# Citrix SCOM Management Pack for XenMobile Release Notes

**Software version: 1.4**

**Release date: June 2016**

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

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

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# Section 1: Announcements

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

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

# Section 2: Product requirements

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

**Software requirements**

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

- Citrix XenMobile
- Microsoft System Center Operations Manager

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

# Section 3: Upgrading from earlier versions

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

Only upgrade from the version 1.3 is supported. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

To upgrade XenMobile Management Pack to its current version, do the following (referenced are sections in the *Citrix SCOM Management Pack for XenMobile User Guide*):

1. Prepare your environment for installation of the new product version. For information, see "Preparing for the installation".

2. Check if the `.mpb` file that was installed by the product is locked by any program, for example, SCOM Operations console or Windows PowerShell. This includes programs in both active and disconnected sessions. If the file is locked, exit the locking program, for example, exit the SCOM Operations console or close the Windows PowerShell window.

   **Tip**  To check if a file is locked, try renaming it and then reverting to its original file name. Inability to rename the file indicates a locking program. You can identify it by using the Handle utility of Sysinternals Suite (see the [Handle](#) webpage on the Microsoft TechNet website).

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".

   **Note**  The installation process upgrades the product and preserves local configuration data.

4. Verify the installation on the SCOM management server computer. For instructions, see "Verifying the installation on the SCOM management server computer".

5. Configure access to the shared folder for agent installation. For instructions, see "Configuring access to the shared folder for agent installation".

6. Install the product (its agent-side part) on the Device Manager computers. For instructions, see "Installing the product on the Device Manager computers".

   **Important**  If you are performing remote installation by using a SCOM task, in the Run Task – Install Citrix MPXM Agent dialog box, set the **UpgradeAgent** task parameter to the `true` value.

7. Verify the installation and configuration on the Device Manager computers. For instructions, see "Verifying the installation and configuration on the Device Manager computers".

# Section 4: Known issues and workarounds

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

- **Issue ID:** SCOM-458

  **Symptom:** When upgrading XenMobile Management Pack Agent by using the `Install Citrix MPXM Agent` task in the SCOM Operations console, the upgrade fails if the effective

installation folder of the new product version differs from the installation folder of the earlier version.

**Action:** To change the installation folder during upgrade of the Agent, perform the process locally on the Device Manager computer, by using the Setup Wizard.

- **Issue ID:** SCOM-174

    **Symptom:** In the output of the `Check Requirements and Configuration for Citrix MPXM Agent` task in the SCOM Operations console, names (database names, user names of the XenMobile Management Pack Agent service user account) that contain non-ASCII characters are not displayed correctly. For example, Spanish characters çñ appear as ╬¤ in such a 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 symptom.

- **Issue ID:** SCOM-95

    **Symptom:** After upgrading the product from the version 1.3, the `%ProgramData%\Comtrade` folder is left on the local system. This issue occurs on the SCOM management server computer as well as on the agent-managed computers.

    **Action:** Manually remove the residuary folder by using an operating system tool.

- **Issue ID:** SCOM-215 (5705)

    **Symptom:** If a Windows PowerShell version earlier than v3 is installed on the Device Manager computer, the `Get-Process` cmdlet incorrectly represents positive numeric values as negative numbers, due to a problem with internal data type representation. This occurs for the values that exceed the maximum value of the 32-bit integer data type. As a result, memory usage values in the performance view in a SCOM console may be represented as negative numbers.

    **Action:** Upgrade your PowerShell installation on the Device Manager computer to the version 3 (Windows PowerShell v3) or later.

- **Issue ID:** SCOM-214 (5555)

    **Symptom:** Even though the webpage at the http://localhost/zdm/login.jsp location is available, the following error is logged into the `%ProgramData%\Citrix\XenMobile MP  Agent \ \logs\Comtrade.MP.XenMobile.Service.log` file (XenMobile Management Pack Agent log file):

    `<Date> <Time>,477 ERROR [site-performance] ComTrade.MP.XenMobile. \ Discovery.AnalyzeWebAppPerformance – Error AnalyzeWebAppPerformance. \ PerformDiscovery message PS script $r=[System.Net.WebRequest]:: \ Create('http://localhost/zdm/login.jsp');$r.GetResponse() failed`

    **Action:** None. There is no workaround available.


# Section 5: Software availability in native languages

This product version is available only in English.

# Section 6: Documentation

The following documentation is included with XenMobile 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