

Citrix SCOM Management Pack for Provisioning Services Release Notes



Software version: 1.16

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Document revision: 1st

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

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Section 1: Announcements

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

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

Section 2: What's new

New or enhanced features

This product version introduces the following new or enhanced features:

- **Support for Citrix Provisioning Services 7.12**

This product version extends support for Citrix Provisioning Services to include its latest release.

Section 3: Product requirements

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

Software requirements

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

- Citrix Provisioning Services
- Microsoft System Center Operations Manager

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

Section 4: Upgrading from earlier versions

Note Product versions earlier than 1.13 were released under the name Comtrade Management Pack for Citrix Provisioning Services.

Upgrade is available only for the following versions: 1.15, 1.14, 1.13, 1.12. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; their prior removal is not required. Your management pack customization is preserved.

To upgrade Provisioning Services Management Pack from an earlier version, do the following (unless stated otherwise, referenced are sections in the ***Citrix SCOM Management Pack for Provisioning Services 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 following:
 - (if upgrading from version 1.15, 1.14, or 1.13)
Citrix SCOM Management Pack for Provisioning Services User Guide (of the earlier product version), section "Uninstalling Provisioning Services Management Pack from the SCOM management server computer"
-
- Caution** Skip step 9 of the uninstallation procedure.
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- (if upgrading from version 1.12)
Comtrade Management Pack for Citrix Provisioning Services for Microsoft System Center Operations Manager User Guide (of the earlier product version), section "Uninstall Provisioning Services MP from the Management Server Side"

Note Uninstallation process preserves local configuration data.

3. Install the product (its server-side part) on the SCOM management server. For instructions, see "Installing the product on the SCOM management server."
4. Verify the installation of the product (its server-side part) on the SCOM management server. For instructions, see "Verifying the installation on the SCOM management server."
5. (this step is applicable only to upgrade from version 1.12)
On the SCOM management server, move the `mppvs_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\ProvisioningServices MP` directory to the `%ProgramData%\Citrix\CitrixMPSHare\ProvisioningServices MP` directory.

6. (this step is applicable only to upgrade from version 1.12)
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 Provisioning Services computers. For instructions, see "Installing the product on the Provisioning Services computers."

Important In the Run Task – Install Citrix MPPVS Agent dialog box, set the **UpgradeAgent** task parameter to `true`.

Run Task - Install Citrix MPPVS Agent

Run the task on these targets

Target	Run Location
<input checked="" type="checkbox"/> pvs-system.company.com	pvs-system.company.com

Task Parameters

Name	Value
UpgradeAgent	true
IgnorePrereqCheck	false
Debug	false
AgentInstallationSource	
AgentInstallationDestination	

Task credentials

Use the predefined Run As Account

Other :

User name :

Password :

Domain :

Task description

Installs Citrix Management Pack Agent for Provisioning Services on the Citrix system.

Parameters:
- AgentInstallationSource: Agent installation and configuration source is specified as either with the management server name where Provisioning Services MP was installed or with the UNC path where Provisioning Services MP Agent installation and configuration files exist. If

Task confirmation

Don't prompt when running this task in the future

8. Verify the installation and configuration of the product (its agent-side part) on the Provisioning Services computers. For instructions, see "Verifying the installation and configuration on the Provisioning Services computers."

Section 5: Known issues and workarounds

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

- **Issue ID:** SCOM-1176
Symptom: The Provisioning Services Management Pack Agent might not get upgraded during an upgrade invoked either locally on the Provisioning Services server or remotely from the SCOM Operations console. The upgrade process initially removes the *Citrix MPPVS Agent* service. However, the previously installed agent package is not replaced and the earlier program version remains registered with the operating system
Action: Repeat the upgrade procedure.
- **Issue ID:** SCOM-832
Symptom: Health states of the monitored services are not propagated up to the Provisioning Services site level; they are only propagated to one level below it, namely to the *Servers* object.
Action: None. There is no workaround available.
- **Issue ID:** SCOM-466
Symptom: After upgrading the product from version 1.13 or 1.12, the *%ProgramData%\Comtrade* folder is left on the local system. This issue occurs on the SCOM management server and on the agent-managed computers.
Action: Manually remove the residuary folder by using an operating system tool.
- **Issue ID:** SCOM-91 (6117)
Symptom: In the output of the *Check Requirements and Configuration for Citrix MPPVS Agent* and *Set Farm Name on Citrix MPPVS Agent* tasks in the SCOM Operations console, the farm names, site names, and farm administrator user names that contain non-ASCII characters are not displayed correctly. For example, Spanish characters *çñ* appear as *çñ* 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 6: Software availability in native languages

This product version is available only in English.

Section 7: Documentation

The following documentation is included with Provisioning Services 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 need a PDF document viewer (recommended: Adobe Reader) and a Web browser (recommended: Windows Internet Explorer).