Citrix SCOM Management Pack for StoreFront Release Notes

Software version: 1.6

Release date: June 2016

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

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Section 1: Announcements

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

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

Section 2: What's new

New or enhanced features

This product version introduces the following new or enhanced features:

- **Support for Citrix StoreFront 3.6**

    This product version adds support for the latest StoreFront release.

- **Monitoring of unauthenticated stores**

    By using this product version, you can also monitor unauthenticated stores. These are stores that can be accessed by unauthenticated (anonymous) users.

Section 3: Product requirements

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

Software requirements

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

- Citrix StoreFront
- Microsoft System Center Operations Manager

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

Section 4: Upgrading from earlier versions

Only upgrade from the following versions is supported: 1.5, 1.4. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

To upgrade StoreFront Management Pack from the earlier version, do the following (referenced are sections in the *Citrix SCOM Management Pack for StoreFront User Guide*):

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

2. 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 while preserving local configuration data.

3. Verify the installation of the product (its server-side part) on the SCOM management server computer. For instructions, see "Verifying the installation on the SCOM management server computer".

4. (this step is applicable only to upgrade from the version 1.4)
    On the SCOM management server computer, copy the `mpsf_config.dat` file from the `%ProgramData%\ComTrade\MPShare\StoreFront MP` directory to the `%ProgramData%\Citrix\CitrixMPShare\StoreFront MP` directory.

5. (this step is applicable only to upgrade from the version 1.4)
    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 StoreFront computers. For instructions, see "Installing the product on the StoreFront computers".

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

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

Section 5: Known issues and workarounds

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

- **Issue ID:** SCOM-512

  Symptom: The `Check Installation Prerequisites for Citrix MPSF Agent` SCOM task reports the following error while the SCOM management server is accessible:

  `Management Server not found. Please set 'AgentInstallationSource' parameter manually.`

  `Installation prerequisite check failed. ExitCode: -1`

  Action: This issue is most probably caused by incorrectly configured `Citrix Management Pack Network Share Account` Run As profile in SCOM. Check instructions in the *Citrix SCOM Management Pack for StoreFront User Guide*, section "Configuring access to the shared folder for agent installation". If the Run As profile configuration is correct, there is a different reason for the issue: the agent-managed computer is not monitored by the same SCOM management server where StoreFront Management Pack is installed and where the shared folder for agent installation exists. In this case, follow the instruction in the error message.

- **Issue ID:** SCOM-436

  Symptom: After upgrading the product from the version 1.5 or 1.4, 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-100 (6205)

  Symptom: In the SCOM Operations console, the output of the `Update Configuration on Citrix MPSF Agent` task incorrectly displays the user account for agent deployment. If you run the `Check Requirements and Configuration for Citrix MPSF Agent` task, it unexpectedly fails. Inspection of the user name or password of the effective account for deployment of StoreFront Management Pack Agent to agent-managed computers reveals non-ASCII characters in it.

  Action: Choose a user account that has non-ASCII characters in neither the user name nor password.

- **Issue ID:** SCOM-217 (4285)

  Symptom: Store service probe fails and reports the `No request token choices available` or `There is no ExplicitForms protocol in request token choices or the location is not provided` error.

  This product version supports only the explicit method (user name and password) of the store service authentication.

  Action: Enable the explicit authentication method for the authentication service. For this purpose, create a new user account that has logon permission on the store. The user account does not need administrative privileges. Enter credentials of the user account using the Citrix

Management Pack Configuration tool of StoreFront Management Pack. For instructions, see the *Citrix SCOM Management Pack for StoreFront User Guide.*

Section 6: Software availability in native languages

This product version is available only in English.

Section 7: Documentation

The following documentation is included with StoreFront 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