

Citrix SCOM Management Pack for XenApp and XenDesktop Release Notes



Software version: 3.6

Release date: March 2016

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

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Section 1: Announcements

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

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

Section 2: What's new

Fixed issues in XenApp/XenDesktop Management Pack 3.6.21064

The following issues have been fixed since product version 3.6.20866:

- In a XenApp/XenDesktop site that uses a valid Platinum license in which the Subscription Advantage Date value is set to `PERMANENT`, monitoring of the XenApp/XenDesktop environment is not functioning.
[#6291]
- In a XenApp/XenDesktop site that either does not use a Platinum license or uses a Platinum license whose Subscription Advantage period does not cover the current version of XenApp/XenDesktop Management Pack, running the `Check requirements and Configuration for Citrix MPXAXD agent` SCOM task for a Citrix Director computer returns an incomplete output. The output contains the following error message:

```
http://localhost:353...ate/controllers failed with The remote server returned an error: (404) Not Found
```



```
MPXAXD Site Data Collector Error
```


[#6293]

Section 3: Product requirements

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

Software requirements

XenApp/XenDesktop Management Pack requires a supported version of the following products that it integrates with:

- Citrix XenApp and XenDesktop
- Microsoft System Center Operations Manager

Additionally, XenApp/XenDesktop Management Pack requires a supported version of Citrix Licensing in the XenApp/XenDesktop site where it is deployed.

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

Section 4: Product licensing

You can install and use this product after making sure that its licensing is covered by the Platinum license the XenApp/XenDesktop Site is using. The procedure includes determining the date-based version that is embedded into the XenApp/XenDesktop Management Pack binary files.

Important: The date-based version of this product release is 2016.0317.

For instructions on how to check if licensing is covered, see the *Citrix SCOM Management Pack for XenApp and XenDesktop User Guide*.

Section 5: Upgrading from earlier versions

Note: Product versions earlier than 3.6 were released under the name Comtrade Management Pack for Citrix XenApp and XenDesktop.

Only upgrade from the 3.6.20866 and 3.5 versions is supported.

Caution: Before upgrading from an earlier product version, ensure licensing of this version of XenApp/XenDesktop Management Pack is covered by the Platinum license that is effective within the Citrix XenApp and XenDesktop Site. For instructions on how to check if licensing is covered, see the *Citrix SCOM Management Pack for XenApp and XenDesktop User Guide*, section “Preparing for the installation”.

Upgrading to an unlicensed copy of XenApp/XenDesktop eventually results in ceased process of gathering new data. If this occurs, the data collected when the licensing was still covered remains intact and available to SCOM.

To upgrade XenApp/Xen Desktop Management Pack from the earlier version, do the following (referenced are sections in the **Citrix SCOM Management Pack for XenApp and XenDesktop 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 and preserves 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 3.5)
On the SCOM management server computer, copy the `mpxaxd_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\XenDesktop MP` directory to the `%ProgramData%\Citrix\CitrixMPSHare\XenDesktop MP` directory.
5. (this step is applicable only to upgrade from the version 3.5)
On the SCOM management server computer, copy the `mpxaxd_config.dat` file from the `%ProgramData%\ComTrade\MPSHare\XenDesktop Machine MP` directory to the `%ProgramData%\Citrix\CitrixMPSHare\XenDesktop Machine MP` directory.
6. (this step is applicable only to upgrade from the version 3.5)
Configure access to the shared folder for agent installation. For instructions, see “Configuring access to the shared folder for agent installation”.
7. Install the product (one agent-side part) on the Delivery Controller computers. For instructions, see “Installing the product on the Delivery Controller computers”.

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

8. Verify the installation and configuration of the product (one agent-side part) on the Delivery Controller computers. For instructions, see “Verifying the installation and configuration on the Delivery Controller computers”.

9. Install the product (the other agent-side part) on the proxy nodes. For instructions, see “Installing the product on the proxy nodes”.

Note: The installation process upgrades the product and preserves local configuration data.

10. Verify the installation and configuration of the product (the other agent-side part) on the proxy nodes. For instructions, see “Verifying the installation and configuration on the proxy nodes”.

Section 6: Known issues and workarounds

Citrix recognizes the following issues exist in XenApp/XenDesktop Management Pack:

- **Issue ID:** 6297

Symptom: After XenApp/XenDesktop Management Pack (both its server-side and agent-side parts) is installed and configured on the computer for the first time (without being upgraded from an earlier product version), and a valid XenApp/XenDesktop Platinum license cannot be retrieved, no license-related alerts are sent. Such alerts therefore cannot be monitored in the Monitoring view of the SCOM operations console.

Action: None. There is no workaround available.

- **Issue ID:** 6294

Symptom: Monitoring of the XenApp/XenDesktop environment is not functioning, although XenApp/XenDesktop Management pack is installed and configured correctly. Running the Check requirements and Configuration for Citrix MPXAXD agent SCOM task for a Citrix Director computer returns an output similar to the following:

```
Citrix Management Pack Agent for XenApp and XenDesktop [ Failed ]
-----
XenDesktop MP Installed                Yes
  Service name                          ComTradeMPXAXDAgent
  Display name                           Citrix MPXAXD Agent
  Status                                  Running
  Log on as                               <DomainName>\<UserName>
  Product version                         3.7.20983
  Agent operational                       <Error>
http://localhost:35335/xdmp/broker-controllers-state/controllers
failed with The remote server returned an error: (503) Server
Unavailable.)  MPXAXD Site Data Collector Error
```

One or more checks failed. Please correct the issues and re-run the tool again.

On the Citrix Delivery Controller computer, when you navigate to the <http://localhost:35335/xdmp/broker-controllers-state/controllers> webpage, the web browser displays the following content:

Service Unavailable

HTTP Error 503. The service is unavailable.

When you navigate to the <http://127.0.0.1:35335/xdmp/broker-controllers-state/controllers> webpage, the web browser displays the following content:

```
[
  {
    "id": 1,
    "dns-name": "<FullyQualifiedDomainName>",
    "state": "Active",
    "is-local": true,
    "is-site-data-collector": true
  }
]
```

Action: On the Delivery Controller computer, open a Command Prompt window, and run the following command:

```
netsh http add iplisten 127.0.0.1
```

- **Issue ID: 6252**

Symptom: Health state changes of the following Citrix services are not propagated to the parent object in the topology:

- Citrix Storefront Service
- Citrix Diagnostic Facility COM Server

Action: None. There is no workaround available.

- **Issue ID: 6204**

Symptom: The `Check Requirements and Configuration for Citrix MPXAXD Agent SCOM task` and the `Support /user <UserName> /domain <DomainName> /checkreq` command both report an error with accessing the Windows PowerShell interface. Inspection of the password of the effective XenApp/XenDesktop monitoring account reveals non-ASCII characters in it.

Action: Change the password of the problematic monitoring account so that it only contains ASCII characters.

- **Issue ID: 6194**

Symptom: In the output of the `Check Requirements and Configuration for Citrix MPXAXD Agent task` in the SCOM Operations console, site names that contain non-ASCII characters are not displayed correctly. For example, Spanish characters `çñ` appear as `𐄂𐄃` in the name of a XenApp/XenDesktop Site. No other symptoms exist.

Action: None. Apart from the visual glitch, the functionality of the product is not affected in any way. You can therefore safely ignore the issue.

- **Issue ID: 5380**

Symptom: Error messages (31551 and 31552) are logged into the Operations Manager event log on the management server computer. They contain the following description:

Failed to store data in the Data Warehouse...

This error occurs when the Default action account in SCOM does not have the data warehouse write permission and none of the XenDesktop controllers is discovered as Site Data Collector. This may happen when:

- The Site Data Collector object switches from one XenDesktop Delivery Controller to another
- XenApp/XenDesktop Management Pack Agent is not installed on a Site Data Collector node
- None of XenDesktop Delivery Controllers is operational

Action: Ensure that at least one Delivery Controller is active at all times.

- **Issue ID: 5163**

Symptom: The Delivery Group - Logon Details (Troubleshooting) report does not function if the Use business hours option is selected.

Action: Clear the Use business hours option.

- **Issue ID: 5162**

Symptom: When launching Citrix Director by using the Start Citrix Director task in the Operations Manager Console for user logon or session alerts, Citrix Director is not opened for the users context if the user is anonymous. Anonymous users were introduced in XenApp and XenDesktop 7.6.

Action: None. There is no workaround available.

- **Issue ID: 5161**

Symptom: The XenApp and XenDesktop 7.6 configuration with space characters in Site names is not supported. This is due to a recognized issue in the Citrix Monitoring Service with this kind of configuration. For more information, see the following webpage on the Citrix Support Knowledge Center website: <http://support.citrix.com/article/CTX200325>

Action: None. There is no workaround available.

Section 7: Software availability in native languages

This product version is available only in English.

Section 8: Documentation

The following documentation is included with XenApp/XenDesktop 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