

Citrix SCOM Management Pack for StoreFront User Guide



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

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

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Contents

Chapter 1: Quick introduction	3
About StoreFront Management Pack	3
Product architecture	3
Chapter 2: Installation and configuration	5
Preparing for the installation	5
Installing StoreFront Management Pack on the SCOM management server computer	6
Verifying the installation on the management server computer.....	9
Configuring access to the shared folder for agent installation	10
Configuring agent nodes to act as SCOM proxies	16
Setting up probing user accounts for StoreFront availability	17
Installing StoreFront Management Pack on the agent-managed computers.....	18
Verifying the installation and configuration on the agent-managed computers	20
Chapter 3: Uninstallation	21
Uninstalling StoreFront Management Pack from the agent-managed computers	21
Removing dependent management packs (customizations).....	21
Removing included management packs	22
Uninstalling StoreFront Management Pack from the SCOM management server computer	23
Chapter 4: Usage	24
Manually importing included management packs into SCOM	24
Customizing sealed management packs.....	24
Chapter 5: Support	25
General support resources.....	25
Contacting Citrix Customer Service	25

Chapter 1: Quick introduction

About StoreFront Management Pack

Citrix SCOM Management Pack for StoreFront (**StoreFront 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 StoreFront (**StoreFront**) infrastructure.

With StoreFront Management Pack you can improve the StoreFront infrastructure availability and health. If any important part of Citrix environment that StoreFront relies on is not available, the user will not be able to use its resources at all or will be using them with a degraded performance. StoreFront Management Pack actively monitors the availability of StoreFront and its core components.

StoreFront Management Pack fully integrates topology, health, and performance data into SCOM, providing an end-to-end operations overview across the entire StoreFront estate, and enabling delivery of effective business service management.

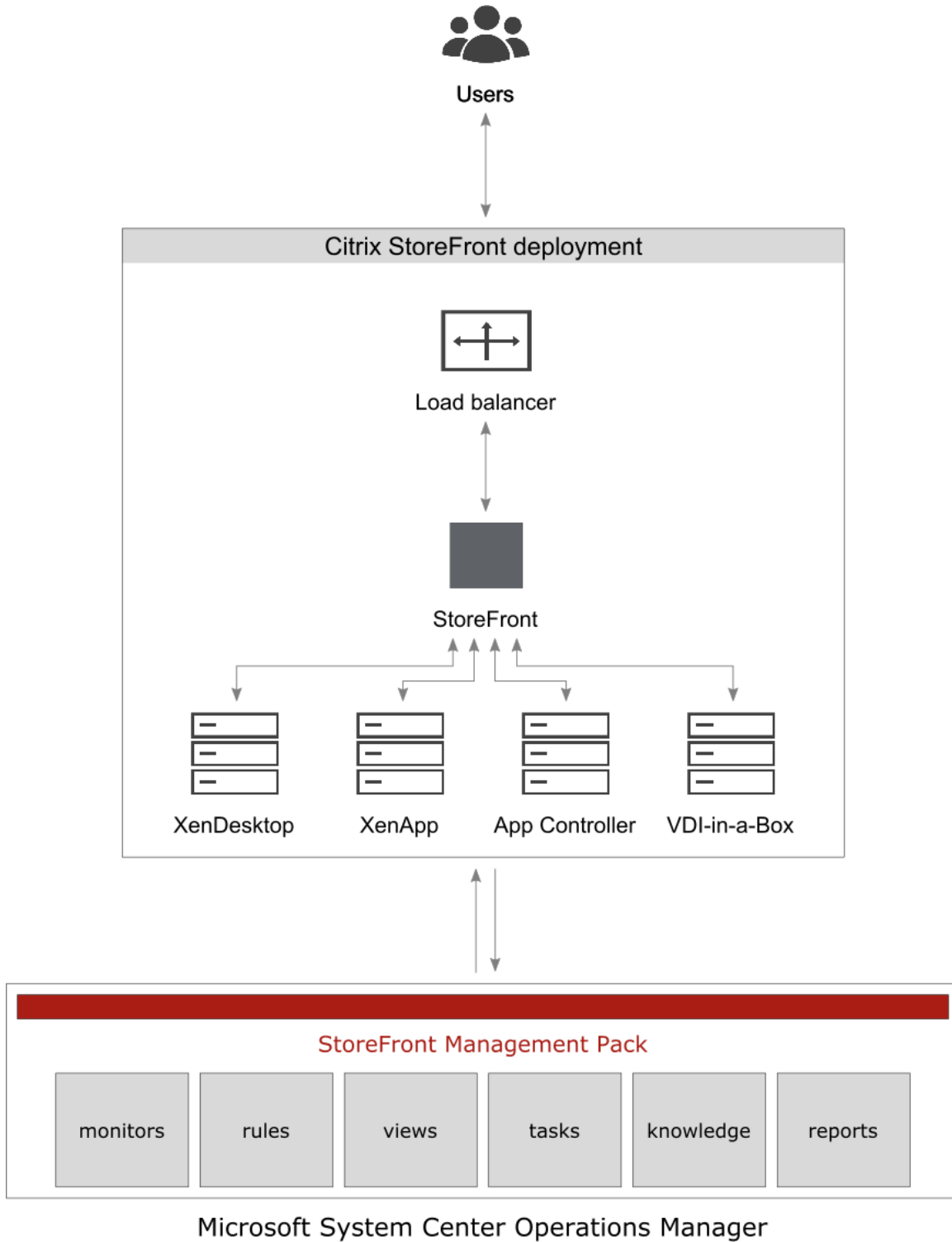
StoreFront Management Pack covers the following key scenarios:

- StoreFront environment discovery and its presentation in a topology view
- StoreFront Services probing for each discovered store and measuring response times
- Web page availability and load time monitoring
- Controller connection probing
- StoreFront Services monitoring

Product architecture

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

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



Chapter 2: Installation and configuration

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

Preparing for the installation

Before installing StoreFront Management Pack, make sure the following prerequisites are fulfilled:

- Your environment meets the hardware and software requirements.
For software requirements, see the *Citrix SCOM Management Pack for StoreFront Compatibility Matrix*. For hardware and/or other requirements, see the *Citrix SCOM Management Pack for StoreFront Release Notes*.
- A SCOM management group is chosen for StoreFront 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 StoreFront, and these computers are configured as **agent nodes** in the management group.
- A probing user account for actively monitoring the StoreFront agent nodes is configured in Citrix XenDesktop Studio. It must have the `Read Only Administrator` role (or a role with higher privileges) assigned with the scope set to `All`. It must also have logon rights on the StoreFront store.
- 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 StoreFront depends on the following:
 - **Citrix Management Pack Library**
 - Health Library
 - Performance 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 StoreFront Management Pack on the SCOM management server computer

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

To install StoreFront 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_StoreFront_<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**.

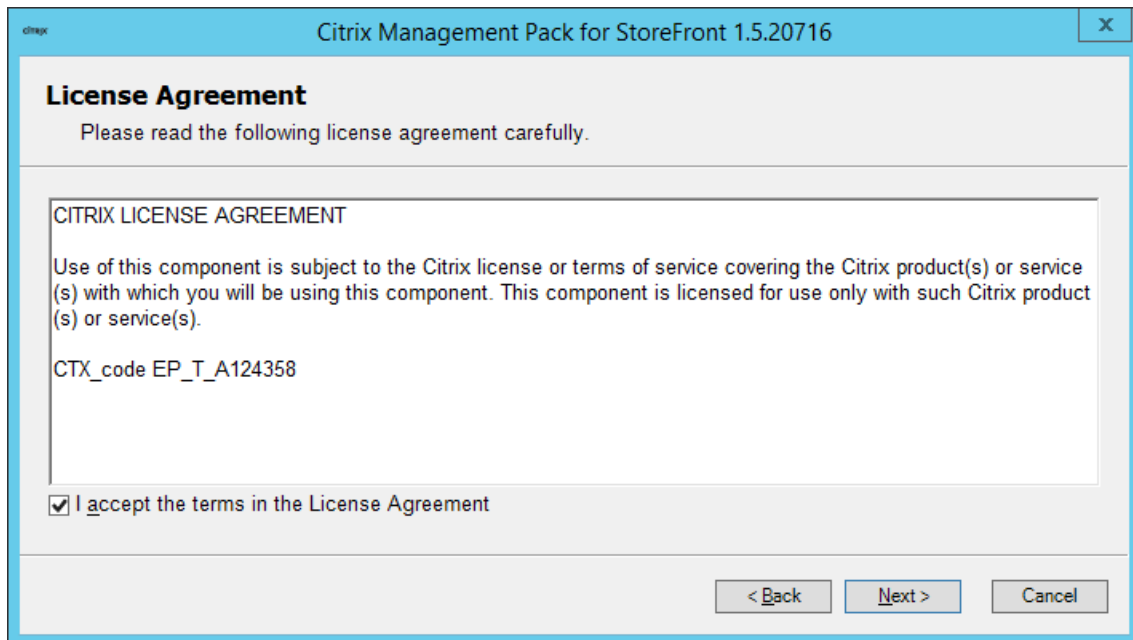
Figure 2.1 Initial Setup Wizard page of StoreFront Management Pack



4. In the View Relevant Product Configuration page, click **Next**.

5. 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 **Next**.

Figure 2.2 The License Agreement page

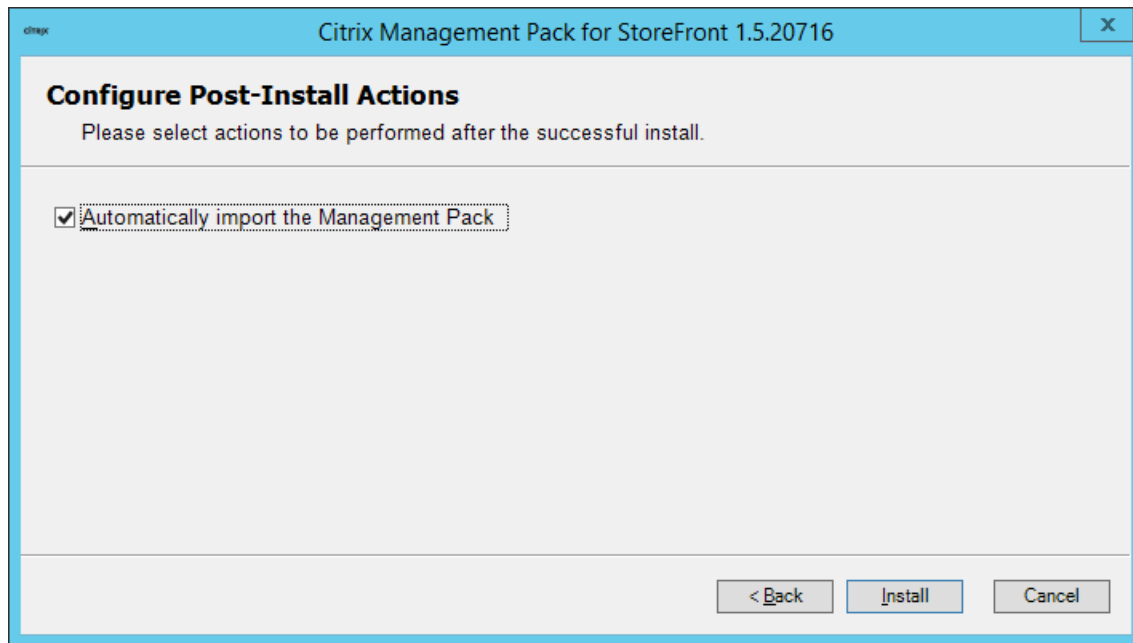


6. In the Destination Folder page, define the StoreFront Management Pack installation folder. Citrix recommends that you install StoreFront Management Pack to the default folder.

Proceed as follows:

- To install the product to the default folder listed in the Setup Wizard, no special actions are required.
 - To install the product to a different folder, follow the substeps:
 - a. Click **Change**.
 - b. In the Browse For Folder dialog box, browse to a desired installation folder, select it, and click **OK**.
7. In the Configure Post-Install Actions page of the Setup Wizard, decide whether the Setup Wizard should automatically import the included management packs into SCOM.

Figure 2.3 The Configure Post-Install Actions page



To let the Setup Wizard import the management packs, select the **Automatically import the Management Pack** option. Citrix recommends this choice.

To import the management packs into SCOM manually at a later time, leave the **Automatically import the Management Pack** option unselected. For instructions about how to import or reimport the management packs, see “Manually importing included management packs into SCOM”

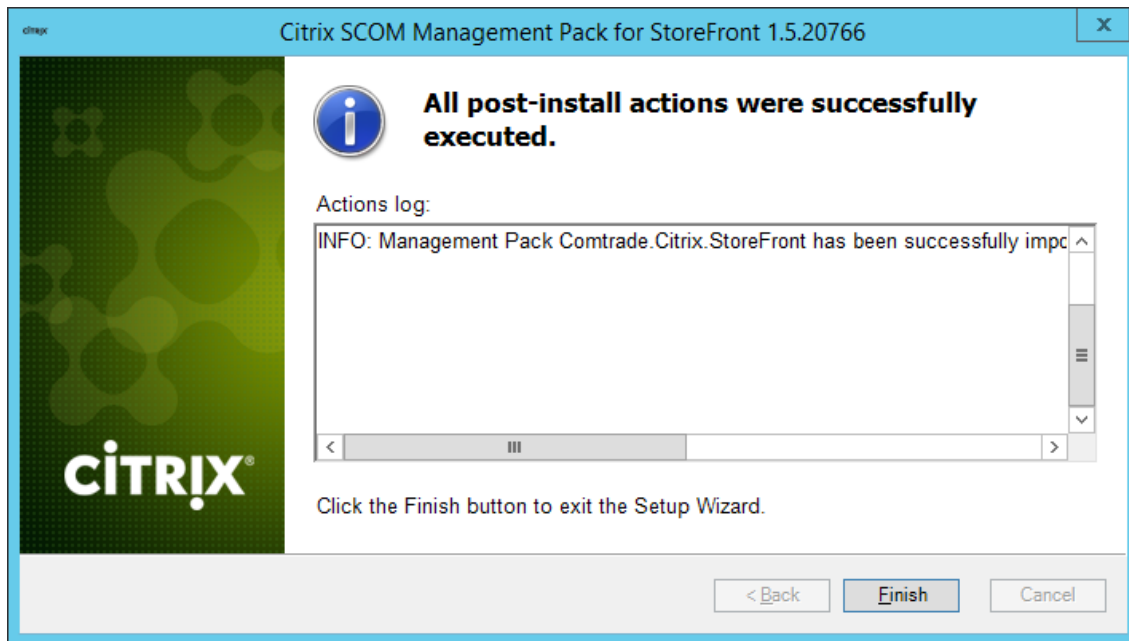
8. Click **Install**. The Setup Wizard displays the Installing the product page and starts copying the installation files.
9. After the installation completes, the installation completion page is displayed.

If you let the Setup Wizard to automatically import the management packs, click **Next**. In the opposite case, click **Finish** to close the Setup Wizard.

10. If you let the Setup Wizard to automatically import the management packs, it displays the Executing post-install actions page. Attend the import process.

11. In the post-installation completion page, click **Finish** to close the Setup Wizard.

Figure 2.4 The Configure Post-Install Actions page



Verifying the installation on the management server computer

To verify that the StoreFront 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:

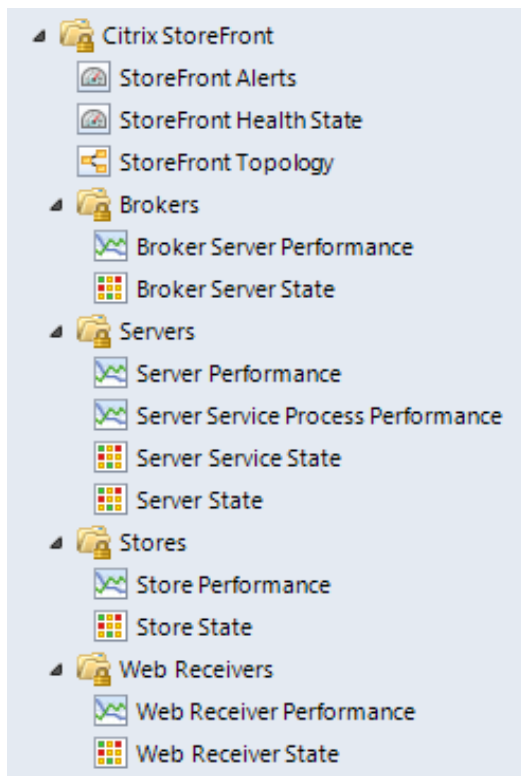
Citrix SCOM Management Pack for StoreFront

4. Check if there is the `CitrixMPShare` folder shared 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 2.5 Elements of StoreFront 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
 - Web Interface 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 2.6 The General Properties page

The screenshot shows the 'Create Run As Account Wizard' window. The title bar reads 'Create Run As Account Wizard'. The main window has a header 'General Properties' with a key icon. On the left, a navigation pane lists 'Introduction', 'General Properties' (selected), 'Credentials', 'Distribution Security', and 'Completion'. The main content area is titled 'Specify general properties for the Run As account' and includes the instruction: 'Select the type of Run As account that you want to create, and then provide a display name and description.' Below this are three input fields: 'Run As account type' (a dropdown menu showing 'Windows'), 'Display name' (a text box with 'MP Agent Installation User Account'), and 'Description (optional)' (a text area). At the bottom, there 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 2.7 The Credentials page

The screenshot shows the 'Create Run As Account Wizard' window. The 'Credentials' step is active. The 'User name' field contains 'mpagentinstallation'. The 'Password' and 'Confirm password' fields are masked with dots. The 'Domain' dropdown menu is set to 'EXAMPLEDOMAIN'. Navigation buttons at the bottom include '< Previous', 'Next >', 'Create', and 'Cancel'.

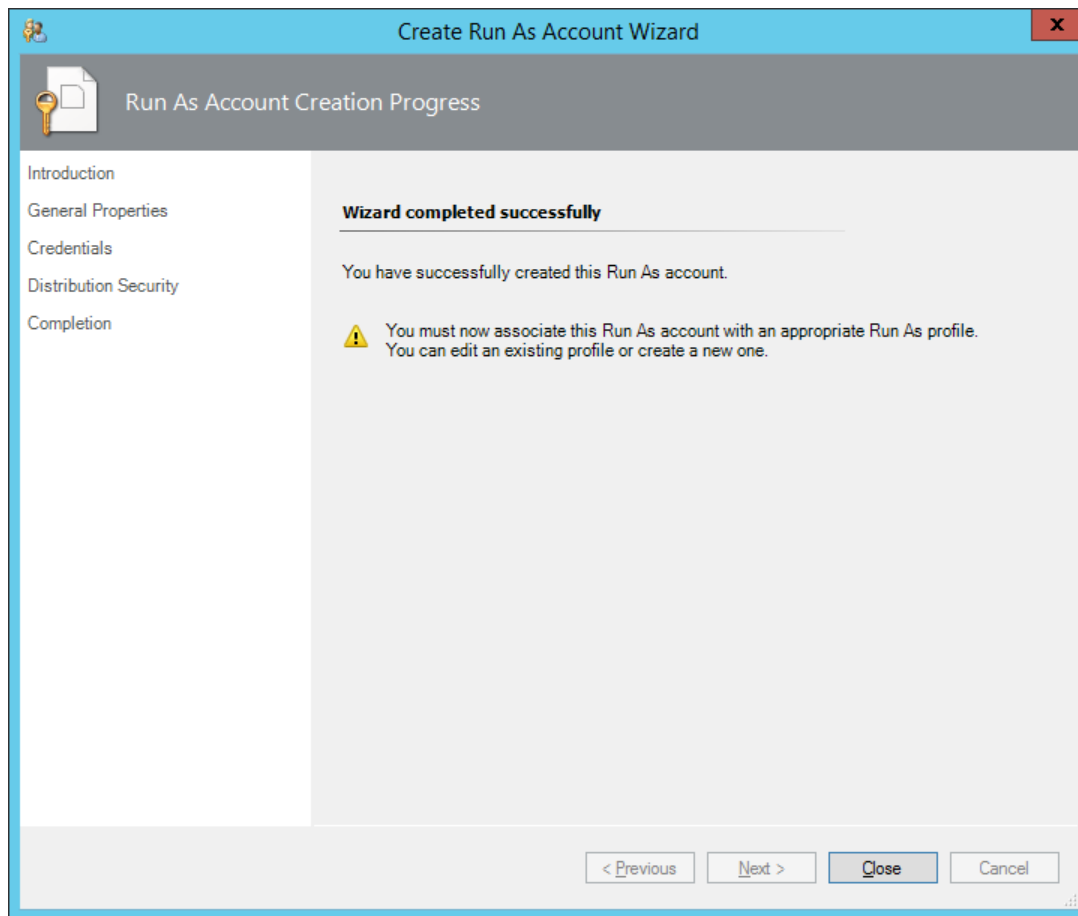
11. In the **Password** and **Confirm password** text boxes, type the valid password of the operating system user account.
12. In the **Domain** text box, update the value if needed. Click **Next**.
13. Depending the effective security policy in your SCOM environment, select either the **Less secure**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

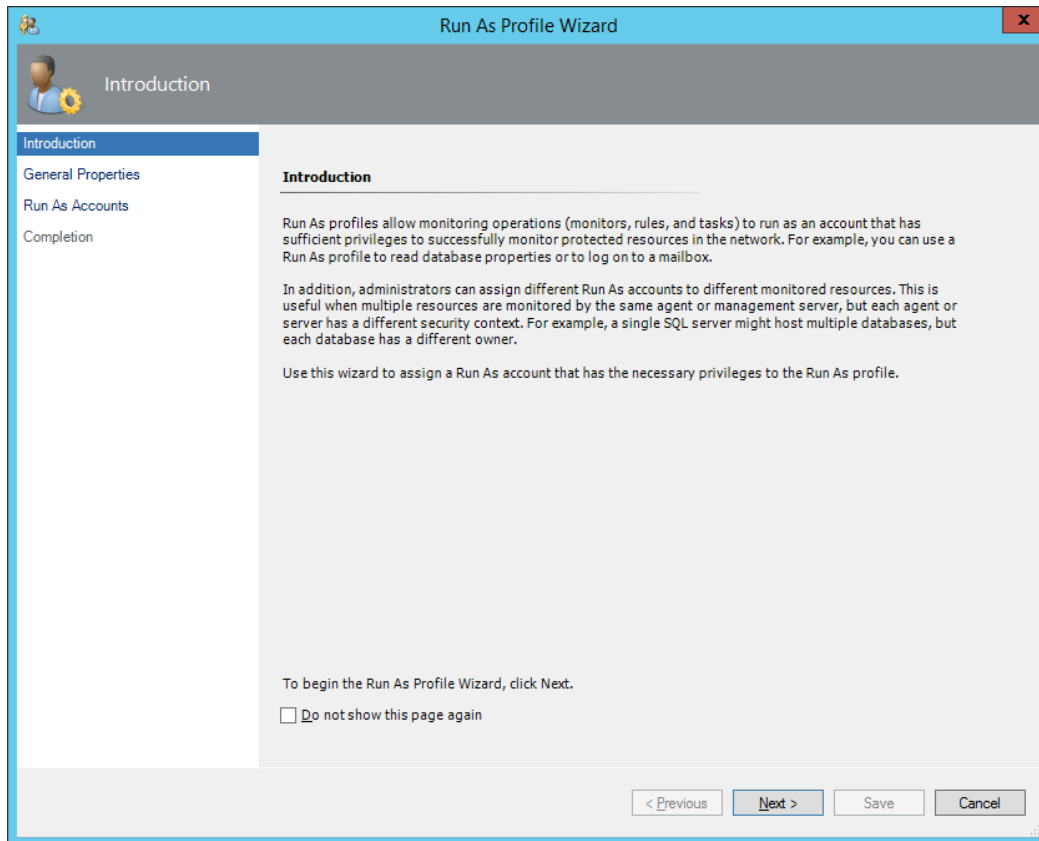
Figure 2.8 The Completion page



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

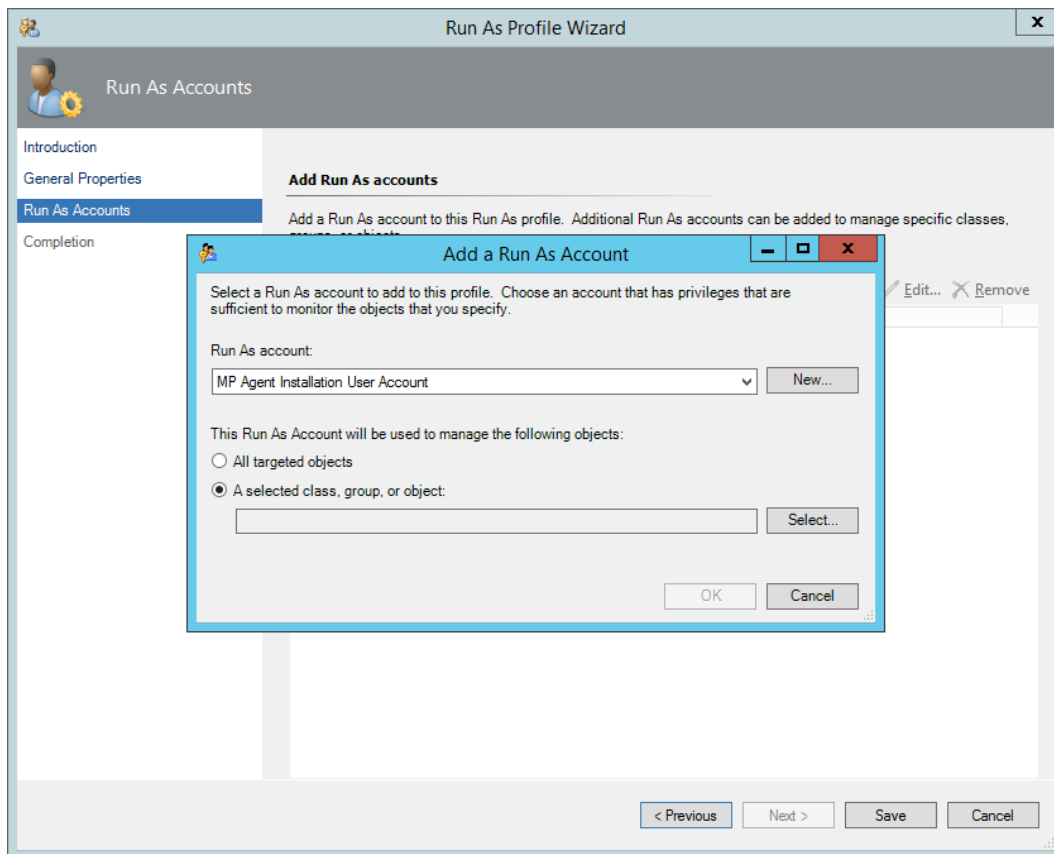
17. In the Profiles list, right-click **Citrix Management Pack Network Share Account**, and then select **Properties**.

Figure 2.9 The Introduction page



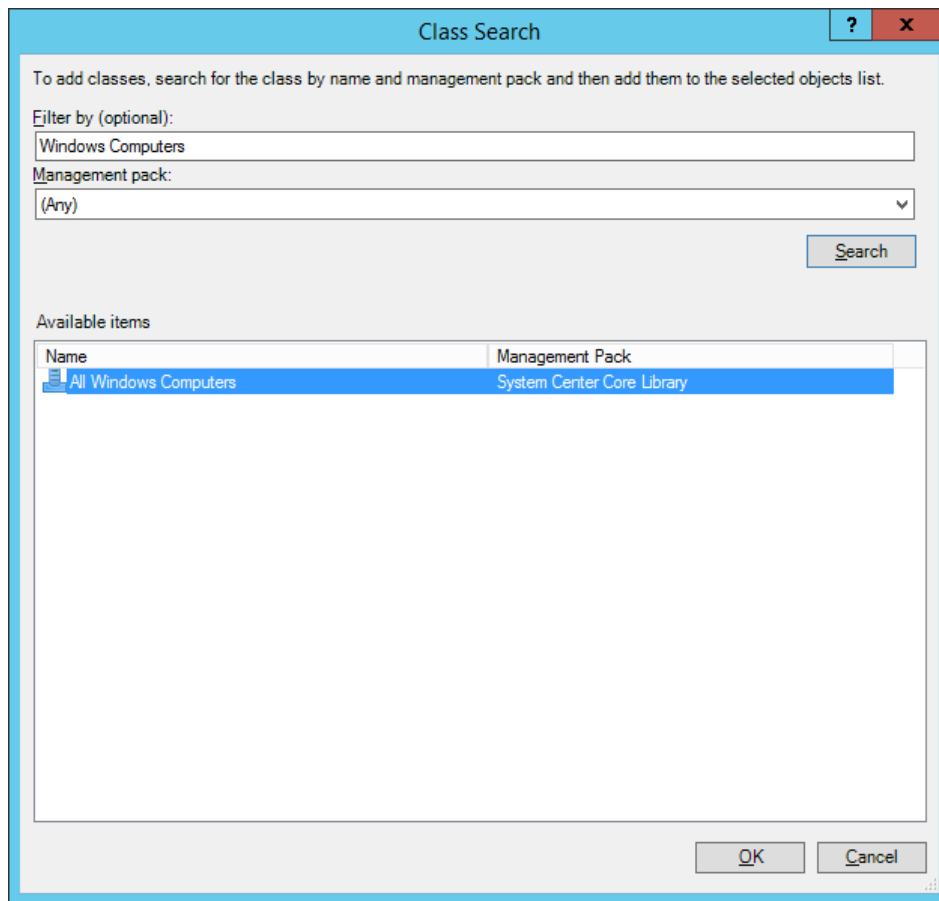
18. In the Run As Profile Wizard window, click **Next** twice.
19. In the Add Run As accounts page, click **Add**.
20. In the Add a Run As Account dialog box, in the Run as account list, select the newly created SCOM user account.

Figure 2.10 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 2.11 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 StoreFront 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 StoreFront 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 StoreFront 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 StoreFront availability

For monitoring the StoreFront store services availability, setting up an account that will be used for probing is required.

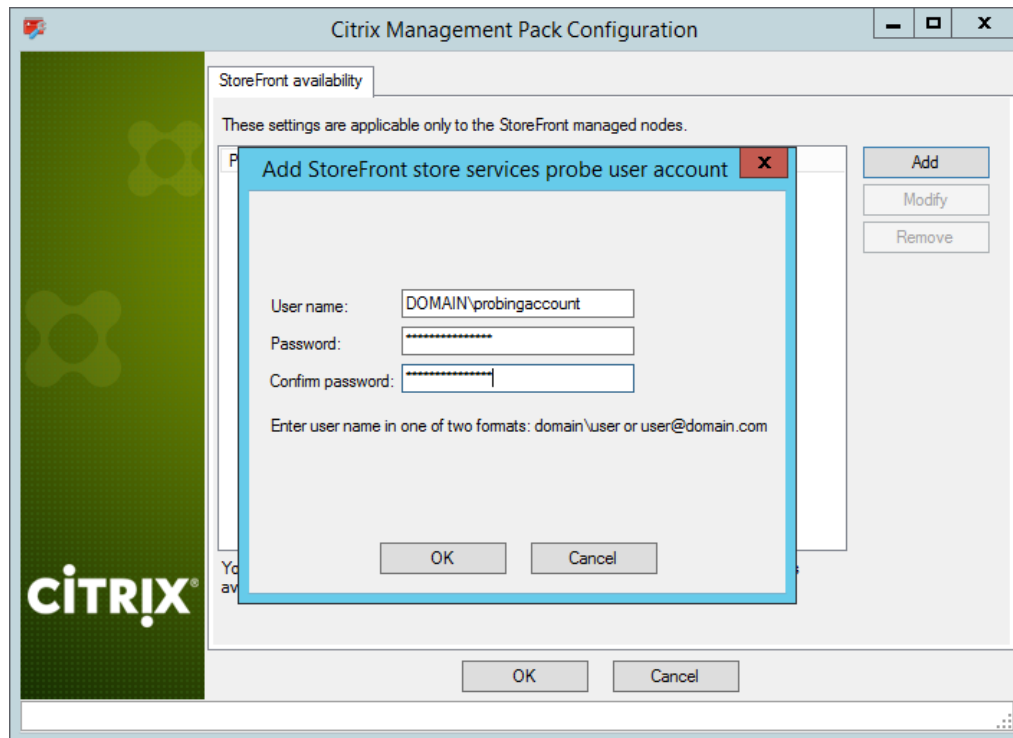
Important: StoreFront Management Pack supports only the explicit method (user name and password) for store service authentication. To probe store service availability, explicit authentication must be enabled for the StoreFront authentication service. For more information, see the [Create and configure the authentication service](#) webpage.

To set up a probing user account, do the following:

1. Choose an appropriate probing user account for actively monitoring the StoreFront agent nodes. The user account does not require administrative privileges, but must have logon rights on the store. Citrix recommends that you use a dedicated user account.
2. Log on to the management server computer. Use a user account from the local `Administrators` user group.
3. Go to **Start > All Programs > Citrix > StoreFont Management Pack**.
4. Click **StoreFront MP Configuration**.
5. In the Citrix Management Pack Configuration window, in the StoreFront availability tab, click **Add**.

6. In the Add StoreFront store services probe user account dialog box, type the following data in the respective text boxes:
 - Properties of the probing user account:
 - User name
 - Password

Figure 2.12 The Add StoreFront store services probe user account dialog box



7. Click **OK**.
8. Optionally, to modify the user name or password of a probing user account configuration, click **Modify**. In the Modify StoreFront store services 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 StoreFront Management Pack on the agent-managed computers

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

To install StoreFront Management Pack on 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 **StoreFront Computers**.
4. In the middle pane, select the agent-managed computer from the StoreFront Services Computers list.
5. In the Tasks pane, expand **StoreFront Computer Role Tasks**, and then click **Install Citrix MPSF Agent**.
6. In the Run Task – Install Citrix MPSF Agent, adjust the task parameters as follows:
 - **UpgradeAgent**: This option, when set to `true`, causes uninstallation of the existing StoreFront 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 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 – SCOM management server relationship:
 - If the agent-managed computer is managed by the management server where StoreFront 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 StoreFront 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\StoreFrontMP 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 MPSF Agent** task to pinpoint the problematic prerequisite.

Verifying the installation and configuration on the agent-managed computers

To verify that the StoreFront 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 StoreFront`

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

To verify that the StoreFront 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 **StoreFront Computers**.
4. In the middle pane, select the StoreFront (agent-managed) computer.

5. In the Tasks pane, expand **Actions**, and then click **Check Requirements and Configuration for Citrix MPSF Agent**.
6. Observe the output the task generates. If all checks are denoted successful, the configuration on the agent-managed computer is correct.

Chapter 3: Uninstallation

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

Uninstalling StoreFront Management Pack from the agent-managed computers

To uninstall StoreFront Management Pack from an agent-managed computer that has StoreFront 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 **StoreFront Computers**.
4. In the middle pane, select the agent-managed computer.
5. In the Tasks pane, expand **Actions**, and then click **Uninstall Citrix MPSF 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 StoreFront 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 StoreFront 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 StoreFront 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 StoreFront**, 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. 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 StoreFront Management Pack from the SCOM management server computer

To uninstall StoreFront 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 StoreFront** 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 **Uninstall**.
6. In the Uninstalling the product page, the Setup Wizard reports the uninstallation progress.
7. In the Completion page of the Setup Wizard, click **Finish**.
8. 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

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 StoreFront 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.StoreFront.mp`
9. Click **Install**.

Customizing sealed management packs

Similarly to customizing the default SCOM management pack, you can customize the sealed management packs that StoreFront 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.