,880 virtual machines in total):

- Intel Core 2 Quad Processor Q9400
- 8 GB of physical RAM
- Windows Server 2008 R2

Note: The performance tests were conducted in a SCOM environment where all the rules and monitors enabled by XenServer Management Pack by default were running.

To manage even larger environments, use proxy nodes with a better hardware configuration.

Proxy node configuration adjustments

Increasing the size of the SCOM agent queue

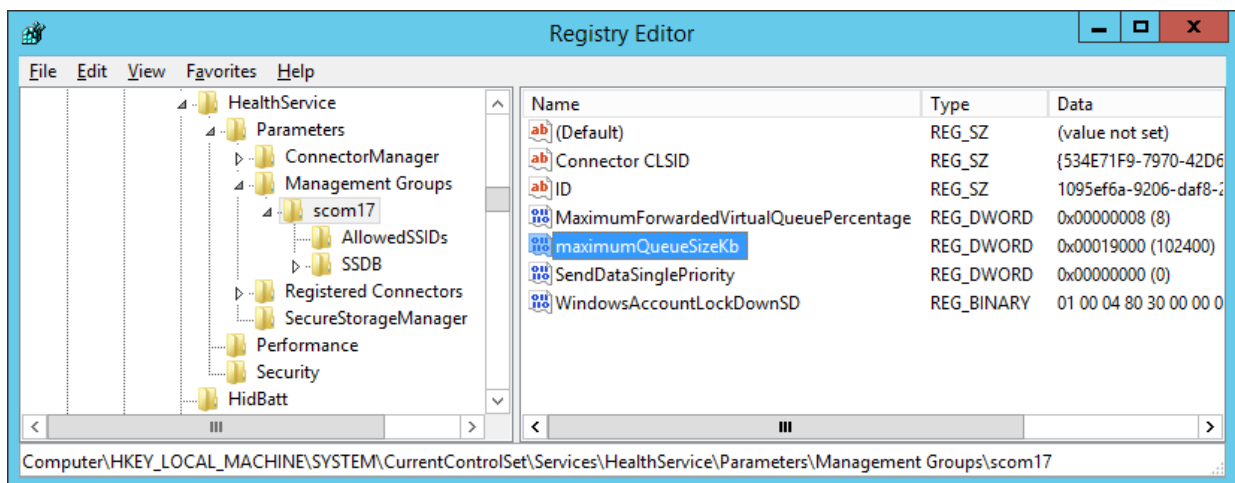
SCOM agent uses a queue to store data that needs to be sent to the management server. Typically, the queue prevents the loss of data when the management server is not available or the agent is not able to communicate with other available management servers. When the queue is full, the agent starts dropping the oldest data. If one proxy node is planned to manage a large XenServer environment, the default agent queue size of 15,360 KB (15 MB) is not enough to accommodate the high workflow amount. This results in an erroneous management of the XenServer environment.

To increase the queue size, do the following:

1. In the Start menu, type `regedit` in the Search text box, and then click the Search icon.

2. In the results list, click **regedit** or **regedit.exe**.
3. In the User Account Control dialog box, click **Yes**.
4. In the Registry Editor window, navigate to **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > HealthService > Parameters > Management Groups > <GroupName>**, where <GroupName> is the name of the management group the SCOM agent belongs to.
5. Right-click the `maximumQueueSizeKb` value and select **Modify**.

Figure 4.1 The “maximumQueueSizeKb” value in Registry Editor



6. In the **Value data** text box, type a value in the range of 15360 to 307200 (kilobytes, 307200 KB equals 300 MB).

Caution: Citrix recommends that you back up Windows Registry before making any changes to it.

7. Click **OK**.
8. Using the Services administrative tool of the operating system, restart the **Microsoft Monitoring Agent** service.

Increasing the size of the version store

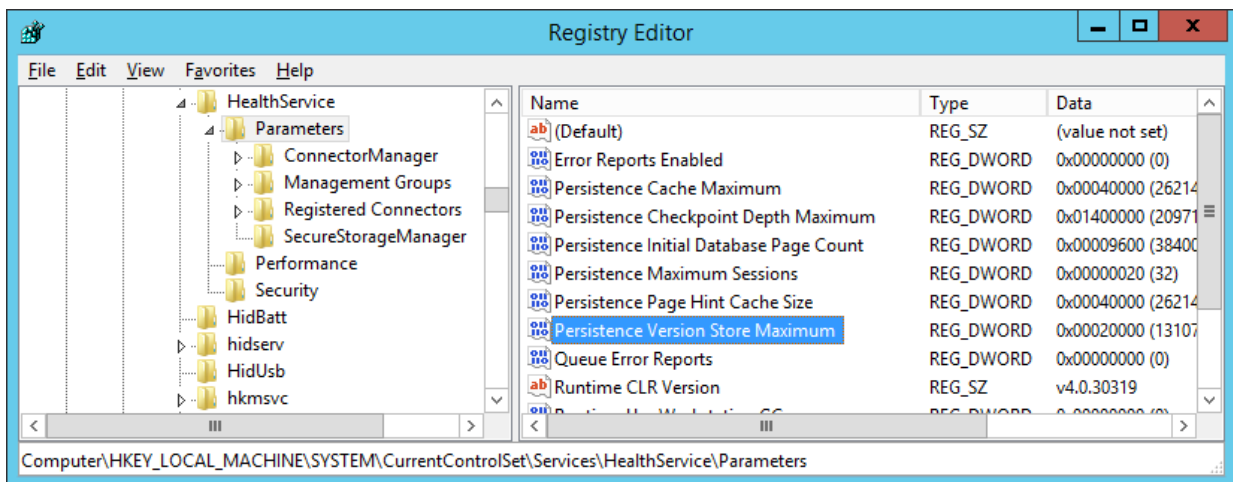
The Microsoft Monitoring Agent service stores records of unfinished transactions in a version store. Version store enables Extensible Storage Engine (ESE) to track and manage current transactions. It contains a list of operations that are performed by active transactions that are maintained by the Health

Service. This list is an in-memory list of modifications made to the Health Service store database. The default size of version store is 1,920 16-KB memory pages (30 MB) and is optimized for a typical installation of SCOM, which is not enough for the high workflow amount a large XenServer environment may generate.

To increase the queue size, do the following:

1. In the Start menu, type `regedit` in the Search text box, and then click the Search icon.
2. In the results list, click **regedit** or **regedit.exe**.
3. In the User Account Control dialog box, click **Yes**.
4. In the Registry Editor window, navigate to **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > HealthService > Parameters**.
5. Right-click the `Persistence Version Store Maximum` value and select **Modify**.

Figure 4.2 The “Persistence Version Store Maximum” value in Registry Editor



6. In the **Value data** text box, type a value in the range of 1,920 to 19,200 (16-KB blocks, 19,200 16-KB blocks equals 300 MB).

Caution: Citrix recommends that you back up Windows Registry before making any changes to it.

7. Click **OK**.
8. Using the Services administrative tool of the operating system, restart the **Microsoft Monitoring Agent** service.

Management server configuration adjustments

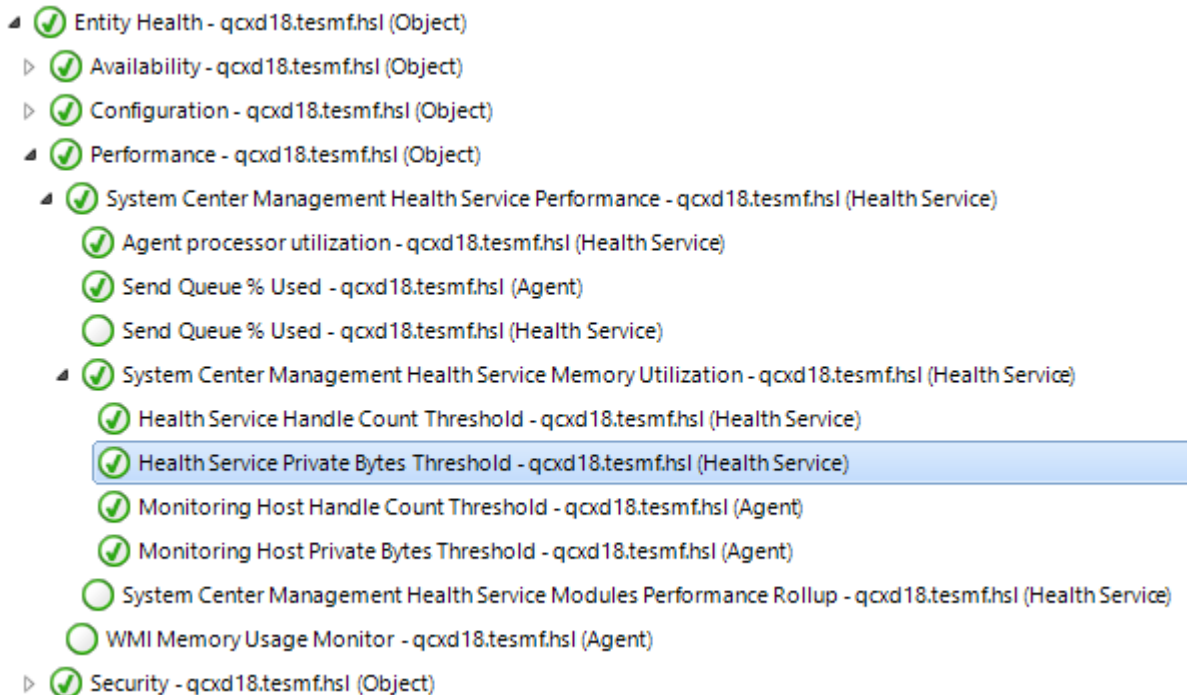
Raising the memory utilization monitor threshold

SCOM constantly monitors memory utilization of two crucial agent processes: System Center Management Service Host Process and the Microsoft Monitoring Agent service. When this metric crosses the 300 MB boundary, the recovery action is to restart these two processes. For a proxy agent computer, the threshold must be raised to 800 MB.

To set the monitor threshold, do the following:

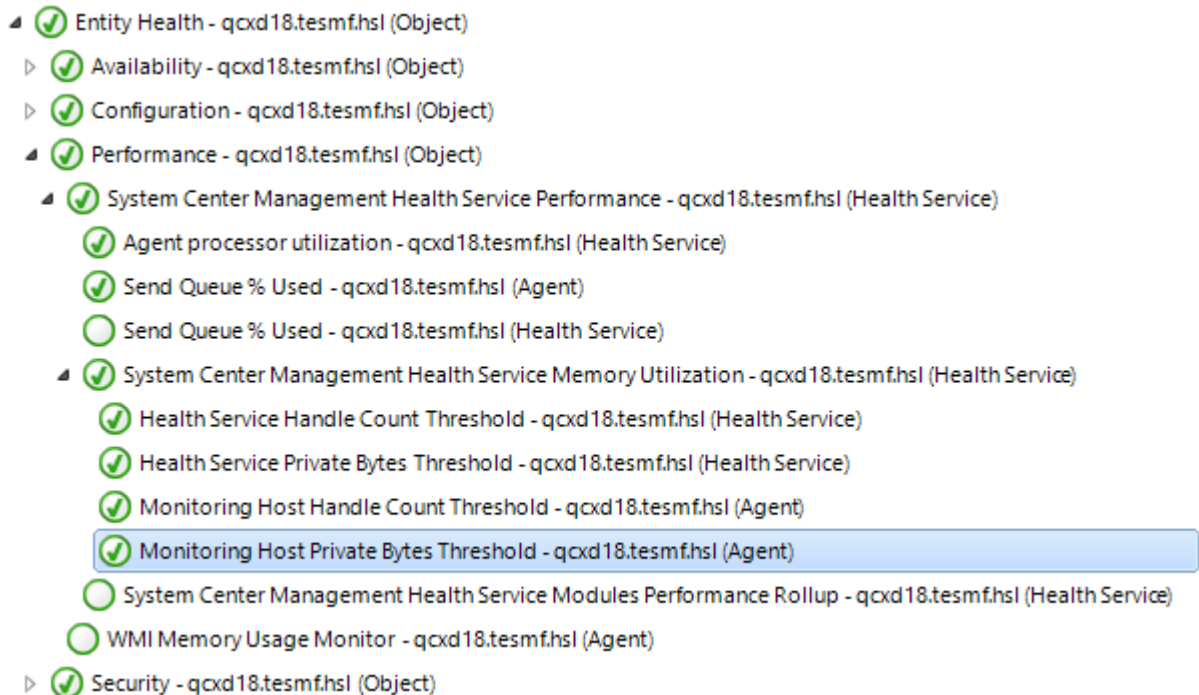
1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the **Monitoring** view, expand **Operations Manager > Agent Details** and click Agents By Version.
4. In the middle pane, in the Name column, right-click in the line of the proxy node, and select **Open > Health Explorer for <ProxyNodeFQDN>**.
5. In the Health Explorer for <ProxyNodeFQDN> window, disable any filter that might be set.
6. Expand **Entity Health > Performance > System Center Management Health Service Performance > System Center Management Health Service Memory Utilization**.
7. Right-click **Health Service Private Bytes Threshold** and select **Monitor Properties**.

Figure 4.3 The “Health Service Private Bytes Threshold” entry in Health Explorer



8. In the Health Service Private Bytes Threshold Properties window, in the **Overrides** tab, click **Override** and select **For the object: <ProxyNodeFQDN>**.
9. In the Override Properties window, in the Parameter Name column, locate the Agent Performance Monitor Type (Consecutive Samples) – Threshold line.
10. In the same line, in the Override column, select the check box.
11. In the Override Value column, type 83886088 (bytes; this amount equals 800 MB).
12. From the Select destination management pack drop-down list, select the management pack that you want to save the customization into. Click **New** to create a new management pack if needed.
13. Click **OK** to close the Override Properties window.
14. Click **Close** to close the Health Service Private Bytes Threshold Properties window.
15. In the left pane, right-click **Monitor Host Private Bytes Threshold** and select **Monitor Properties**.

Figure 4.4 The “Monitor Host Private Bytes Threshold” entry in Health Explorer



16. In the Monitor Host Private Bytes Threshold Properties window, in the **Overrides** tab, click **Override** and select **For the object: <ProxyNodeFQDN>**.

17. In the Override Properties window, in the Parameter Name column, locate the Agent Performance Monitor Type (Consecutive Samples) – Threshold line.

18. In the same line, in the Override column, select the check box.

19. In the Override Value column, type 83886088 (bytes; this amount equals 800 MB).

20. From the Select destination management pack drop-down list, select the management pack that you want to save the customization into. Click **New** to create a new management pack if needed.

21. Click **OK** to close the Override Properties window.

22. Click **Close** to close the Monitor Host Private Bytes Threshold Properties window.

Manually importing included management packs into SCOM

For general instructions about how to import management packs into SCOM, see the [How to Import an Operations Manager Management Pack](#) webpage on the Microsoft TechNet website.

To import the sealed management packs for XenServer manually, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the Administration view, click **Management Packs**.
4. Make sure all required default management packs are present in the list in the middle pane. For a list of requirements, see “Preparing for the installation”.
5. In the Tasks pane, expand **Actions**, and then click **Import Management Packs**.
6. In the Import Management Packs dialog box, click **Add**, and then select **Add from disk**.
7. In the Online Catalog Connection, click **No**.
8. In the Select Management Packs to import dialog box, browse to the folder that contains the following management pack files, select those files, and then click **Open**.
 - Comtrade.Citrix.Library.mp
 - Comtrade.Citrix.XenServer.mp
 - Comtrade.Citrix.XenServer.Reports.mp
9. Click **Install**.

Customizing sealed management packs

Similarly to customizing the default SCOM management pack, you can customize the sealed management packs that XenServer Management pack provides. For details, see the Microsoft TechNet website:

- For general information about customization of management packs, see the [Customizing Management Packs](#) webpage.
- For instructions on how to customize a management pack, see the [Create a New Management Pack for Customizations](#) webpage.

Chapter 5: Support

General support resources

Citrix® offers a variety of resources for support with your Citrix environment, including the following:

- The Knowledge Center is a self-service, Web-based technical support database that contains thousands of technical solutions, including access to the latest hotfixes, service packs, and security bulletins.
- Technical Support Programs for both software support and appliance maintenance are available at a variety of support levels.
- The Subscription Advantage program is a one-year membership that gives you an easy way to stay current with the latest product version upgrades and enhancements.
- Citrix Education provides official training and certification programs on virtually all Citrix products and technologies.

For more information about Citrix services and support, see the [Citrix Support Services and Resources](#) website.

You can also participate in and follow technical discussions offered by the experts on various Citrix products at the [Welcome to the Citrix Community](#), [Citrix Discussions](#), and [Citrix Services](#) websites.

Contacting Citrix Customer Service

To contact Citrix Customer Service, see the [Contact Support](#) website.