

# Citrix SCOM Management Pack for Web Interface Release Notes



**Software version: 1.25**

**Release date: March 2016**

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

## Legal notices

Copyright © 2016 Citrix Systems, Inc. All rights reserved.

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

## Disclaimers

This document is furnished "AS IS." Citrix, Inc. disclaims all warranties regarding the contents of this document, including, but not limited to, implied warranties of merchantability and fitness for any particular purpose. This document may contain technical or other inaccuracies or typographical errors. Citrix, Inc. reserves the right to revise the information in this document at any time without notice. This document and the software described in this document constitute confidential information of Citrix, Inc. and its licensors, and are furnished under a license from Citrix, Inc.

Citrix Systems, Inc. and the Citrix logo are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark office and in other countries. All other trademarks and registered trademarks are property of their respective owners.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

## Trademarks

Citrix®

Microsoft®

Windows®

## Section 1: Announcements

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

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

## Section 2: Product requirements

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

### Software requirements

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

- Citrix Web Interface
- Microsoft System Center Operations Manager

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

## Section 3: Upgrading from earlier versions

---

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

---

Only upgrade from the version 1.24 is supported.

To upgrade Web Interface Management Pack from the earlier version, do the following (unless stated otherwise, referenced are sections in the ***Citrix SCOM Management Pack for Web Interface 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 Web Interface for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section “Uninstall Web Interface MP from 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 Web Interface 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 SCOM management server computer”.
5. On the SCOM management server computer, copy the `mpwi_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\WebInterface MP` directory to the `%ProgramData%\Citrix\CitrixMPSHare\WebInterface 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. For instructions, see “Installing Web Interface Management Pack on the agent-managed computers”.

---

**Important:** In the Run Task – Install Citrix MPWI 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 on the agent-managed computers”.

## Section 4: Known issues and workarounds

- **Issue ID:** 6187

**Symptom:** In the output of the `Check Requirements and Configuration` and `Test Web Interface Site Availability` tasks in the SCOM Operations console, the farm names, site names, and probing account user names that contain non-ASCII characters are not displayed correctly. For example, Spanish characters `çñ` appear as `𐄂𐄃` in a farm name, site name, or user name.

**Action:** None. Apart from the visual glitch, the functionality of the product is not affected in any way. You can therefore safely ignore the issue.

## Section 5: Software availability in native languages

This product version is available only in English.

## Section 6: Documentation

The following documentation is included with Web Interface 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