

Citrix SCOM Management Pack for StoreFront Release Notes



Software version: 1.8

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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 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 *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 3.8**

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

Fixed issues

The following issues have been fixed since product version 1.7:

- In the SCOM Operations console, a StoreFront MP Agent Not Operational alert indicates that the StoreFront Management Pack Agent is not operational. The following error message does not provide clear information about the root cause of the symptom:

```
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
[SCOM-122]
```

- In the SCOM Operations console, the output of the Update Configuration on Citrix MPSF Agent task shows incorrect characters in credentials of the user account for agent deployment.
[SCOM-100]

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 *Citrix SCOM Management Pack for StoreFront Compatibility Matrix*.

Section 4: Upgrading from earlier versions

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

Upgrade is available only for the following versions: 1.7, 1.6, 1.5, 1.4. 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 StoreFront Management Pack from an earlier version, do the following (referenced are sections in *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. For instructions, see "Installing the product on the SCOM management server."

Note 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. For instructions, see "Verifying the installation on the SCOM management server."
4. (this step is applicable only to upgrade from version 1.4)
On the SCOM management server, move the `mpsf_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\StoreFront MP` folder to the `%ProgramData%\Citrix\CitrixMPSHare\StoreFront MP` folder.

5. (this step is applicable only to upgrade from 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 `true`.

Run Task - Install Citrix MPSF Agent

Help

Run the task on these targets

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

Task Parameters

Name	Value
UpgradeAgent	true
IgnorePrereqCheck	false
Debug	false
AgentInstallationSource	
AgentInstallationDestination	

Override

Task credentials

Use the predefined Run As Account

Other :

User name :

Password :

Domain :

Task description

Installs Citrix Management Pack Agent for StoreFront on the Citrix system.

Parameters:
- AgentInstallationSource: Agent installation and configuration source is specified as either with the management server name where StoreFront MP was installed or with the UNC path where StoreFront MP Agent installation and configuration files exist. If not en

Task confirmation

Don't prompt when running this task in the future

Run Cancel

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-1200

Symptom: After installing the StoreFront Management Pack, the states of correctly operating StoreFront computers are shown as `Healthy` only after the second discovery interval; until then the states are shown as `Not monitored`. After the second discovery interval, all objects get discovered. Restarting the SCOM agent does not resolve the issue.

Action: None. There is no workaround available.

- **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 an '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-436

Symptom: After upgrading the product from version 1.5 or 1.4, 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-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 *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).