

# 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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## Contents

Chapter 1: Brief introduction .....	3
About StoreFront Management Pack .....	3
Product architecture .....	3
Chapter 2: Installation and configuration .....	5
Preparing for the installation .....	5
Installing the product on the SCOM management server.....	5
Configuring access to the shared folder for agent installation .....	8
Verifying the installation on the SCOM management server .....	15
Configuring SCOM agent to act as proxy on StoreFront computers .....	17
Setting up probing user accounts for StoreFront availability .....	18
Installing the product on the StoreFront computers .....	19
Verifying the installation and configuration on the StoreFront computers .....	21
Chapter 3: Uninstallation .....	21
Uninstalling the product from the StoreFront computers .....	21
Removing dependent management packs (customizations) .....	22
Removing included management packs .....	22
Uninstalling the product from the SCOM management server .....	24
Chapter 4: Usage .....	24
Manually importing included management packs into SCOM .....	24
Customizing sealed management packs.....	25
Chapter 5: Support .....	25
General support resources.....	25
Contacting Citrix Customer Service .....	26

# Chapter 1: Brief 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 the 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.

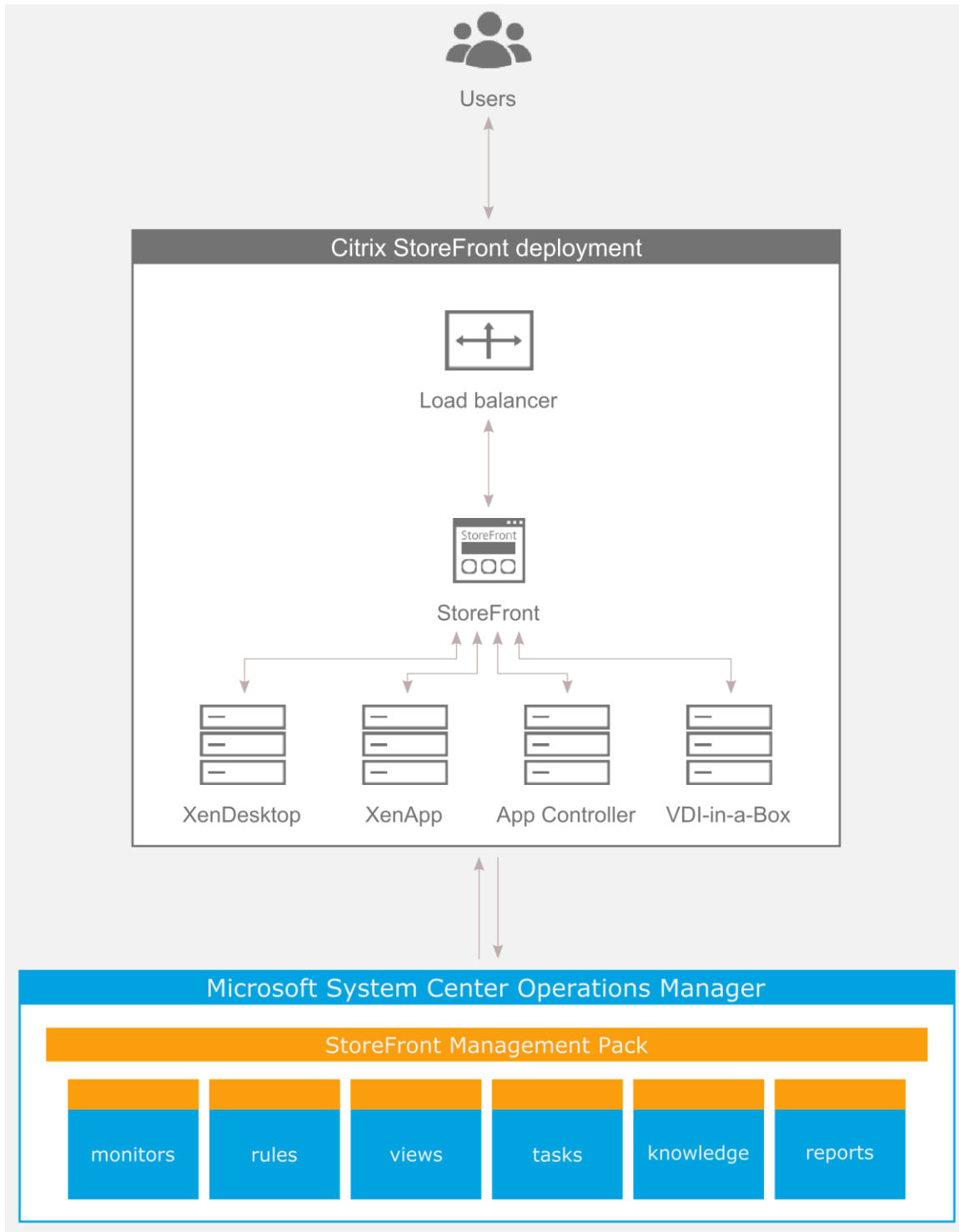
StoreFront Management Pack covers the following key scenarios:

- 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 to 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 software requirements.  
For software requirements, see *Citrix SCOM Management Pack for StoreFront Compatibility Matrix*.
- A computer is chosen on which a SCOM management server resides and where the server side of StoreFront Management Pack will be installed. This computer is referred to as **SCOM management server**.
- SCOM agent is installed on all the computers that host StoreFront, and these computers are configured as **agent-managed computers** in the SCOM management group.
- A probing user account for actively monitoring the StoreFront computers is chosen. This must be a domain user account.
- With stores configured to allow access by authenticated users only, the Username and password method is configured as the authentication method (the authentication service uses explicit authentication). For more information, see the [Create and configure the authentication service](#) webpage.

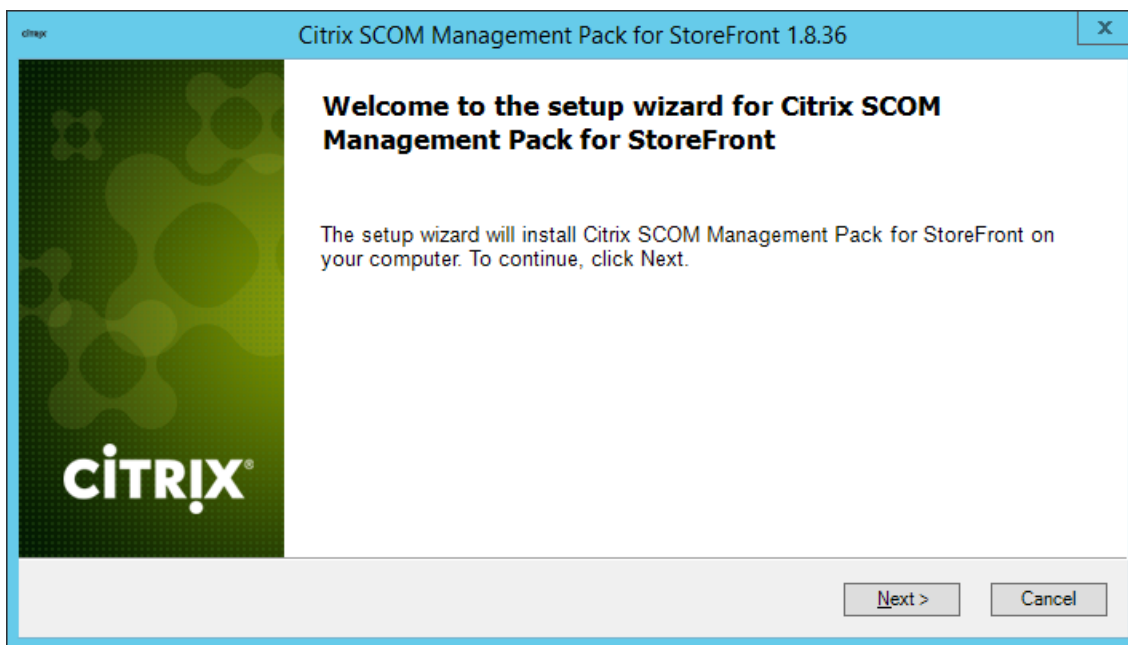
### Installing the product on the SCOM management server

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

To install StoreFront Management Pack on the SCOM management server, do the following:

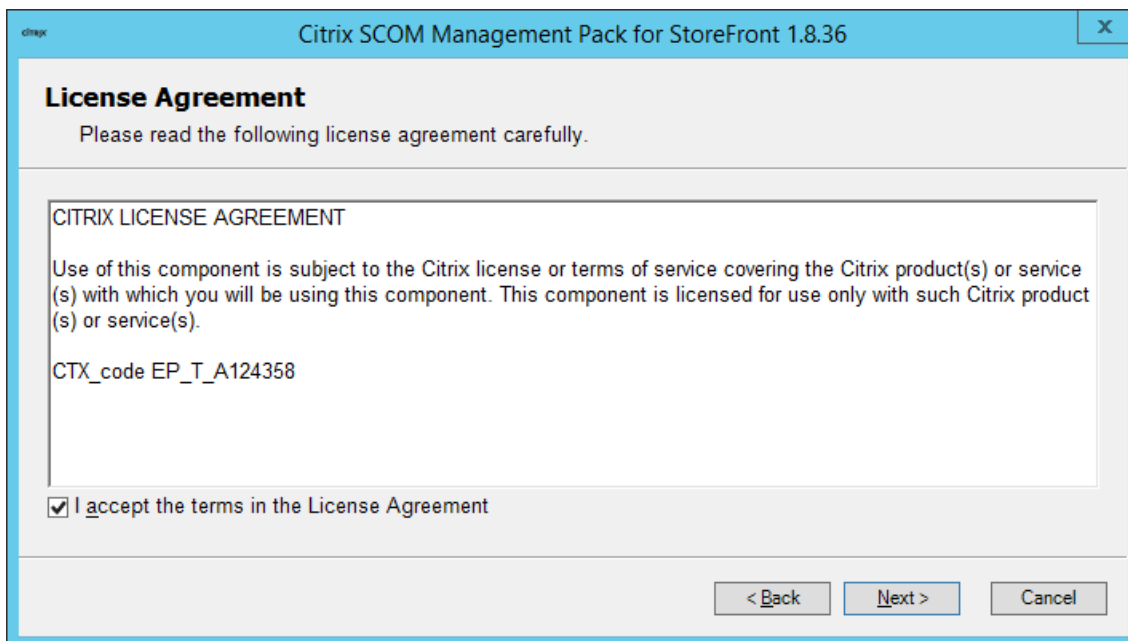
1. Log on to the management server. Use a user account that has local administrative privileges and SCOM administrative privileges.
2. In Windows Explorer, locate the `Citrix_SCOM_Management_Pack_for_StoreFront_<Version>.exe` file (where `<Version>` is the current software version), and double-click 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, read the end user license agreement carefully. If you accept the terms of the agreement, click **Next**.

Figure 2.2 The License Agreement page

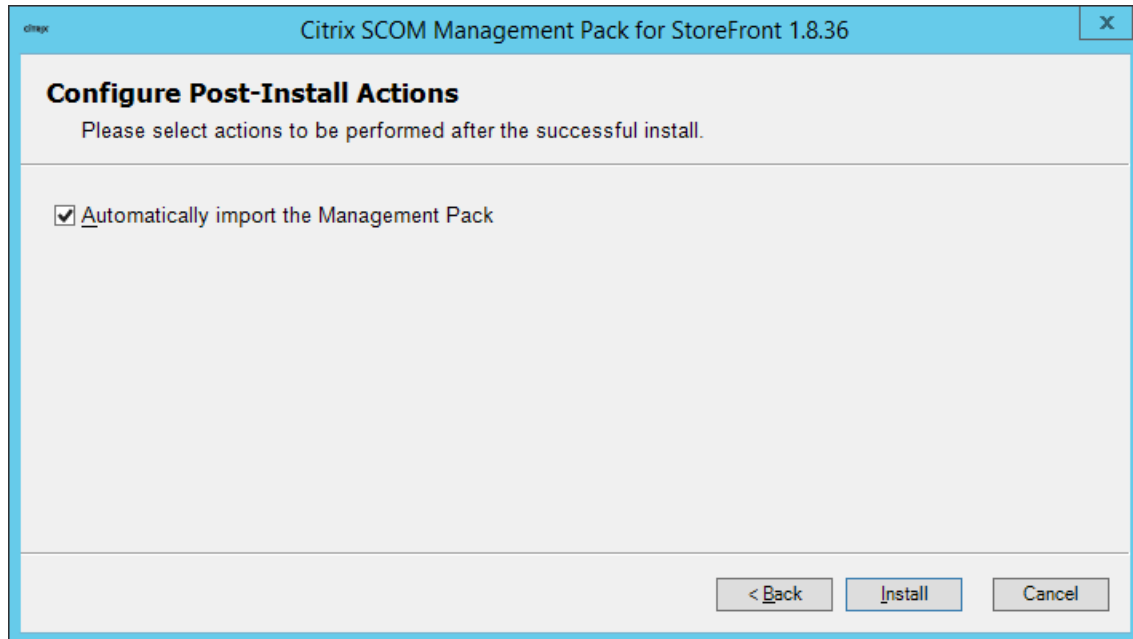


- In the Destination Folder page, define the StoreFront Management Pack installation folder. Citrix recommends that you install StoreFront Management Pack to the default folder.

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 sub-steps:
    - Click **Change**.
    - In the Browse For Folder dialog box, browse to a desired installation folder, select it, and click **OK**.
- 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."

- Click **Install**. The Setup Wizard displays the Installing the product page and starts copying the installation files.

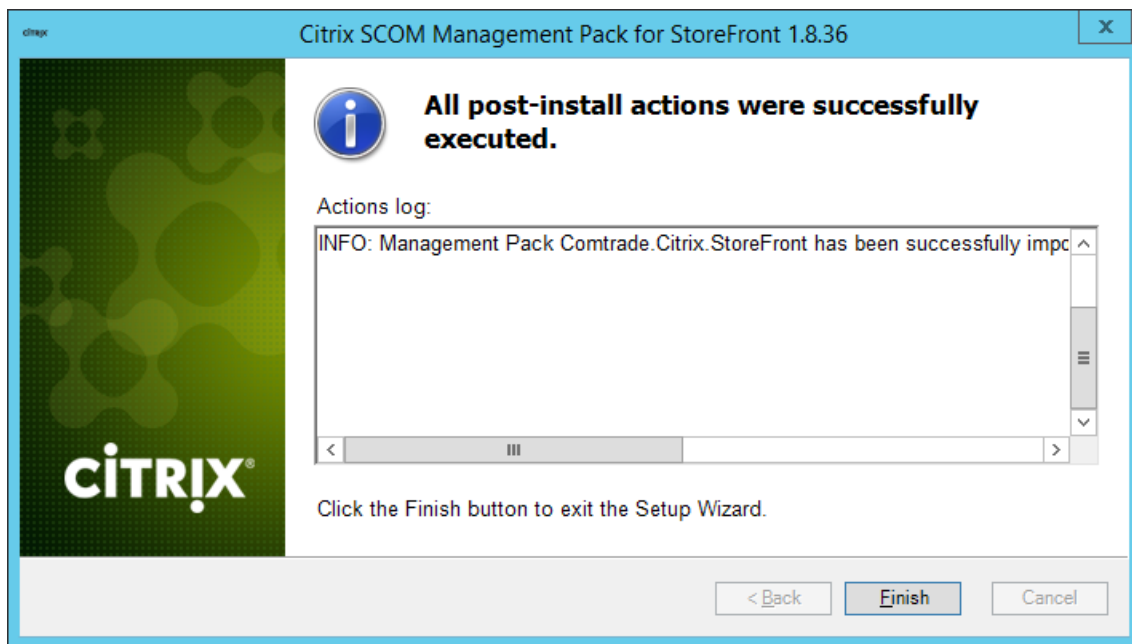
9. After the installation completes, the installation completion page is displayed.

If you let the Setup Wizard to automatically import the management packs, click **Next**. Else, 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, review the management packs import log, and click **Finish** to close the Setup Wizard.

**Figure 2.4** The post-Installation completion page



## Configuring access to the shared folder for agent installation

**Note** Steps of this procedure must be followed only once on a SCOM management server. In case you previously installed and configured any of the following Citrix Management Pack products on the same computer, you may *not* need to repeat the steps:

- Provisioning Services Management Pack
- ShareFile Management Pack
- Web Interface Management Pack
- XenApp/XenDesktop Management Pack
- XenApp Management Pack
- XenMobile Management Pack



To configure access to the shared folder for agent installation, do the following:

1. Log on to the SCOM management server. Use a user account that has local administrative privileges.
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, for the purpose of agent deployment and configuration.

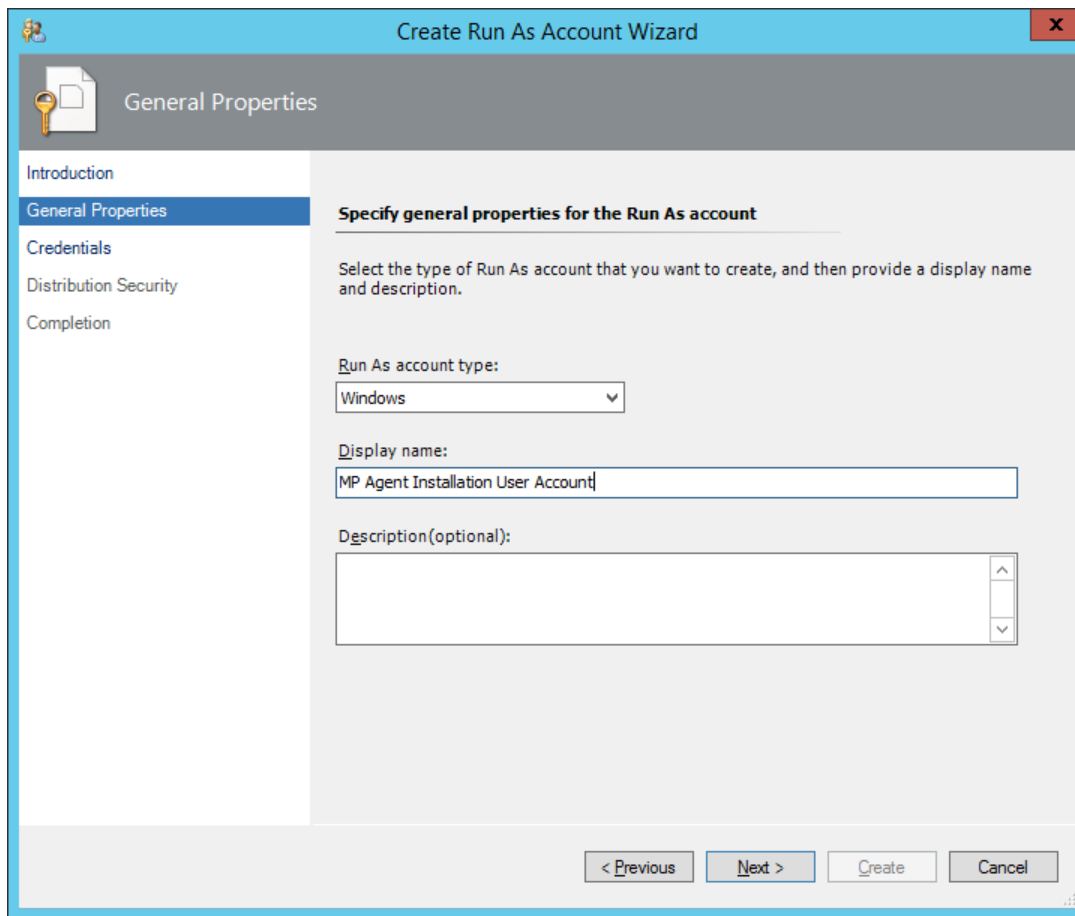
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**Important** Citrix recommends creating a new, dedicated user account that you will use only for deployment of the StoreFront Management Pack agent to managed computers.

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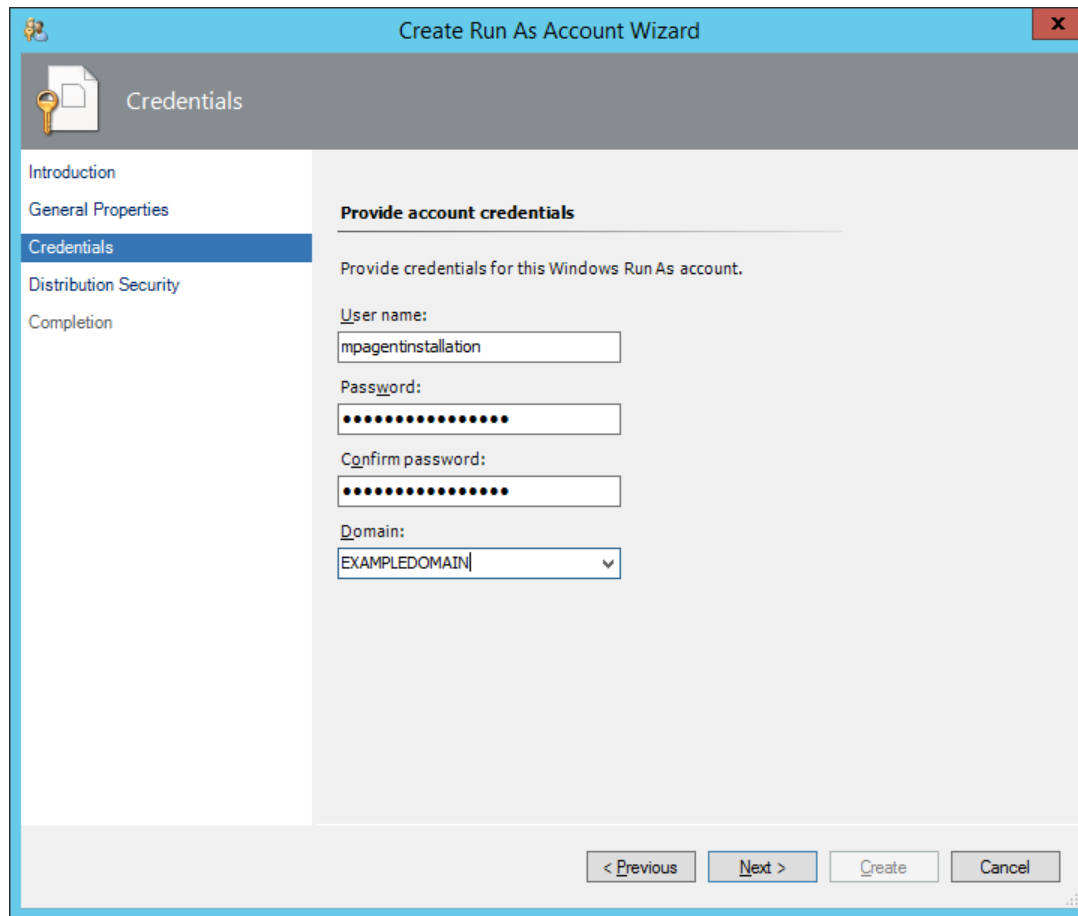
3. Using an operating system administrative tool, add the user account to the local `CitrixMPShareUsers` user group.
4. Launch the SCOM Operations console.
5. In the **Administration** view, in the left pane, expand **Run As Configuration**, and then click **Accounts**.
6. In the Tasks pane, expand **Actions**, 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 2.5 The General Properties page



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 2.6** The Credentials page



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 on the effective security policy in your SCOM environment, select either the **Less secure** or **More secure** option.

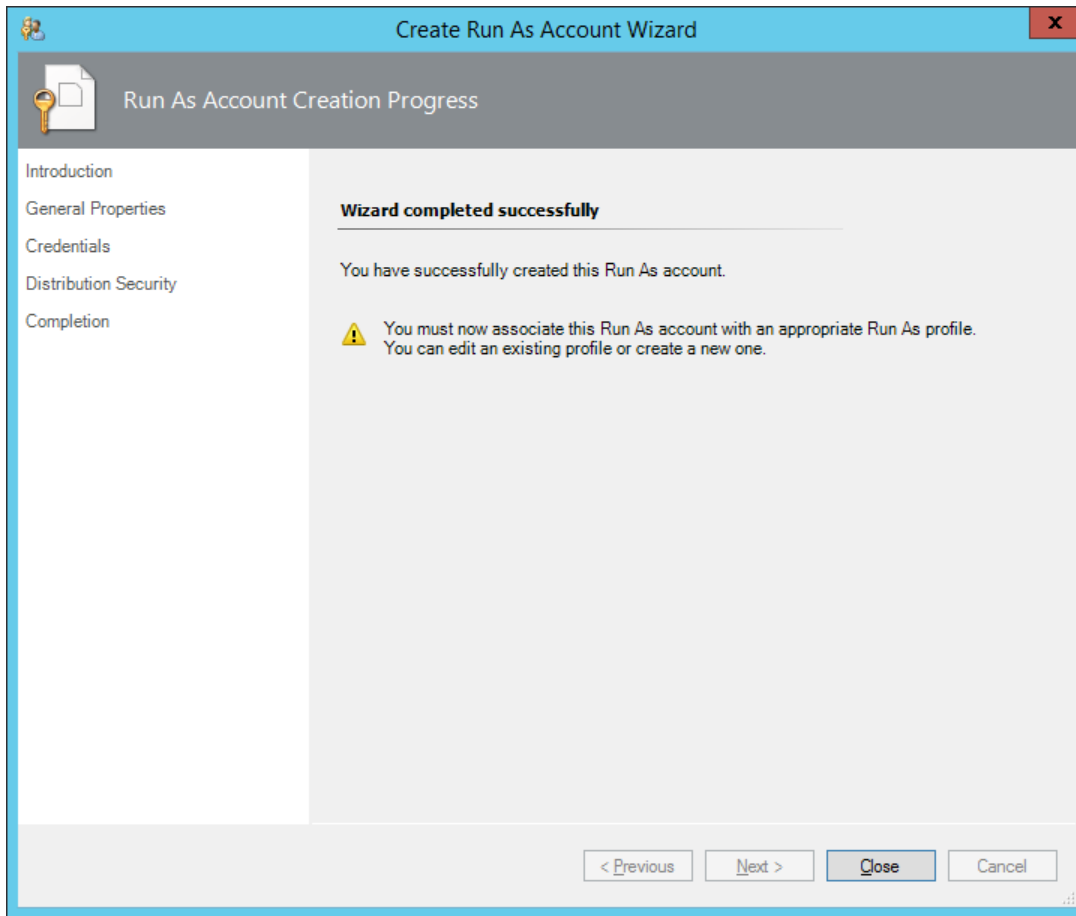
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**Note** Selecting **More secure** requires manual steps to be performed in SCOM for each newly added managed computer.

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14. Click **Create**.
15. After the message about successful account creation appears, click **Close**.

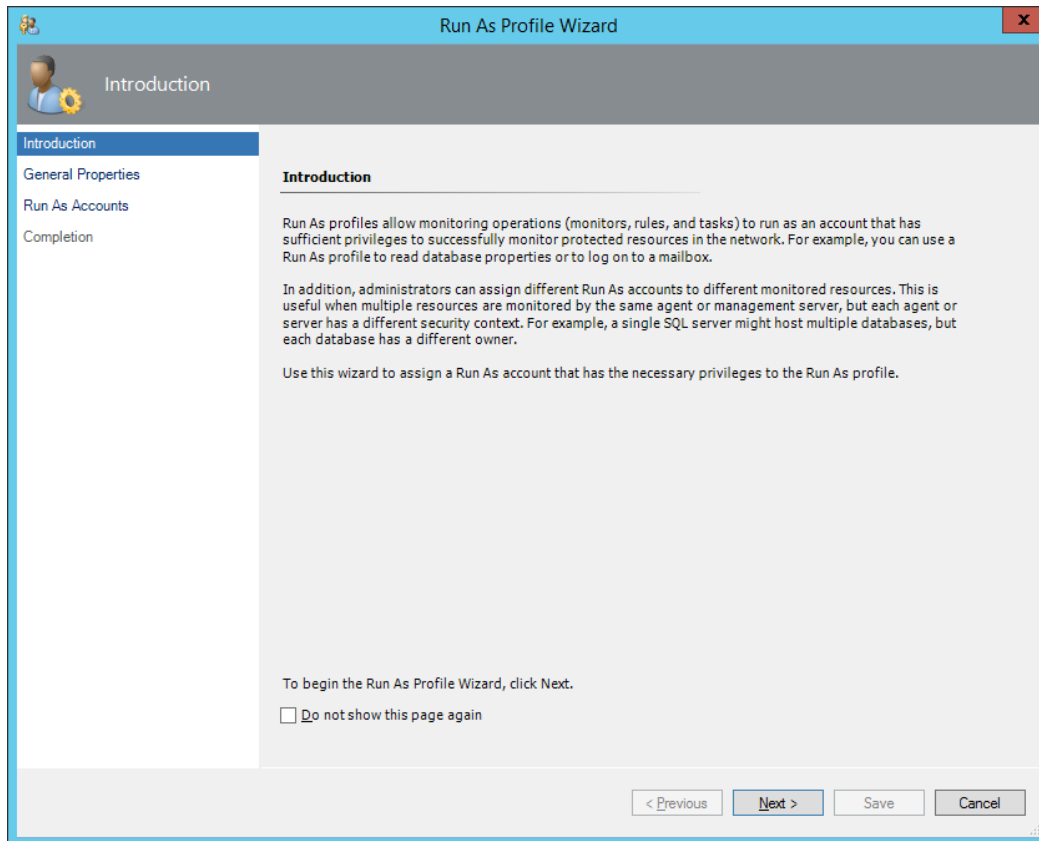
Figure 2.7 The Completion page



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

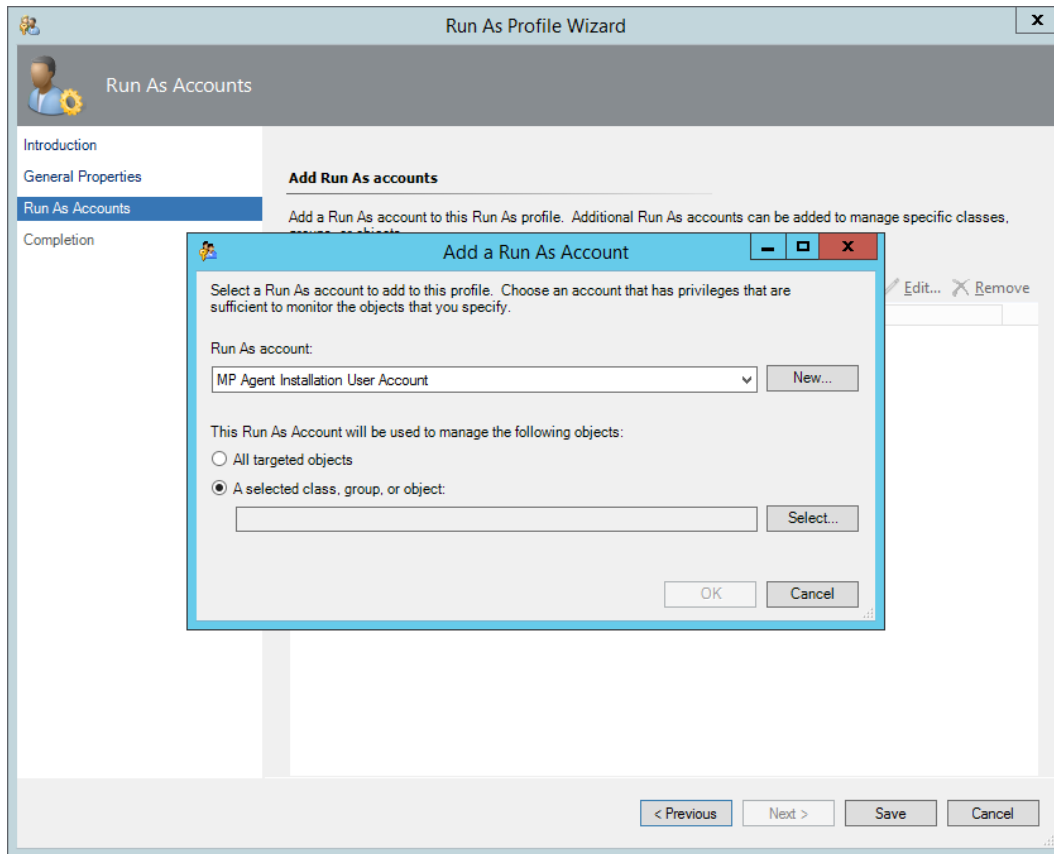
17. In the Profiles list, double-click **Citrix Management Pack Network Share Account**.

**Figure 2.8** The Introduction page



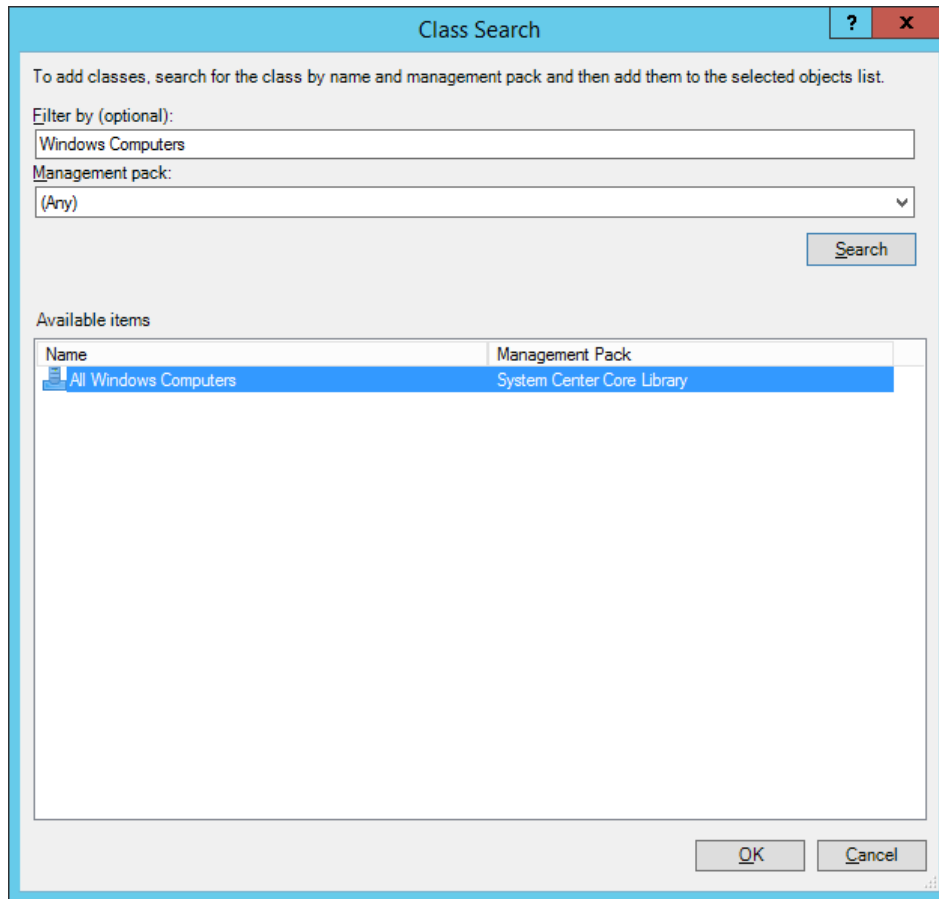
18. In the Run As Profile Wizard window, in the Introductory page, click **Next**. In the General Properties page, click **Next**.
19. In the Run As Accounts page, click **Add**.
20. In the Add a Run As Account dialog box, in the Run as account list, select the newly created SCOM user account.

**Figure 2.9** 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 2.10** 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.

### **Verifying the installation on the SCOM management server**

To verify that the StoreFront Management Pack installation on the management server is correct, do the following:

1. Log on to the management server.
2. Go to **Start > Control Panel** and click **Programs and Features** (actions of this step may differ on operating systems earlier than Windows Server 2016).

3. Check for the presence of the following entry in the Name column:

```
Citrix SCOM Management Pack for StoreFront
```

4. To check if the `CitrixMPShare` shared folder is correctly configured, open a Command Prompt window and run the following commands in sequence (their outputs in case of success are also shown):

Command:

```
net share | findstr -i CitrixMPShare
```

Command output:

```
CitrixMPShare
      %ProgramData%\Citrix\CitrixMPShare
```

Command:

```
net use \\<ManagementServerHostName>\CitrixMPShare
      /USER:<DomainName>\<UserName>
```

Command output:

```
The command completed successfully
```

Command:

```
dir \\<ManagementServerHostName>\CitrixMPShare
```

Command output:

```
<FolderContents>
```

In these instances, `%ProgramData%` refers to the actual value of this operating system variable. `<ManagementServerHostName>` is the name of the SCOM management server. `<DomainName>` is the domain or computer name and `<UserName>` is the name of the user account that you chose in step 2 of the procedure documented in "Configuring access to the shared folder for agent installation." `<FolderContents>` is the list of the contents of the `CitrixMPShare` folder.

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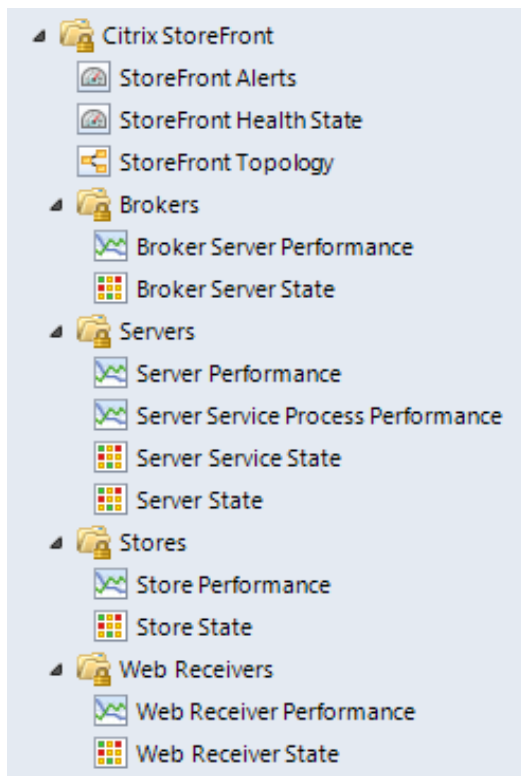
**Note** The shared folder is vital for installation of the StoreFront Management Pack agent and deployment of its configuration to the managed computers.

---

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 2.11** Elements of StoreFront Management Pack, as seen in the SCOM Operations console



7. In the **Administration** view, expand **Administration > Management Packs** and click **Installed Management Packs** (the navigation pane structure may differ in SCOM versions earlier than 2016).
8. Verify the following management pack versions are listed in the results pane:

Citrix Management Pack for StoreFront	1.8.36.0
Citrix Management Pack Library	1.0.17.0

### Configuring SCOM agent to act as proxy on StoreFront computers

SCOM agent on each computer where StoreFront is installed must be configured to act as a proxy agent. This configuration enables the agent to relay or forward information from or about other computers and network devices to the SCOM management server.

To configure the SCOM agent instances to act as proxy agents, do the following:

1. Launch the SCOM Operations console and connect to the management server.

2. In the **Administration** view, expand **Device Management**, and then click **Agent Managed**.
3. For each StoreFront computer, 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**.

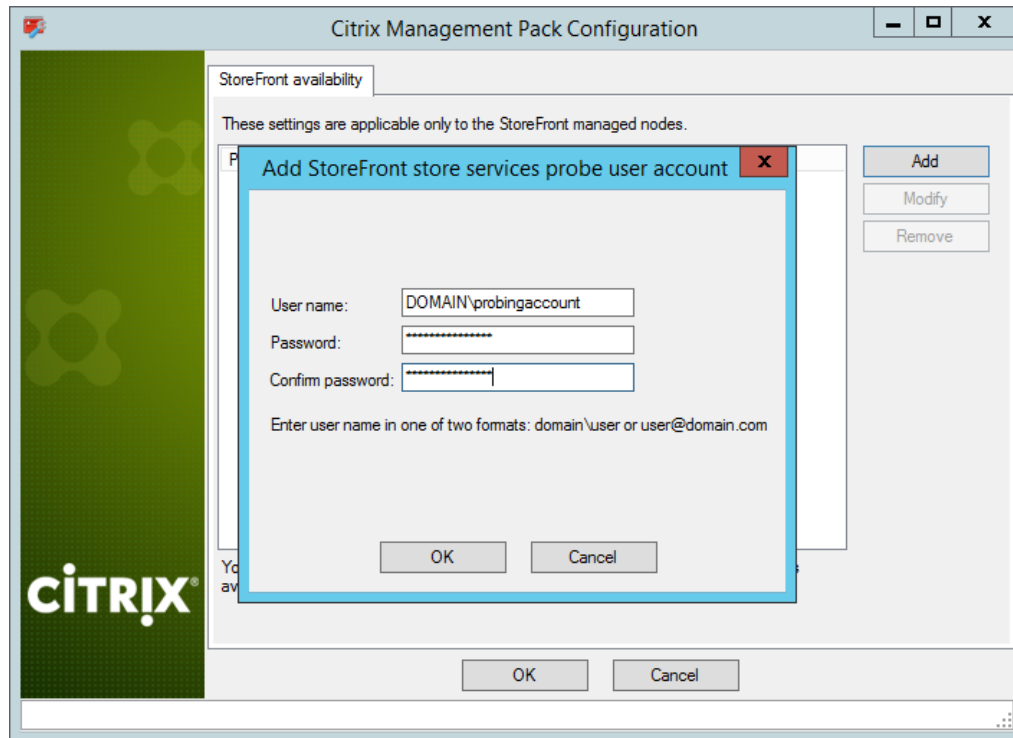
### **Setting up probing user accounts for StoreFront availability**

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

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

1. Choose an appropriate probing user account for actively monitoring the StoreFront agent-managed computers. 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. Use a user account that has local administrative privileges.
3. Go to **Start > All apps > Citrix** (actions of this step may differ on operating systems earlier than Windows Server 2016).
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. *Optional.* To modify the user name or password for 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. *Optional.* 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.

---

**Note** If you modify user name or password for a probing user account configuration when StoreFront Management Pack Agent is already installed on the StoreFront computers, run the `Update Configuration on Citrix MPSF Agent` task from the SCOM Operations console to refresh the local configuration data.

---

### Installing the product on the StoreFront computers

On the StoreFront computers, only StoreFront Management Pack Agent must be installed.

To install StoreFront Management Pack Agent on a StoreFront computer, do the following:

1. Launch the SCOM Operations console and connect to the management server.
2. In the **Monitoring** view, in the left pane, expand **Citrix Library**, and then click **StoreFront Computers**.
3. In the StoreFront Computers pane, select a StoreFront computer from the StoreFront Computers list.
4. In the Tasks pane, expand **StoreFront Computer Role Tasks**, and then click **Install Citrix MPSF Agent**.
5. In the Run Task – Install Citrix MPSF Agent dialog box, 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, 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 location of the Management Pack agent installation package and its configuration files. Specify the value according to relationship between the agent-managed computer and the SCOM management server:
    - If SCOM agent on the agent-managed computer reports only to the management server where XenApp/XenDesktop Management Pack is installed, leave the value empty. The location is automatically determined based on data retrieved from the agent-managed computer. In most cases, the retrieved location host name matches the host name of the management server where the installation task is invoked.
    - If the agent-managed computer is managed by some other management server or the computer hosts a multi-homed SCOM agent instance, specify the host name of the management server where XenApp/XenDesktop Management Pack is installed.
    - If the agent-managed computer does not have access to the `CitrixMPShare` shared folder on the management server, specify the alternative location of the Management Pack agent installation package and its agent 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's program installation folder on the agent-managed computer. If no value is specified, the Management Pack agent is installed to the `%ProgramFiles%\Citrix\StoreFront MP Agent` folder.  
Default value: (empty)

6. Click **Run** to invoke the installation process.
7. Observe the output the task generates. If the task reports no errors, the installation on the StoreFront 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.

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---

**Tip** The Agent installation task can be run for multiple selected StoreFront computers.

---

### Verifying the installation and configuration on the StoreFront computers

To verify that the StoreFront Management Pack Agent installation and configuration on a StoreFront computer are correct, do the following:

1. Launch the SCOM Operations console and connect to the management server.
2. In the **Monitoring** view, in the left pane, expand **Citrix Library**, and click **StoreFront Computers**.
3. In the StoreFront Computers pane, select the StoreFront computer (on which StoreFront Management Pack Agent was just installed) from the StoreFront Computers list.
4. In the Tasks pane, expand **Actions**, and then click **Check Requirements and Configuration for Citrix MPSF Agent**.
5. Observe the output the task generates. If all checks are denoted successful, the installation and configuration on the StoreFront computer are 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 the product from the StoreFront computers

To uninstall StoreFront Management Pack Agent from a StoreFront computer, do the following:

1. Launch the SCOM Operations console and connect to the management server.

2. In the **Monitoring** view, expand **Citrix Library**, and then click **StoreFront Computers**.
3. In the StoreFront Computers pane, select a StoreFront computer from the StoreFront Computers list.
4. In the Tasks pane, expand **Actions**, and then click **Uninstall Citrix MPSF Agent**.
5. In the Run Task – Uninstall Citrix MPSF Agent dialog box, click **Run** to invoke the uninstallation process.
6. Repeat steps 3 to 5 for each additional StoreFront computer.

---

**Tip** The Agent uninstallation task can be run for multiple selected StoreFront computers.

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### Removing dependent management packs (customizations)

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**Important** Perform this procedure only if you have customized the management packs included in the product.

---

To remove the customizations that you made to the management packs included in StoreFront Management Pack, do the following:

1. Launch the SCOM Operations console and connect to the management server.
2. In the **Administration** view, expand **Administration > Management Packs** and click **Installed Management Packs** (the navigation pane structure may differ in SCOM versions earlier than 2016).
3. In the results pane, locate the management packs that depend on the management packs included in StoreFront Management Pack.
4. For each such dependent management pack (except for `Microsoft.SystemCenter.SecureReferenceOverride`), 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. Launch the SCOM Operations console and connect to the management server.
2. In the **Administration** view, expand **Administration > Management Packs** and click **Installed Management Packs** (the navigation pane structure may differ in SCOM versions earlier than 2016).
3. 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), and then save the changes.

---

**Tip** For better tracking, increase the management pack version by adjusting the value of the `Version` element within the `Identity` element.

---
- f. Import back the altered `Microsoft.SystemCenter.SecureReferenceOverride` management pack from the modified file.
4. In the results pane, right-click **Citrix Management Pack for StoreFront**, and then select **Delete**.
5. On the message stating that deleting the management pack might affect the scoping of some user roles, click **Yes**.
6. Check if other Citrix SCOM Management Pack products are installed on the management server. If none of them is installed, repeat steps 4 and 5 with **Citrix Management Pack Library**.

## Uninstalling the product from the SCOM management server

To uninstall StoreFront Management Pack from the SCOM management server, do the following:

1. Log on to the management server. Use a user account that has local administrative privileges and SCOM administrative privileges.
2. Make sure no product folders or files are in use by any user.
3. Go to **Start > Control Panel** and click **Programs and Features** (actions of this step may differ on operating systems earlier than Windows Server 2016).
4. Right-click **Citrix SCOM Management Pack for StoreFront** and select **Uninstall**. Wait for the Setup Wizard to appear.
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. Delete the `%ProgramData%\Citrix\CitrixMPShare\StoreFront MP` folder.

---

**Caution** This action permanently deletes the Agent configuration data. You will be unable to reuse it at a later time.

---

9. Check if other Citrix SCOM Management Pack products are installed on the management server. 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.
2. Launch the SCOM Operations console.
3. In the Administration view, click **Management Packs**.
4. In the Tasks pane, expand **Actions**, and then click **Import Management Packs**.
5. In the Import Management Packs dialog box, click **Add**, and then select **Add from disk**.
6. In the Online Catalog Connection dialog box, click **No**.
7. 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
8. Click **Install**.

### Customizing sealed management packs

Customization of the sealed management packs that StoreFront Management Pack provides is similar to the default SCOM management pack customization. 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.