

Citrix SCOM Management Pack for Web Interface User Guide



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

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Chapter 1: Quick introduction

About Web Interface Management Pack

Citrix SCOM Management Pack for Web Interface (**Web Interface 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 Web Interface (**Web Interface**) infrastructure.

With Web Interface Management Pack you can:

- Improve the Web Interface infrastructure availability and health
If any important part of Web Interface environment is not available, the user may not be able to use its resources or use them with degraded performance. Web Interface Management Pack actively monitors the availability of Web Interface and its dependent components by simulating end user's activity on it.
- Gain more insight into the Web Interface performance
Performance degradation detection before the degradation affects end users is of great importance. Response times for Web Interface sites, farms, and brokers can be monitored together with duration of specific sub phases to help determine the root cause of performance issues.

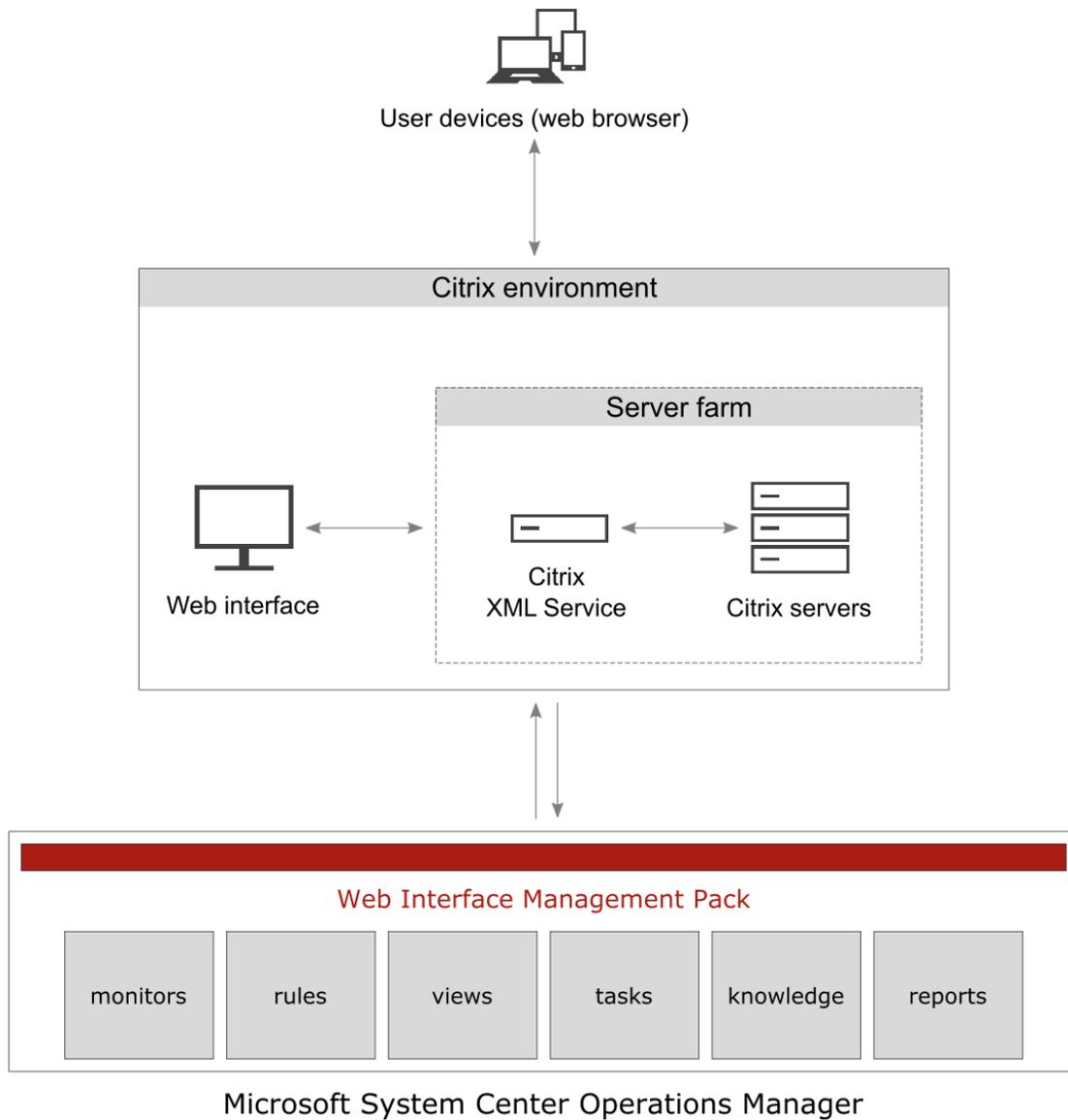
Web Interface Management Pack fully integrates topology, health, and performance data into SCOM, providing an end-to-end operations overview across the entire Web Interface estate, and enabling delivery of effective business service management. It covers the following key scenarios:

- Are all Web Interface sites operations (accessible and responsive)?
- When response time is unexpectedly long, it pinpoints what causes it (for example, is it the access to the Web Interface logon page, user authentication, enumeration of accessible resources, or load balancing causing it).
- When a site is not fully operational, it identifies which back-end farms are not operational and which broker is causing the problem.
- It detects problems before they severely impact availability or performance.
- It identifies individual brokers that are not responding, even though the dependent farm is still accessible. It ensures that the response time is not prolonged for a farm and/or site, because one or more brokers in a farm list are not accessible and ultimately prevents a situation, where a farm would become unavailable (in case all brokers become unavailable).
- It allows an operator to execute and display the Web Interface availability and performance data on demand for all configured sites, farms, and brokers.

Product architecture

The following diagram shows how Web Interface Management Pack connects the SCOM management platform and the Web Interface estate.

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



Chapter 2: Installation and configuration

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

Preparing for the installation

Before installing Web Interface 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 Web Interface Compatibility Matrix*. For hardware and/or other requirements, see the *Citrix SCOM Management Pack for Web Interface Release Notes*.

- A SCOM management group is chosen for Web Interface monitoring. The computer that hosts the SCOM management server of this management group is referred to as **management server computer**.
- SCOM agent is installed on all the computers that host Web Interface, and these computers are configured as **agent nodes** in the management group.
- The SCOM agent Action Account has administrative privileges on all the computers that host Web Interface.
- Complete Web Interface configuration data is available.
- The default management packs that the included management packs depend on are imported in SCOM:
 - Citrix Management Pack Library depends on the following:
 - Health Library
 - System Center Core Library
 - System Library
 - Windows Core Library
 - Citrix Management Pack for Web Interface depends on the following:
 - **Citrix Management Pack Library**
 - Data Warehouse Library
 - Health Library
 - Performance Library
 - System Center Core Library
 - System Library
 - Windows Core Library
 - Windows Service Library
 - Citrix Management Pack for Web Interface Reports depends on the following:
 - **Citrix Management Pack for Web Interface**
 - Data Warehouse Library
 - Health Library
 - Microsoft Generic Report Library
 - System Center Core Library
 - System Library
 - Windows Core 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.

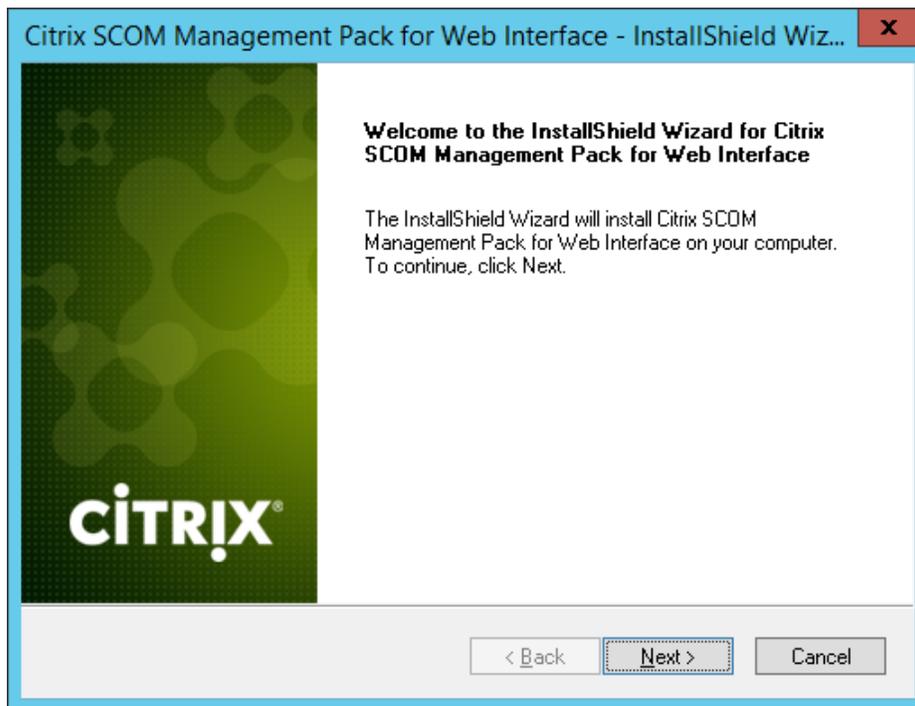
Installing Web Interface Management Pack on the SCOM management server computer

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

To install Web Interface 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_WebInterface_<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 Web Interface Management Pack



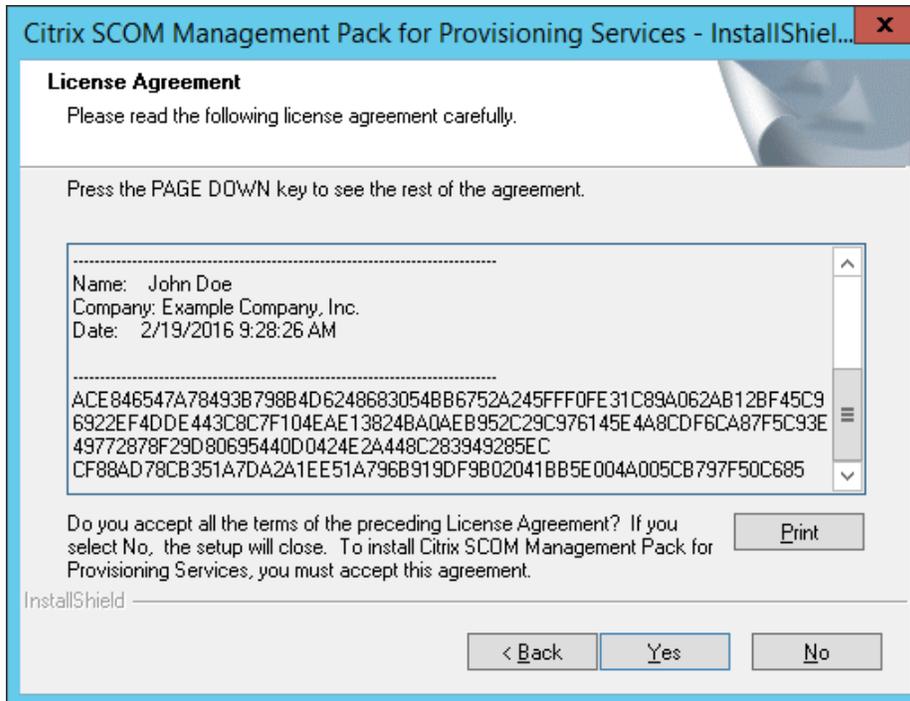
4. In the Product Configuration page, click **Next**.
5. In the Customer Information page, type valid information into the **User Name** and **Company Name** text boxes. Click **Next**.

Figure 2.2 The Customer Information page

The screenshot shows a dialog box titled "Citrix SCOM Management Pack for Web Interface - InstallShield Wiz...". 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 of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog area.

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 Web Interface Management Pack installation folder. Citrix recommends that you install Web Interface Management Pack to the default folder.

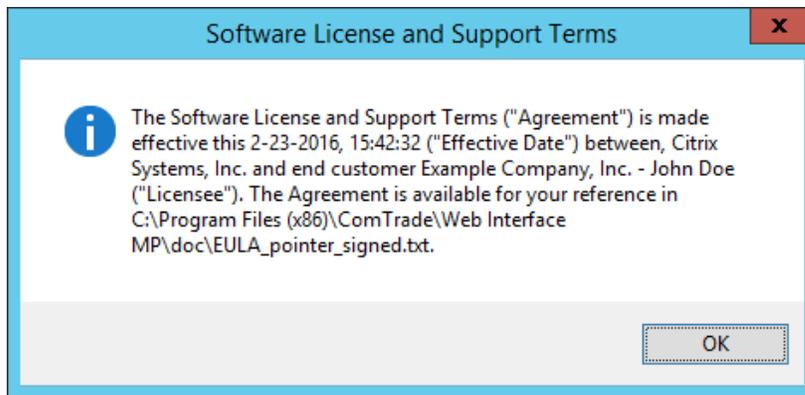
Proceed as follows:

- 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**.

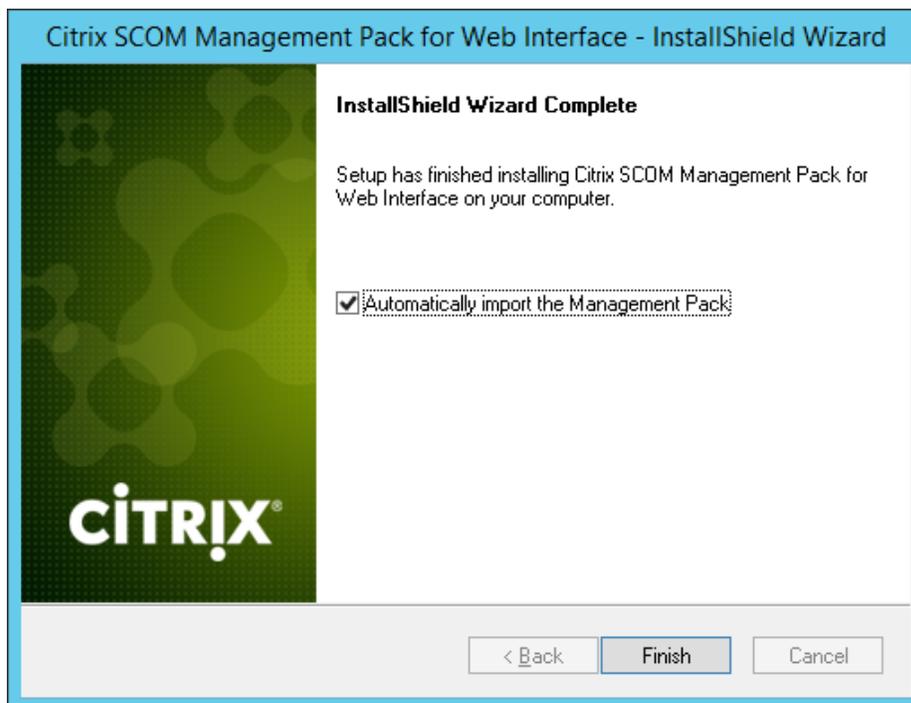
Figure 2.4 The Software Licenses and Support Terms dialog box



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 Web Interface 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:

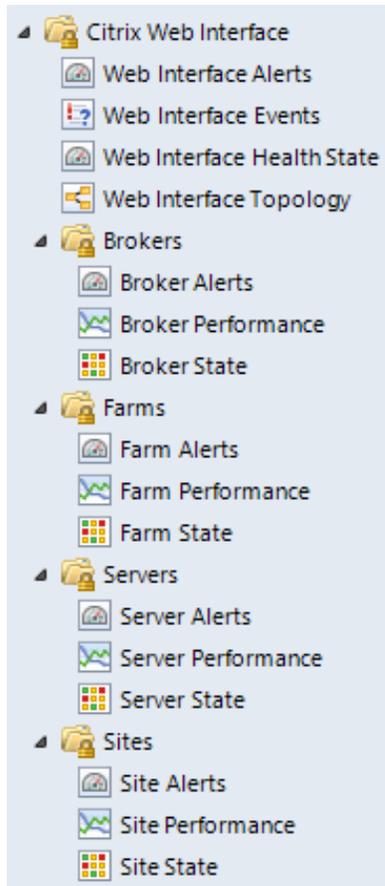
`Citrix SCOM Management Pack for Web Interface`

4. Check if there is the `CitrixMPShare` shared folder on the computer and whether it points to the `%ProgramData%\Citrix\CitrixMPShare` location.

The shared folder is vital for communication between the management server and the agent node during installation of the agent.

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

Figure 2.6 Elements of Web Service Management Pack, as seen in the SCOM Operations console



Configuring access to the shared folder for agent installation

Note: Steps of this procedure must be followed only once on a SCOM management server computer. In case you previously installed any of the following Citrix Management Pack products on the same computer, you do *not* need to repeat the steps:

- Provisioning Services Management Pack
 - StoreFront Management Pack
 - XenApp and XenDesktop Management Pack
 - XenApp Management Pack
-

To configure access to the shared folder for agent installation, do the following:

1. Log on to the SCOM management server computer. Use a user account from the local `Administrators` user group.

2. Choose a local user account (local to the computer with the shared folder) or a domain user account that will have access to the shared folder.

Important: Citrix recommends creating a new, dedicated user account that you will use only for deployment of the Management Pack agent to managed computers.

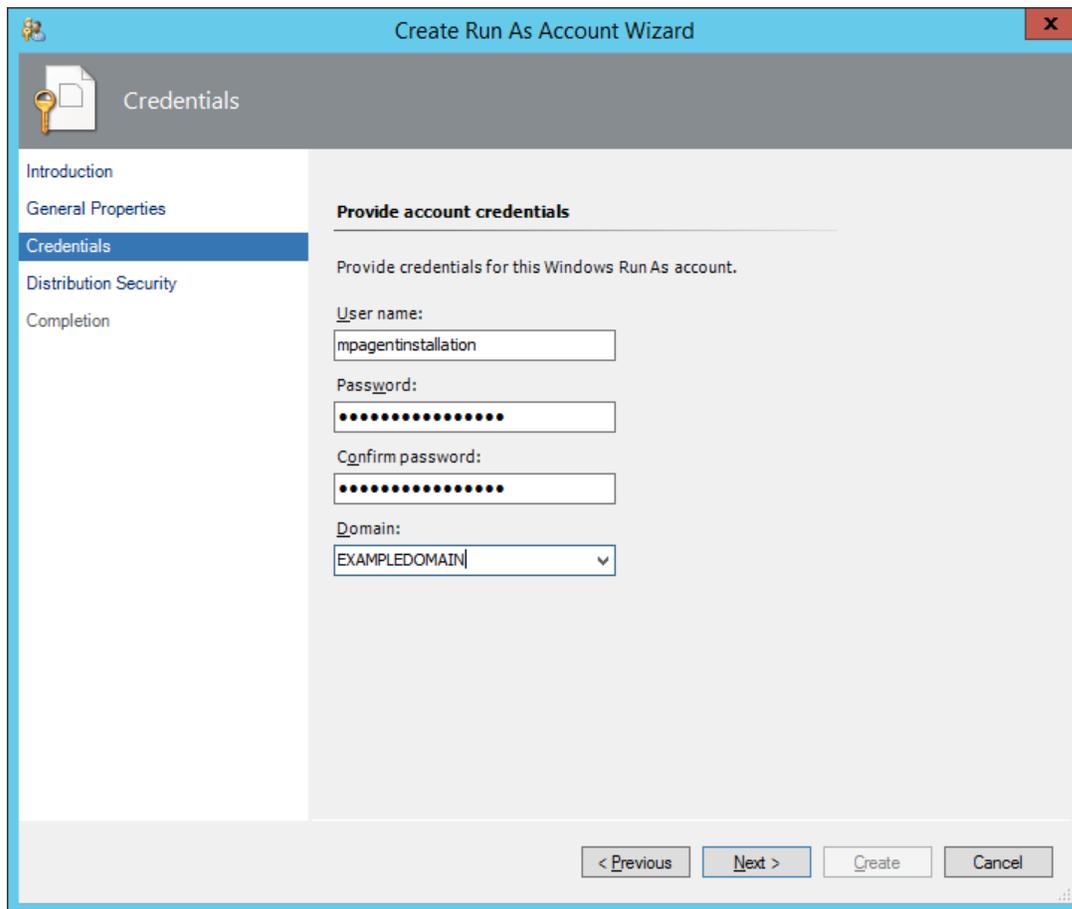
3. Using an operating system administrative tool, add the user account to the local `CitrixMPShareUsers` user group.
4. Launch the SCOM Operations console.
5. In the **Administration** view, in the left pane, expand **Run As Configuration**, and then click **Accounts**.
6. In the Tasks pane, expand **Actions**, and then click **Create Run As Account**.
7. In the Create Run As Account Wizard window, click **Next**.
8. In the **Run As account type** drop-down menu, leave the default selection (`Windows`).

Figure 2.7 The General Properties page

The screenshot shows the 'Create Run As Account Wizard' window. The title bar reads 'Create Run As Account Wizard'. The window is divided into a left navigation pane and a main content area. The left pane has a 'General Properties' tab selected, with other options like 'Introduction', 'Credentials', 'Distribution Security', and 'Completion'. The main content area is titled 'Specify general properties for the Run As account' and contains the following text: 'Select the type of Run As account that you want to create, and then provide a display name and description.' Below this text are three input fields: a dropdown menu for 'Run As account type:' with 'Windows' selected; a text box for 'Display name:' containing 'MP Agent Installation User Account'; and a large text area for 'Description (optional):'. At the bottom of the window are four buttons: '< Previous', 'Next >', 'Create', and 'Cancel'.

9. In the **Display name** text box, type a name that the SCOM Operations console will use to refer to the newly created SCOM user account. Click **Next**.
10. In the **User name** text box, type the user name of the operating system user account that you chose in step 2.

Figure 2.8 The Credentials page



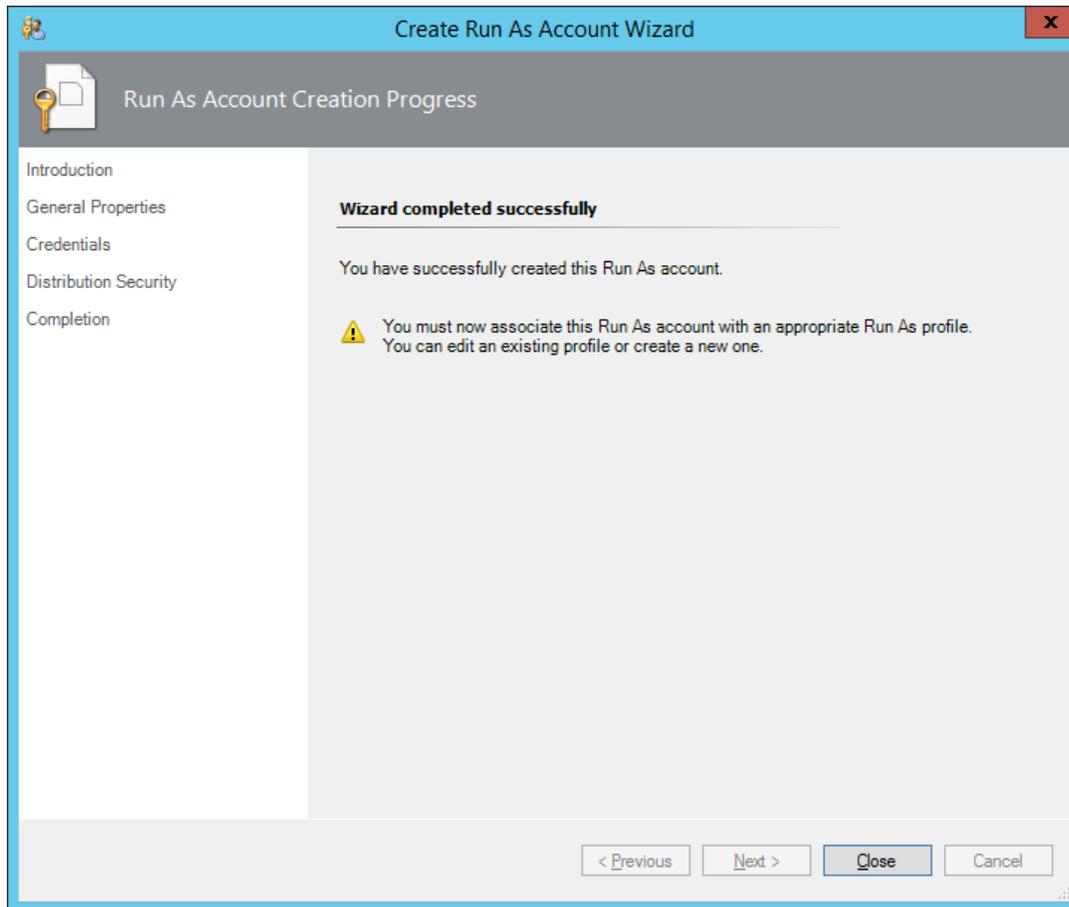
11. In the **Password** and **Confirm password** text boxes, type the valid password of the operating system user account.
12. In the **Domain** text box, update the value if needed. Click **Next**.
13. Depending the effective security policy in your SCOM environment, select either the **Less secure** or **More secure** option.

Note: Selecting **More secure** requires manual steps to be performed in SCOM for each newly added managed computer.

14. Click **Create**.

15. After the message about successful account creation appears, click **Close**.

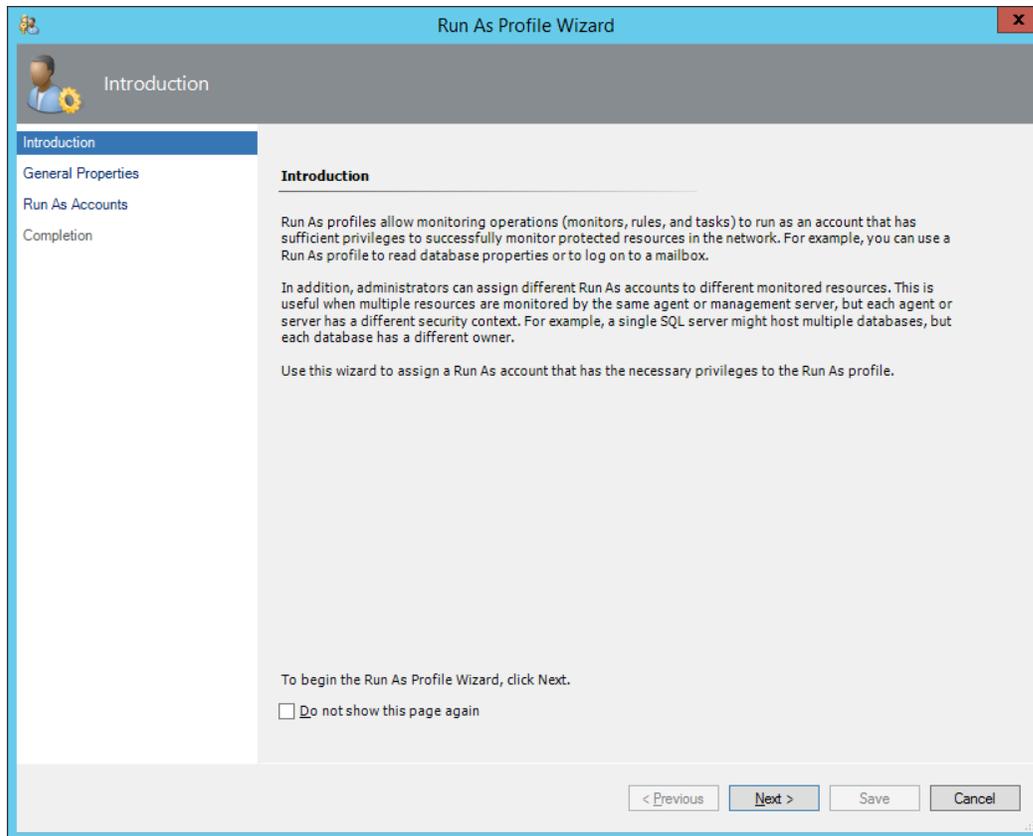
Figure 2.9 The Completion page



16. In the left pane, under Run As Configuration, click **Profiles**.

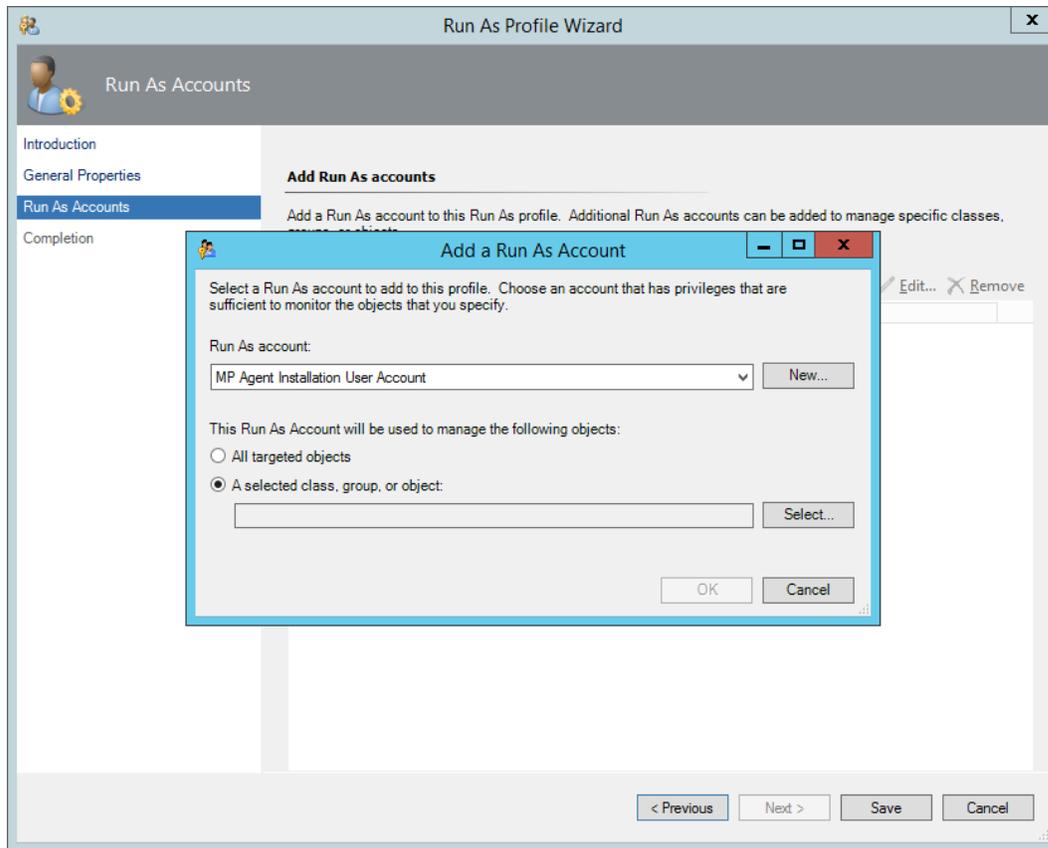
17. In the Profiles list, right-click **Citrix Management Pack Network Share Account**, and then select **Properties**.

Figure 2.10 The Introduction page



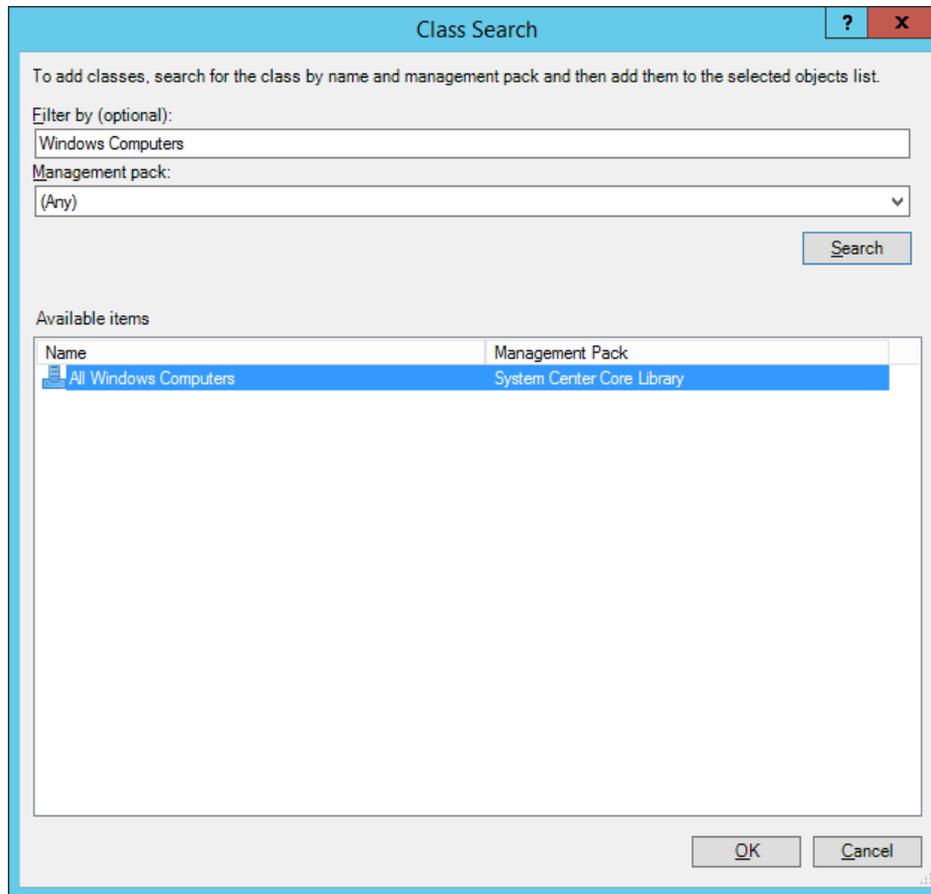
18. In the Run As Profile Wizard window, click **Next** twice.
19. In the Add Run As accounts page, click **Add**.
20. In the Add a Run As Account dialog box, in the Run as account list, select the newly created SCOM user account.

Figure 2.11 The Add a Run As Account dialog box



21. Select the **A selected class, group, or object** option.
22. Click **Select** and then select **Class**.
23. In the Class Search dialog box, in the **Filter by (optional)** text box, type Windows Computers.
24. Click **Search**.
25. In the Available items list, select **All Windows Computers**.

Figure 2.12 The Class Search dialog box



26. Click **OK** to close the Class Search dialog box.
27. Click **OK** to close the Add a Run As Account dialog box.
28. Click **Save** to update the profile. This may take a while.
29. Click **Close** to close the Run As Profile Wizard window.

Configuring agent nodes to act as SCOM proxies

Each node where Web Interface is installed must be configured to act as a SCOM proxy computer. This configuration enables the agent to relay or forward information from or about other computers or network devices to the management server.

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

1. Choose the computers that will act as proxies in your Web Interface environment.

2. Log on to the management server computer.
3. Launch the SCOM Operations console.
4. In the **Administration** view, expand **Device Management**, and then click **Agent Managed**.
5. For each Web Interface computer (agent-managed), 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**.

Setting up probing user accounts for Web Interface availability

Select an appropriate probing user account. Web Interface Management Pack performs active monitoring on Web Interface agent nodes by simulating user's activity on the Web Interface. Citrix recommends that you create a new user account and assign this user account the applications/desktop groups that you would like to actively monitor. The user account does not need administrative privileges, but must have access to at least one resource in each farm.

Typically, only one probing user account is needed for monitoring all the farms and sites. However, in an environment where farms belong to different untrusted domains, additional probing user accounts must be specified for each farm not belonging to the domain of default probing user account.

To set probing user accounts, do the following:

1. Log on to the management server computer. Use a user account from the local `Administrators` user group.
2. Go to **Start > All Programs > Citrix > Web Interface Management Pack**.
3. Click **Web Interface MP Configuration**.
4. In the Citrix Management Pack Configuration window, in the Web Interface availability tab, click **Add**.
5. In the Add Web Interface farm admin account dialog box, type the following data in the respective text boxes:

- Properties of the probing user account:
 - Domain name
 - User name
 - Password

Leave the Farm name text box empty.

Figure 2.13 The Add Web Interface probe user account dialog box



6. Click **OK**.
7. Repeat steps 4 and 5 for each additional probing user account you want to set. In this case, also type the corresponding farm name in the WI farm text box.
8. Optionally, to modify the domain name, user name, or password of a probing user account configuration, click **Modify**. In the Modify Web Interface probe user account dialog box, modify the data as required, and then click **OK**.
9. Optionally, to remove a probing user account configuration, click **Remove** and then click **Yes**.
10. Click **OK** to apply the configuration changes and close the window.

Installing Web Interface Management Pack on the agent-managed computers

On the computers that are agent-managed by SCOM, only Web Interface Management Pack Agent must be installed.

To install Web Interface Management Pack on an agent-managed computer, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the **Monitoring** view, in the left pane, expand **Citrix Library**, and then click **Web Interface Computers**.
4. In the middle pane, select the agent-managed computer from the Web Interface Services Computers list.
5. In the Tasks pane, expand **Web Interface Computer Role Tasks**, and then click **Install Citrix MPWI Agent**.
6. In the Run Task – Install Citrix MPWI Agent, adjust the task parameters as follows:
 - **UpgradeAgent**: This option, when set to `true`, causes uninstallation of the existing Web Interface Management Pack Agent from the agent-managed computer before the current version is installed. Before such uninstallation, the SCOM agent must be put into maintenance mode.
Default value: `false`
 - **IgnorePrereqCheck**: You *may* not alter this option.
Default value: `false`
 - **AgentInstallationSource**: This option defines the location of the Management Pack agent installation package and its configuration files. If no value is specified, the installation process attempts to identify the location based on the data received from the management server.
The value for this option must be specified according on the agent-managed computer (Web Interface server) – SCOM management server relationship:
 - If the agent-managed computer is managed by the management server where Web Interface Management Pack is installed, leave the value empty.
 - If the agent-managed computer is managed by some other management server or the computer hosts a multi-homed SCOM agent, specify the host name of the management server computer where Web Interface Management Pack is installed.
 - If the agent-managed computer does not have access to the `CitrixMPShare` shared folder on the management server computer, specify the location of the Management Pack agent installation package and its configuration files in the UNC format. A

prerequisite is that these files are copied from the `CitrixMPShare` shared folder to a location the agent-managed computer has access to.

Default value: (empty)

- **AgentInstallationDestination:** This option defines the Management Pack agent installation directory on the agent-managed computer. If no value is specified, the Management Pack agent is installed to the `%ProgramData%\ComTrade\ Web Interface MP Agent` directory.

Default value: (empty)

7. Click **Run** to invoke the installation process.
8. Observe the output the task generates. If the task reports no errors, the installation on the agent-managed computer is correct.

Tip: The task initially performs a prerequisite check. If any of the installation prerequisites are not fulfilled, the process is interrupted before the actual installation begins. In this case, invoke the **Check Installation Prerequisites for Citrix MPWI Agent** task to pinpoint the problematic prerequisite.

Verifying the installation and configuration on the agent-managed computers

To verify that the Web Interface Management Pack installation on an agent-managed computer is correct, do the following:

1. Log on to the agent-managed 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 Agent for Web Interface`

4. Go to **Start > Administrative Tools** and double-click **Services**.
5. In the Name column of the Services window, locate the `Citrix MPWI Agent` service, and make sure that its status is to `Started`.

To verify that the Web Interface Management Pack configuration on an agent-managed computer is correct, do the following:

1. Log on to the management server computer. Use a user account from the local `Administrators` user group.

2. Launch the SCOM Operations console.
3. In the **Monitoring** view, in the left pane, expand **Citrix Library**, and click **Web Interface Computers**.
4. In the middle pane, select the Web Interface (agent-managed) computer.
5. In the Tasks pane, expand **Actions**, and then click **Check Requirements and Configuration for Citrix MPWI Agent**.
6. Observe the output the task generates. If all checks are denoted successful, the configuration on the monitored node is correct.

Verifying the monitored topology visibility

To verify that the Web Interface Management Pack topology diagram is visible in the SCOM Operations console, do the following:

1. Log on to the management server computer. Use a user account from the local `Administrators` user group.
2. Launch the SCOM Operations console.
3. In the **Monitoring** view, in the left pane, expand **Citrix Web Interface**, and click **Web Interface Topology**.
4. Wait until the topology diagram is displayed in the middle pane. It may take some time for the SCOM Operations console to render the entire monitored topology.

Chapter 3: Uninstallation

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

Uninstalling Web Interface Management Pack from the agent-managed computers

To uninstall Web Interface Management Pack from an agent-managed computer that has Web Interface Management Pack Agent installed, do the following:

1. Log on to the management server computer.
2. Launch the SCOM Operations console.
3. In the Monitoring view, expand **Citrix Library**, and then click **Web Interface Computers**.
4. In the middle pane, select the agent-managed computer.
5. In the Tasks pane, expand **Actions**, and then click **Citrix MPWI Agent**.
6. Repeat steps 4 and 5 for each additional agent-managed computer.

Removing dependent management packs (customizations)

To remove the customizations that you made to the management packs included in Web Interface 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 Web Interface 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 Web Interface 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. Remove references to the included management packs from the `Microsoft.SystemCenter.SecureReferenceOverride` management pack. To do this perform the following steps:
 - a. Identify which included management packs are referenced. In the **Administration > Management Packs** context of the SCOM Operations console, right-click **Microsoft.SystemCenter.SecureReferenceOverride** and select **Properties**. In the dialog box, click the **Dependencies** tab.
 - b. For each such referenced management pack, find out its ID. Right-click the referenced management pack. In the dialog box, take note of the value in the ID text box on the General tab.
 - c. Export the `Microsoft.SystemCenter.SecureReferenceOverride` management pack.
 - d. Make a copy of the file you exported the management pack to.
 - e. Edit the originally exported file: use the IDs to find and remove all dependencies to the management packs from the `Manifest > References` context (the `<Reference>` elements) and the `Monitoring > Overrides` context (the `<SecureReferenceOverride>` elements).
 - f. Import back the altered `Microsoft.SystemCenter.SecureReferenceOverride` management pack from the modified file.
5. In the middle pane, right-click **Citrix Management Pack for Web Interface Reports**, and then select **Delete**.
6. On the message stating that deleting the management pack might affect the scoping of some user roles, click **Yes**.
7. Repeat steps 4 and 5 with **Citrix Management Pack for Web Interface**.
8. 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 Web Interface Management Pack from the SCOM management server computer

To uninstall Web Interface 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 Web Interface** 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**.
9. Check if other Citrix SCOM Management Pack products are installed on the management server computer. If none of them is installed, follow the steps:
 - a. Stop sharing the `CitrixMPShare` shared folder.
 - b. Delete the `%ProgramData%\Citrix\CitrixMPShare` folder.
 - c. Using an operating system administrative tool, delete the local `CitrixMPShareUsers` user group.

Chapter 4: Usage

Operating principles

For a general overview of Citrix Web Interface, see the Citrix Web Interface documentation.

Web Interface Management Pack is able to actively monitor the availability of Web Interface and its dependent components by simulating end-user's activity on it. For this purpose, a special user account that is used for availability probing is required. For instruction on how to set up this account, see "Setting up probing user accounts for Web Interface availability".

Web Interface Management Pack is also able to monitor potential issues by probing all members of the configured Web Interface infrastructure. For example, if there are more than one XML brokers defined

for one farm and one of them is not responding to the Web Interface, the end user might only experience longer logon time. However, from the infrastructural point of view, the administrator should be notified if any XML broker is experiencing problems, therefore the probing process covers three availability types:

- Web Interface site availability
- Farm availability
- Broker availability

Web Interface site availability represents end user's experience and is divided into three phases:

- Accessing the Web Interface logon page
- User authentication and authorization (enumeration of user's published applications across all configured farms)
- Requesting a published application and receiving the ICA file

Farm availability represents end user's experience in a context of a single farm and is divided into two phases:

- Host address request (farm load balancing)
- Ticket request

Broker availability is used for pinpointing infrastructural issues. It has only one phase: enumeration of user's published applications.

For each phase, Web Interface Management Pack measures its duration. Duration is also calculated for the complete probing process.

Managing Citrix Web Interface availability involves the following:

- Monitoring the availability probing process
- Viewing availability information
- Manually executing probe to get immediate availability results

Note: The request phase is checked only for XenApp resources, but not for XenDesktop resources.

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 *Web Interface Management Pack Reference Guide*, which you can find in the `Citrix_MPWI_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 Web Interface Management Pack discovers in the managed environment.

Table 4.1 Discovered Web Interface object types

Object type	Description	Automatic discovery
Citrix MPWI Agent Service	A Citrix MPWI Agent Service discovery.	Yes ✓
Web Interface Broker	A Web Interface Server discovery	Yes ✓
Web Interface Computer Role	A Web Interface Computer Role discovery	Yes ✓
Web Interface Farm	A Web Interface Server discovery	Yes ✓
Web Interface Server	A Web Interface Server discovery	Yes ✓
Web Interface Servers	A population of Web Interface Servers	Yes ✓
Web Interface Site	A Web Interface Server discovery	Yes ✓
Web Interface Sites Container	A Web Interface Server discovery	Yes ✓

All object types are discovered at once. Automatic discovery process is by default triggered once every four hours.

Important: It can take up to one hour for the topology to be discovered for the first time after the Web Interface Management Pack deployment.

Reports

Reports types that are included in Web Interface Management Pack are listed in the sections that follow.

Trending reports

Trending reports show performance data and a trend line for selected objects graphically over time. Each report shows a chart and a detailed table. The chart shows performance data with these fixed settings:

- Average is shown as a black line
- Standard deviation is shown as an orange area
- The area between the lowest and highest value is filled with blue color
- The trend/prediction line is shown as a green line

The reports parameters are as follows:

- Date/Time Selection: Allows defining a time period for a report with relative or fixed dates.
- Trend Until: Allows defining the trend calculation period for a report.
- Business Hours: Allows defining one business hour time range and the weekdays it applies to. If business hours are defined, this report only reports within this range. Business hours works on all data aggregations.
- Data Aggregation: Allows choosing report data aggregation. Possible values are `Hourly`, `Daily`, `Monthly`, and `Yearly`.
- Object Picker: Allows selection of objects to show data for. Objects are already filtered for searching and selecting.

Web Interface Management Pack includes the trending reports that are listed in the following figure.

Table 4.2 Included trending reports

Report name	Target
Web Interface Broker Availability (Trending)	Web Interface broker
Web Interface Broker Availability Duration (Trending)	Web Interface broker
Web Interface Broker Availability Enumeration (Trending)	Web Interface broker
Web Interface Farm Availability (Trending)	Web Interface farm
Web Interface Farm Availability Address Request (Trending)	Web Interface farm

Web Interface Farm Availability Duration (Trending)	Web Interface farm
Web Interface Farm Availability Enumeration (Trending)	Web Interface farm
Web Interface Farm Availability Request (Trending)	Web Interface farm
Web Interface Farm Availability Ticket Request (Trending)	Web Interface farm
Web Interface Site Availability (Trending)	Web Interface site
Web Interface Site Availability Connection (Trending)	Web Interface site
Web Interface Site Availability Duration (Trending)	Web Interface site
Web Interface Site Availability Enumeration (Trending)	Web Interface site
Web Interface Site Availability Request (Trending)	Web Interface site

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 Web Interface 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.WebInterface.mp
 - Comtrade.Citrix.WebInterface.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 Web Interface 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.