



Citrix SCOM Management Packs

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Citrix SCOM Management Pack for XenApp and XenDesktop

January 13, 2020

You can download the Management Pack from the [Citrix Download site](#). This site requires you to sign in to access the downloads.

To navigate the PDF files, use the built-in Search and Bookmark features.

Note:

Citrix SCOM Management pack for XenApp and XenDesktop is deprecated. For more information about the EOM and EOL dates, see the Knowledge Center article [CTX266943](#). For more information about the alternatives available, see [Citrix SCOM Alternatives](#).

Citrix SCOM Management Pack 3.14 for XenApp and XenDesktop

- [Citrix SCOM Management Pack 3.14 for XenApp and XenDesktop](#) (PDF Download)
- [Reference Guide](#) (HTML)

Citrix SCOM Management Pack 3.13 for XenApp and XenDesktop

- [Citrix SCOM Management Pack 3.13 for XenApp and XenDesktop](#) (PDF Download)

Citrix SCOM Management Pack 3.12 for XenApp and XenDesktop

- [Citrix SCOM Management Pack 3.12 for XenApp and XenDesktop](#) (PDF Download)

Citrix SCOM Management Pack 3.11 for XenApp and XenDesktop

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Citrix SCOM Management Pack 3.9 for XenApp and XenDesktop

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Citrix SCOM Management Pack 3.8 for XenApp and XenDesktop

- [Release Notes](#) (PDF Download)
- [Compatibility Matrix](#) (PDF Download)
- [Performance Overview](#) (PDF Download)

- [User Guide](#) (PDF Download)
- [Reference Guide](#) (HTML)

Citrix SCOM Management Pack 3.7 for XenApp and XenDesktop

- [Release Notes](#) (PDF Download)
- [Compatibility Matrix](#) (PDF Download)
- [Performance Overview](#) (PDF Download)
- [User Guide](#) (PDF Download)
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Citrix SCOM Management Pack 3.6 for XenApp and XenDesktop

- [Release Notes](#) (PDF Download)
- [Compatibility Matrix](#) (PDF Download)
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Citrix SCOM Management Pack for Provisioning Services

January 13, 2020

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Note:

Citrix SCOM Management pack for Provisioning Services is deprecated. For more information about the EOM and EOL dates, see the Knowledge Center article [CTX266943](#). For more information about the alternatives available, see [Citrix SCOM Alternatives](#).

Citrix SCOM Management Pack 1.19 for Provisioning Services

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Citrix SCOM Management Pack 1.16 for Provisioning Services

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Citrix SCOM Management Pack 1.13 for Provisioning Services

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Citrix SCOM Management Pack for StoreFront

January 13, 2020

You can download the Management Pack from the [Citrix Download site](#). This site requires you to sign in to access the downloads.

To navigate the PDF files, use the built-in Search and Bookmark features.

Note:

Citrix SCOM Management pack for StoreFront is deprecated. For more information about the EOM and EOL dates, see the Knowledge Center article [CTX266943](#). For more information about the alternatives available, see [Citrix SCOM Alternatives](#).

Citrix SCOM Management Pack 1.13 for StoreFront

- [Citrix SCOM Management Pack 1.13 for StoreFront](#) (PDF Download)
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Citrix SCOM Management Pack 1.5 for StoreFront

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Citrix SCOM Alternatives

May 12, 2020

Citrix Systems, Inc. announces End of Maintenance (EOM) and End of Life (EOL) milestones for the following Citrix SCOM Management Packs. For more information about the EOM and EOL dates, see the Knowledge Center article [CTX266943](#). The milestones are provided in accordance with the guidelines established by the [Citrix Product Lifecycle Support Policy](#).

- Citrix SCOM Management Pack for XenApp and XenDesktop
- Citrix SCOM Management pack for Provisioning Services
- Citrix SCOM Management pack for StoreFront

Recommended Customer Actions

Review the content provided below and migrate to Citrix Director. You can configure the access by following the steps mentioned in the [product documentation](#).

How do I address the common use cases by using the alternatives?

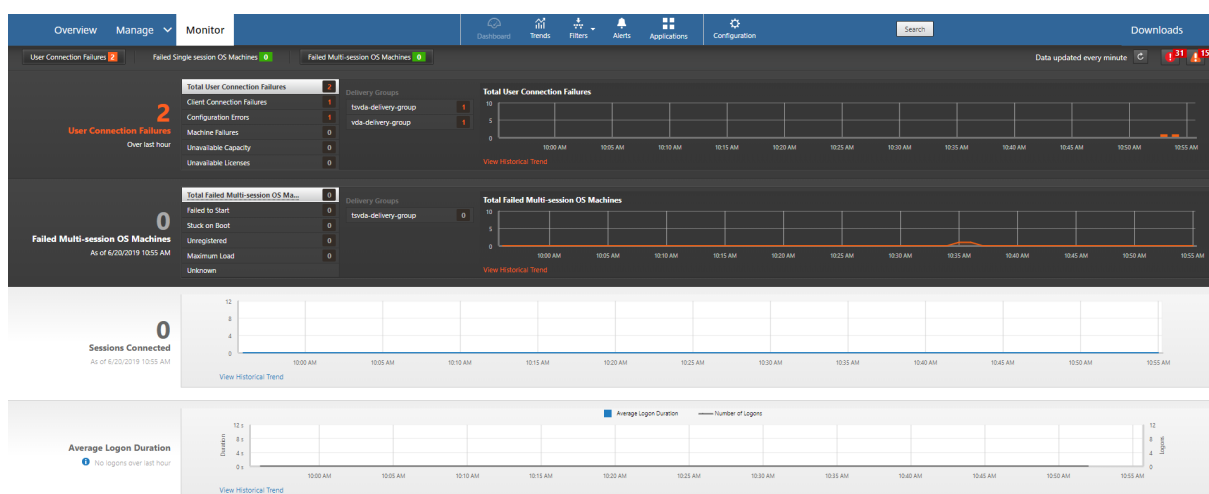
Support for the most common use cases for the remaining packs is available in Director. They are:

- Monitor Dashboard
- Monitoring infrastructure
- Monitoring historical trends
- Alerting
- Machine and user details
- Monitoring StoreFront
- Troubleshooting performance issues
- Reporting on user session growth and activity

Monitor dashboard

The Monitor dashboard provides a centralized location to monitor the health and usage of a Site. The dashboard displays information like:

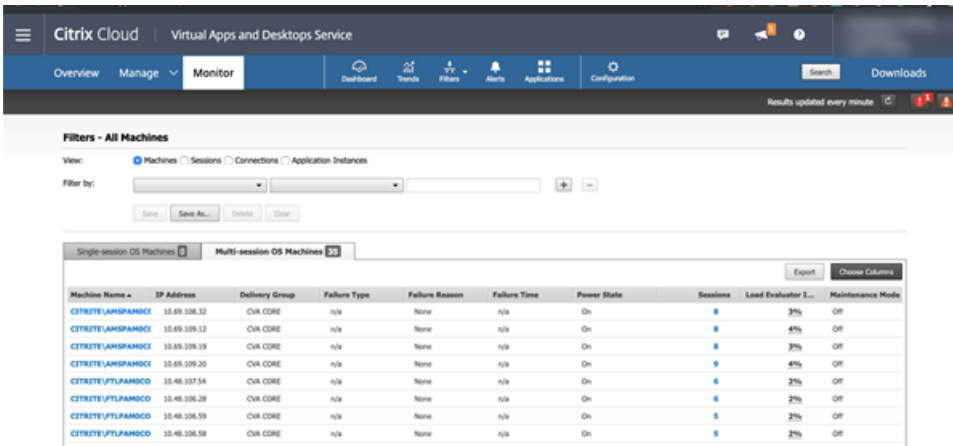
- Sessions connected
- User Connection Failures
- Failed Single-session OS machines
- Failed Multi-session OS machines
- Average Logon Duration



For more information, see the [documentation](#) related to Monitor Dashboard.

Monitoring infrastructure

Live information on the VDA's load and performance is available in Director's Filters page. To see the live statistics, go to **Filters > All machines**.



The screenshot shows the Citrix Cloud Monitor Dashboard. The top navigation bar includes 'Overview', 'Manage', and 'Monitor'. Below the navigation, there are tabs for 'Single-session OS Machines' and 'Multi-session OS Machines'. A table displays the following data:

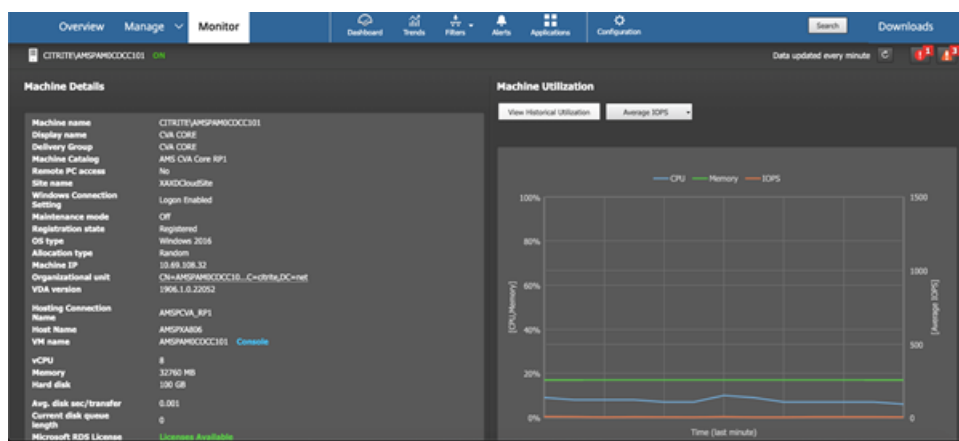
Machine Name	IP Address	Delivery Group	Failure Type	Failure Reason	Failure Time	Power State	Sessions	Load	Evaluator	Maintenance Mode
CTRETE\AMSPAMDC0	10.49.108.32	CVA CDRE	n/a	None	n/a	On	8	37%		Off
CTRETE\AMSPAMDC0	10.49.109.12	CVA CDRE	n/a	None	n/a	On	8	47%		Off
CTRETE\AMSPAMDC0	10.49.109.19	CVA CDRE	n/a	None	n/a	On	8	37%		Off
CTRETE\AMSPAMDC0	10.49.109.20	CVA CDRE	n/a	None	n/a	On	9	47%		Off
CTRETE\FTLPAMDC0	10.48.107.54	CVA CDRE	n/a	None	n/a	On	6	27%		Off
CTRETE\FTLPAMDC0	10.48.106.28	CVA CDRE	n/a	None	n/a	On	6	27%		Off
CTRETE\FTLPAMDC0	10.48.106.59	CVA CDRE	n/a	None	n/a	On	5	27%		Off
CTRETE\FTLPAMDC0	10.48.106.58	CVA CDRE	n/a	None	n/a	On	5	27%		Off

For more information, see [Filter data to troubleshoot failures](#).

The following metrics are available for each active VDA:

- Machine name
- Display name
- Delivery Group
- Machine Catalog
- Remote PC Access
- Site name
- Windows Connection Setting
- Maintenance mode
- Registration state
- OS type
- Allocation type
- Machine IP
- Organizational unit
- VDA version
- Hosting Connection Name
- Host Name
- VM name
- vCPU
- Memory
- Hard disk

- Avg. disk sec/transfer
- Current disk queue length
- Microsoft RDS License
- Load evaluator index
- CPU
- Memory
- IOPS
- Disk Latency



Monitoring historical trends

Historical information on the machine can be obtained by visiting the Trends page. The following trends can be viewed in the Trends page.

- Trends for sessions
- Trends for connection failures:
- Trends for machine failures
- Trends for logon performance
- Trends for load evaluation
- Hosted applications usage
- Single-session and Multi-session OS usage
- Virtual machine usage
- Resource utilization
- Network analysis data

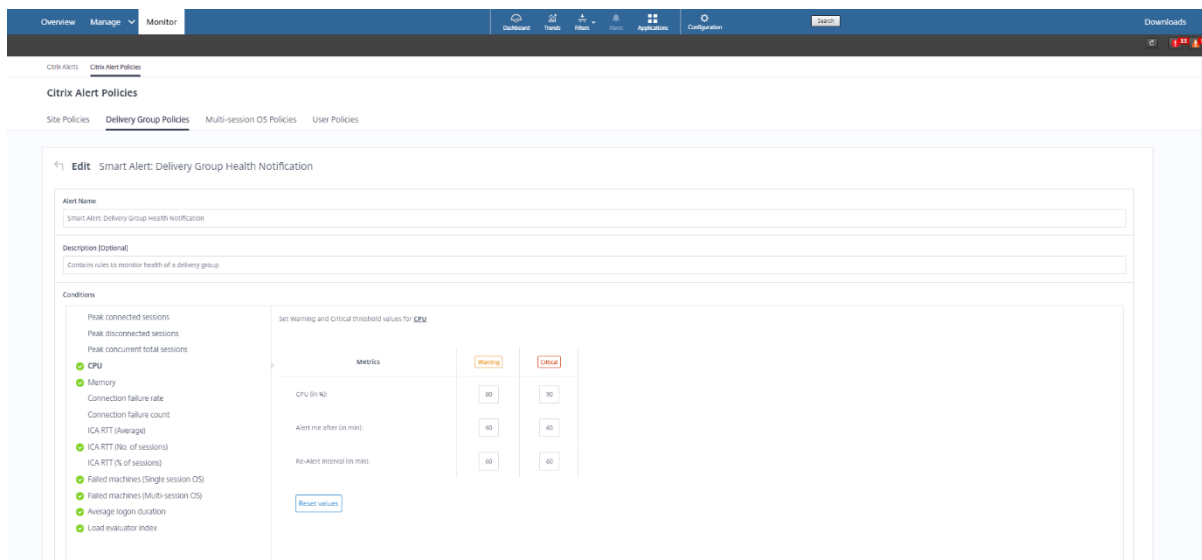
For more information, see [Monitor historical trends across a Site](#).

Alerting

Admin can create a granular alert based on VDA metrics. The alerts policy can be defined at the following levels.

Citrix SCOM Management Packs

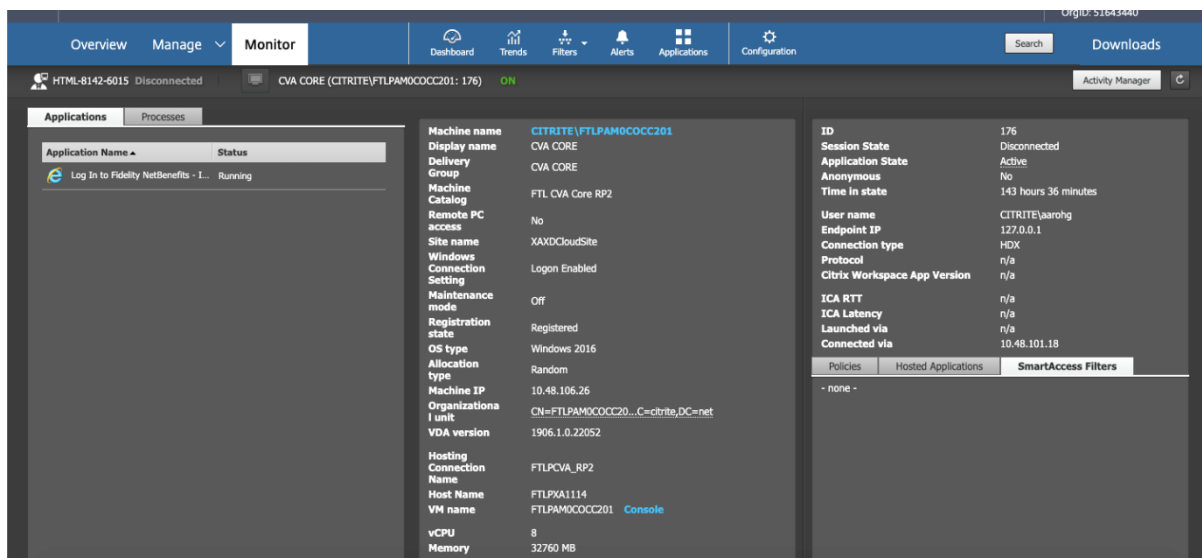
- Delivery group
- Session
- Site
- User



For more information, see [Alerts and notifications](#).

Machine and user details

The Activity Manager page provides the machine and session details of specific users.



Monitoring StoreFront

Application probing and desktop probing features of Citrix Director simulate real world usage which tests the following aspects of StoreFront.

- StoreFront reachability - Is the endpoint able to reach a StoreFront URL?
- StoreFront authentication - Did the configured credentials work on the given StoreFront?
- StoreFront enumeration - Are applications getting enumerated correctly?
- ICA File download - Did the launch sequence for an enumerated app start correctly, as indicated by the downloading of the ICA file to the endpoint?

The screenshot shows the Citrix Director interface with the 'Application Analytics' section. It features a table with columns for Application Name, Probe Result (Last 24 hours), Instances, Application Faults (Last hour), and Application Errors (Last hour). Below the table is a 'Summary of Application Probe Failures (Last 24 hours)' section with a 'Probe Endpoints' icon and five status boxes: StoreFront Reachability, StoreFront Authentication, StoreFront Enumeration, ICA File Download, and Application Launch, all showing 'No Failure'.

Application Name	Probe Result (Last 24 hours)	Instances ↓	Application Faults (Last hour)	Application Errors (Last hour)
APAC Visio 2019	1 Probes Passed	1	0	0
APAC Chrome	1 Probes Passed	1	0	0
APAC XenCenter7	2 out of 4 probe	1	0	0
APAC XenRTCenter	n/a	1	0	0
APAC Citrix Videos	n/a	0	0	0
APAC Firefox	n/a	0	0	0

Summary of Application Probe Failures (Last 24 hours)

Application Probes

Probe Endpoints

- StoreFront Reachability: No Failure
- StoreFront Authentication: No Failure
- StoreFront Enumeration: No Failure
- ICA File Download: No Failure
- Application Launch: No Failure

For more information, see [Application probing](#) and [Desktop probing](#).

Troubleshooting performance issues

As a help desk administrator, you can:

- Search for the user reporting an issue and display details of sessions or applications associated with that user.
- Search for machines or endpoints where issues are reported. Issues can be quickly resolved by monitoring the relevant metrics and performing suitable actions. Available actions include ending an unresponsive application or process, shadowing operations on the user's machine, logging off an unresponsive session, restarting the machine, putting a machine into maintenance mode, or resetting the user profile.

For more information, see [Troubleshoot user issues](#).

What are the prerequisites to get started with Director?

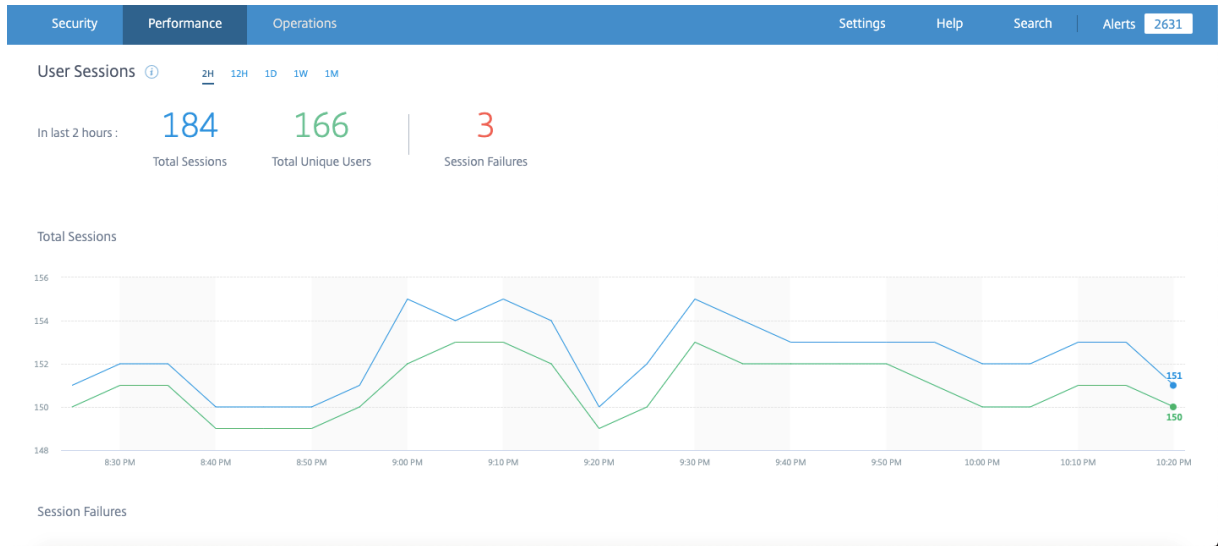
For version compatibility, refer to the [feature compatibility matrix](#).

Basic monitoring is available as part of all the packages but Workspace premium customers get all the cutting edge capabilities like:

- Application probing
- Desktop probing
- Session recording
- Hypervisor alerting
- Smart alert policies

Citrix Analytics for Performance

Citrix Analytics for Performance provides the capability to understand user growth and session activity on the dashboards and has the ability to export the information about usage.



The screenshot shows the Citrix Cloud Analytics interface. It features a navigation bar with Security, Performance, and Operations tabs, and a search bar. A 'Filters' panel on the left includes 'Session Experience' (Not Available: 2.3K, Excellent: 1.0K, Fair: 69), 'Factors affecting Session Experience' (Session Logon Duration, Failure Reason, Session Responsiveness, Session Resiliency), and 'Delivery Group' (CVA CORE: 3.3K, UCE Prod0 Test: 39, CVA CORE JPN: 25, Not Available: 5). The main area displays a table of session data with columns for Session Experience, User Name, Session Start Time, Session Logon Duration, Launch Status, and Failure Reason. A search bar and 'Last 1 Month' filter are present above the table. An 'Export to CSV format' link is also available.

SESSION EXPERIENCE	USER NAME	SESSION START TIME	SESSION LOGON DURATI...	LAUNCH STATUS	FAILURE REASON
> 89	jerrys	Oct 14, 2019, 18:42 IST (...)	40.45 sec	Success	None
> N/A	jerrys	Oct 14, 2019, 13:12 IST (...)	0.00 sec	Success	None
> 89	steveho	Oct 21, 2019, 19:38 IST (...)	39.98 sec	Success	None
> N/A	steveho	Oct 21, 2019, 14:08 IST (...)	0.00 sec	Success	None
> N/A	darnelln	Nov 4, 2019, 21:45 IST (U...	0.00 sec	Success	None
> 94	sandyr	Oct 29, 2019, 20:02 IST (...)	33.63 sec	Success	None
> N/A	sandyr	Oct 29, 2019, 14:32 IST (...)	0.00 sec	Success	None
> 89	paulda	Oct 30, 2019, 01:25 IST (...)	26.96 sec	Success	None
> N/A	paulda	Oct 29, 2019, 19:55 IST (...)	0.00 sec	Success	None

For more information, see the [Citrix Analytics for Performance documentation](#).

What do customers stand to gain by adopting the alternatives?

Access to superior monitoring innovation from Citrix Monitoring.

Citrix Analytics for Performance provides intelligent monitoring capabilities, such as:

- Quantified user experience with UX Score.
- Citrix recommended benchmarks for performance metrics.
- Surfacing continuously resource/network starved users.
- Surfacing patterns of overprovisioning/under provisioning of workloads.

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**Locations**

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Silicon Valley | 4988 Great America Parkway Santa Clara, CA 95054, United States

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