

# Citrix SCOM Management Pack for XenApp and XenDesktop Release Notes



**Software version: 3.8**

**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 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

### 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 XenApp/XenDesktop Management Pack Agent (on XenApp/XenDesktop Delivery Controller computers) can run on Windows Server 2016. For machine and session performance monitoring, you can install XenApp/XenDesktop Management Pack Machine Agent on Windows Server 2016 (on XenApp/XenDesktop Management Pack proxy nodes).
- **Support for Citrix XenApp and XenDesktop 7.11**  
This product version extends support for Citrix XenApp and XenDesktop to include its latest release.
- **New reports on application and desktop usage**  
This product version introduces new reports for monitoring usage of individual applications and usage of desktops in the selected Delivery Group. The reports are as follows:

- Application – User Activity  
Access location: Citrix Management Pack for XenApp and XenDesktop (EndUser) Reports
- Delivery Group – Desktop User Activity  
Access location: Citrix Management Pack for XenApp and XenDesktop (EndUser) Reports

For report details and parameter descriptions, see the *Citrix SCOM Management Pack for XenApp and XenDesktop Reference Guide*.

- **New report on Delivery Group machine performance**

This product version introduces new report showing average performance across all running server OS machines in the selected Delivery Group. The report is:

- Delivery Group Server OS – Machine Performance  
Access location: Citrix Management Pack for XenApp and XenDesktop Reports

For report details and parameter descriptions, see the *Citrix SCOM Management Pack for XenApp and XenDesktop Reference Guide*.

- **New reports on sessions on server OS machines**

This product version introduces new reports that you can use to identify server OS machines with the highest or lowest number of concurrent active sessions and to determine session load on the chosen server OS machine. The reports are as follows:

- Server OS Machine – Active Sessions  
Access location: Citrix Management Pack for XenApp and XenDesktop Reports
- Server OS Machine – Active Sessions (Top N)  
Access location: Citrix Management Pack for XenApp and XenDesktop Reports

For report details and parameter descriptions, see the *Citrix SCOM Management Pack for XenApp and XenDesktop Reference Guide*.

## Fixed issues

The following issues have been fixed since product version 3.7:

- When XenApp/XenDesktop license discovery is invoked for a Site in which a Platinum license is no longer present, the generated alert includes details of the removed license: Product, Edition, Type, Expiration date, SA date, Required SA date.  
[SCOM-515]

## Section 3: Product requirements

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

### Hardware requirements

Computers that will host XenApp/XenDesktop Management Pack Machine Agent must meet the following minimum hardware requirements:

- One physical CPU with two cores (for physical systems), two virtual CPUs (for virtual systems); CPU clock speed of 2.3 GHz
- 4 GB of RAM (excluding the paging file size)
- 1 GB of free local storage space

For more information on the Machine Agent, see the *Citrix SCOM Management Pack for XenApp and XenDesktop User Guide*.

### 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

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**Important** The Subscription Advantage Eligibility date of this product release is 2016.0817.

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Licensing of XenApp/XenDesktop Management Pack depends on licensing of the monitored product: XenApp/XenDesktop. For XenApp/XenDesktop Management Pack to operate properly and remain fully functional, its licensing must be covered.

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**Important** Make sure that licensing is covered *before* you install and start using XenApp/XenDesktop Management Pack. No further actions are necessary on either the SCOM management server computer or the computers that host the product's Agent and Machine Agent instances.

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Covered licensing means that the following conditions are fulfilled:

- The XenApp/XenDesktop Site that you plan to monitor uses a *Platinum* XenApp/XenDesktop license within either maintenance program: Subscription Advantage, Software Maintenance.
- Subscription Advantage Date (of the Platinum XenApp/XenDesktop license) falls after the *Subscription Advantage Eligibility date* that is embedded into binary files of the current version of XenApp/XenDesktop Management Pack. For instructions on how to check this, see the *Citrix SCOM Management Pack for XenApp and XenDesktop User Guide*, section “Preparing for the installation”.

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**Note** In Citrix product documentation, Subscription Advantage Eligibility date may also be referred to as *product burn-in date*.

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Example: if the Subscription Advantage Date of your Platinum license for XenApp/XenDesktop is 2016.0531 (meaning 31 May 2016), and the Subscription Advantage Eligibility date of XenApp/XenDesktop Management Pack is 2016.0518 (meaning 18 May 2016), the product remains fully functional after 31 May 2016, provided your XenApp/XenDesktop license remains valid (unexpired). If you upgrade to a later version of XenApp/XenDesktop Management Pack whose Subscription Advantage Eligibility date is, for example, 2016.0710 (meaning 10 July 2016), XenApp/XenDesktop Management Pack stops gathering and reporting new data (topology updates, incoming alerts, newly discovered objects).

## Section 5: Upgrading from earlier versions

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

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Upgrade is available only for the following versions: 3.7, 3.6, 3.5. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

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**Caution** Before upgrading from an earlier product version, ensure that licensing of this version of XenApp/XenDesktop Management Pack is covered. For instructions on how to verify licensing coverage, see the *Citrix SCOM Management Pack for XenApp and XenDesktop User Guide*, section “Preparing for the installation”.

Upgrade to an unlicensed version of XenApp/XenDesktop Management Pack results in ceased process of gathering and reporting new data. The already collected data is preserved and remains available to SCOM. If this occurs, downgrade to the earlier (licensed) product version requires a complete uninstallation of the new product version (including removal of the included management packs from SCOM), followed by reinstallation of the earlier product version. The management pack removal from SCOM deletes all the operational data (alerts, events, performance data) while the reinstallation ensures continued availability of data in the SCOM data warehouse (reports).

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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”.

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**Note** The installation process upgrades the product and preserves 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 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, move 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”.

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

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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. (this step is applicable only when installed Machine Agent is part of the deployment of your earlier product version)  
Install the product (the other agent-side part) on the proxy nodes. For instructions, see “Installing the product on the proxy nodes”.

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

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10. (this step is applicable only when installed Machine Agent is part of the deployment of your earlier product version)  
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

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

- **Issue ID:** SCOM-942  
**Symptom:** After you restart XenApp/XenDesktop Management Pack Agent while Citrix License Server is not available, the agent appears as licensed, but it is not fully functioning. You can run SCOM tasks related to the workflows, but the tasks do not gather new data; they present the status as it was at the time when the agent was stopped.  
**Action:** None. In such circumstances, functionality of XenApp/XenDesktop Management Pack Agent is restored once the Citrix License Server becomes available.
- **Issue ID:** SCOM-513  
**Symptom:** It may take up to 24 hours for the XenApp/XenDesktop Management Pack Agent instances to detect renewal of an expired Platinum license in the XenApp/XenDesktop Site.  
**Action:** After such license renewal, to restore licensing coverage of XenApp/XenDesktop on Delivery Controller computers (agent-managed computers) immediately, do the following:
  1. On a Delivery Controller computer, stop the `Citrix MPXAXD Agent` service by using an operating system tool.
  2. From the `db` subdirectory of the Agent's data files directory (`%ProgramData%\Citrix\XenDesktop MP Agent` by default), remove the `agent-license-info.json` file.
  3. Start the `Citrix MPXAXD Agent` service again.
  4. Repeat steps 1 to 3 on each additional Delivery Controller computer.
- **Issue ID:** SCOM-502  
**Symptom:** In the SCOM Operations console, when you attempt to run the `Start Citrix Director` task on a XenApp/XenDesktop alert that is not a session performance or logon alert, the invocation fails and SCOM reports the following error:  

```
Citrix Director URL not configured. Please configure the Citrix Director URL by using XenDesktop MP Configuration tool.
```

  
**Action:** None. The error message is incorrect, so you can safely ignore it. You can run the `Start Citrix Director` task only on session performance alerts and logon alerts.

- Issue ID:** SCOM-430

**Symptom:** After upgrading the product from the version 3.6 or 3.5, the `%ProgramData%\Comtrade` folder is left on the local system. This issue occurs on the SCOM management server computer, on the Delivery Controller (agent-managed) computers, as well as on the proxy nodes.

**Action:** Manually remove the residuary folder by using an operating system tool.
- Issue ID:** SCOM-143

**Symptom:** In the SCOM Operations console, the `ApplicationExcludeRegExtPattern` and `ApplicationIncludeRegExtPattern` parameters of application discoveries (Application Discovery (n of 5)) are ignored. You therefore cannot exclude applications from the discovery process or include them into it.

**Action:** None. There is no workaround available.
- Issue ID:** SCOM-86 (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:** SCOM-78 (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:** SCOM-77 (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:** SCOM-210 (5380)

**Symptom:** While a workflow is running, 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 write permission on the data warehouse database 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

This issue occurs only with some of the workflows, for example, `Comtrade.Citrix.XenDesktop.EndUser.Reports.PublishConnectionsLogonsDW.Rule` or `Comtrade.Citrix.XenDesktop.EndUser.Reports.PublishApplicationInstanceDW.Rule`.

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

- **Issue ID:** SCOM-211 (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:** SCOM-212 (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:** SCOM-213 (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)
- *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).