

# Citrix SCOM Management Pack for StoreFront Release Notes



**Software version: 1.7**

**Release date: September 2016**

**Document revision: 1<sup>st</sup>**

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 (**SCOM**) 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 Microsoft System Center Operations Manager 2016**  
This product version extends support for Microsoft System Center Operations Manager to include its latest release.
- **Support for Microsoft Windows Server 2016**  
This product version extends support for Windows Server to include the latest operating system release. Both the server-side of the product (on the SCOM management server computer) and StoreFront Management Pack Agent (on StoreFront computers) can run on Windows Server 2016.
- **Support for Citrix StoreFront 3.7**  
This product version extends support for Citrix StoreFront to include its latest release.
- **Citrix SCOM Management Pack for StoreFront Performance Overview**  
This is a new document in the product documentation set. It contains information about the product's resource consumption and performance.

### Fixed issues

The following issues have been fixed since product version 1.6:

- **The Check Installation Prerequisites for Citrix MPSE 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

[SCOM-512]

## 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

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**Note** Product versions earlier than 1.5 were released under the name Comtrade Management Pack for Citrix StoreFront.

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Upgrade is available only for the following versions: 1.6, 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".

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**Note** Installation process upgrades the product while preserving local configuration data.

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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, move 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”.

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

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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:** n/a

**Symptom:** For a monitored Citrix StoreFront server where StoreFront software version 2.0 or 2.1 is installed, the following notification is sent:

```
The "StoreFront MP" service on computer '<StoreFrontServerFQDN>'
status is not operational.
```

```
Agent Error: 'Workflow ID: agent-service-info-discovery
```

```
Status: successful
```

```
Error Message:
```

```
Workflow ID: server-discovery
```

```
Status: failed
```

```
Error Message: The PS object does not have a 'IsAnonymous' property'.
```

Operations Manager Health Explorer shows a healthy state for this server. If you run the `Check Requirements and Configuration` task for the server, it completes without errors.

**Action:** Upgrade your Citrix StoreFront software to version 2.5 or later.

- **Issue ID:** SCOM-122

**Symptom:** In the SCOM Operations console, a StoreFront MP Agent Not Operational alert indicates that the StoreFront Management Pack Agent is not operational. In the Agent's log file, the following entry exists:

```
ERROR [server-discovery]
```

```
ComTrade.MP.StoreFront.ServiceFacade.StoreFrontDataProvider -  
Retrieving ServerGroupId failed, no value in cache
```

```
ComTrade.ResourceMonitoring.PowerShellFacade.PSObjectException: The PS  
object does not have a mandatory property 'ClusterId' value
```

Inspection of the monitored StoreFront computer reveals that Citrix StoreFront is installed, but not yet configured (the server is not included in a StoreFront server group).

**Action:** Configure the StoreFront server by adding it to a server group and configuring stores. To immediately refresh the Agent state in SCOM, restart the `MPSFAgent` service on the StoreFront computer.

- **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)
- *Performance Overview* (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).