Citrix SCOM Management Pack for XenApp 6.x Release Notes

Software version: 1.45

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Document revision: 2st

This document provides important information that is not included in other documents for Citrix SCOM Management Pack for XenApp 6.x.

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Section 1: Announcements

Citrix SCOM Management Pack for XenApp 6.x (**XenApp Management Pack**) is a native Microsoft System Center Operations Manager add-on that resolves the complexity of monitoring your Citrix XenApp 6.x deployment.

For technical information not documented elsewhere, see the *Citrix SCOM Management Pack for XenApp 6.x 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.

- **Improved "Application use accounting" report**

  In the earlier versions, XenApp Management Pack treated multiple concurrently running instances of the same application as different applications, in terms of accounting. In the latest product version, you have the option (`Concurrent App. Instances`) to specify whether such instances are treated as multiple (`Consider separately`) or a single application (`Consider as one`). By default, the Application use accounting report treats multiple instances as one application.

- **Citrix SCOM Management Pack for XenApp 6.x Provisioned XenApp Server Deployment Guide**

  This is a new document in the product documentation set. It contains instructions on how to quickly deploy XenApp Management Pack Agent in enterprise environments using a Citrix XenApp server golden master image (a Provisioning Services vDisk). Use it in conjunction with the rest of the XenApp Management Pack product documentation.

Fixed issues

The following issues have been fixed since product version 1.44:

- The `XenApp server process performance` report includes multiple identical entries for each monitored process.
  [SCOM-542]

The following issues are fixed in product version 1.45.110:

- The insert stored procedures make redundant dataset maintenance calls. The SCOM server already runs dataset maintenance since `Standard Data Warehouse Data Set maintenance rule` is enabled by default.
  [SCOM-970]

- While monitoring large environments, Citrix SCOM Management Pack for XenApp Agent might face performance issues. This is because the retrieval of discovery data is redirected to the XenApp Zone data collector instead of discovering on the local XenApp server.
  [SCOM-1055]

Section 3: Product requirements

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

Software requirements

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

- Citrix XenApp 6.x
- Microsoft System Center Operations Manager

For a list of the supported product versions, see the *Citrix SCOM Management Pack for XenApp 6.x Compatibility Matrix*.

Section 4: Upgrading from earlier versions

Note Product versions earlier than 1.43 were released under the name Comtrade Management Pack for Citrix XenApp.

Upgrade is available only for the following versions: 1.44, 1.43, 1.42. During the upgrade process, the included management packs of the earlier product version are automatically upgraded; they prior removal is not required.

To upgrade XenApp Management Pack from the earlier version, do the following (unless stated

otherwise, referenced are sections in the *Citrix SCOM Management Pack for XenApp User Guide*):

1. Prepare your environment for installation of the new product version. For information, see "Preparing for the installation".

2. Uninstall the product from the SCOM management server computer. For instructions, see the following:
   - (if upgrading from the version 1.44 or 1.43)
     The *Citrix SCOM Management Pack for XenApp User Guide* (of the earlier product

version), section "Uninstalling XenApp Management Pack from the SCOM management server computer"

Caution Skip step 9 of the uninstallation procedure.

- ○ (if upgrading from the version 1.42)
  The *Comtrade Management Pack for Citrix XenApp for Microsoft System Center Operations Manager User Guide* (of the earlier product version), section "Uninstall XenApp MP from the Management Server Side"

Note The uninstallation process preserves local configuration data.

3. 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".

4. Verify the installation of the product (its server-side part) on the SCOM management server computer. For instructions, see "Verifying the installation on the management server computer".

5. (this step is applicable only to upgrade from the version 1.42)
   On the SCOM management server computer, move the `xamp_config.dat` file from the `%ProgramData%\ComTrade\MPShare\XenApp MP` directory to the `%ProgramData%\Citrix\CitrixMPShare\XenApp MP` directory.

6. (this step is applicable only to upgrade from the version 1.42)
   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 (its agent-side part) on the XenApp server computers. Do the following:

   - ○ If the XenApp server is *not* provisioned with Citrix Provisioned Services:
     Follow instructions in "Installing the product on the XenApp computers".

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

   - ○ If the XenApp server is provisioned with Citrix Provisioned Services:
     Follow instructions in the *Citrix SCOM Management Pack for XenApp 6.x Provisioned XenApp Server Deployment Guide*.

8. Verify the installation and configuration of the product (its agent-side part) on the XenApp computers. For instructions, see "Verifying the installation and configuration on the XenApp computers".

Section 5: Known issues and workarounds

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

- **Issue ID:** n/a

  Symptom: SCOM Health Explorer reports that XenApp Management Pack Agent is not operational on a XenApp server computer, although the `Citrix MPXA Agent` service is started on the computer. Inspection of the `Default Impersonation Level` option (in the `Default Distributed COM Communication Properties` context) on the problematic computer reveals that the option set to a value other than `Impersonate`.

  Action: Set the `Default Impersonation Level` option to `Impersonate`, confirm the DCOM setting update, and restart the XenApp server computer.

  To access the `Default Impersonation Level` option, do the following:
  1. Click **Start > Administrative Tools > Component Services**.
  2. In the Component Services window, expand **Console Root > Component Services > Computers** and right-click host name of the XenApp computer.
  3. In the My Computer Properties window, click the **Default Properties** tab and locate the Default Distributed COM Communication Properties group box.

- **Issue ID:** SCOM-541

  Symptom: When installing XenApp Management Pack Agent to a non-default installation folder (by using the `Install Citrix MPXA Agent` task in the SCOM Operations console and populating the `AgentInstallationDestination` option of the task), the process installs the Agent to the default installation folder. The same issue occurs when you upgrade the Agent in the same manner.

  Action: None. There is no workaround available. XenApp Management Pack Agent can only be installed to the default folder.

- **Issue ID:** SCOM-208 (5761)

  Symptom: After the Independent Management Architecture (IMA) service of Citrix XenApp is restarted, the `XenApp Server Zone Elections Triggered` monitor may not detect increased number of triggered elections for a maximum duration of one hour.

  Action: None. There is no workaround available.

- **Issue ID:** SCOM-209 (1851)

  Symptom: After XenApp Management Pack is uninstalled from the management server, the following key remains in Windows Registry:

  `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ComTrade\XenApp MP Server`
  If this occurs, any subsequent attempt to install XenApp Management Pack on the same computer fails and reports the following error:

  ```
  Setup has detected that the XenApp Management Pack is already
  installed. Uninstall a previous installed product before installing
  this version. Click OK to abort the setup.
  ```

Action: Before reinstalling the product, launch the operating system Registry Editor tool and manually remove the residuary registry key.

Section 6: Software availability in native languages

This product version is available only in English.

Section 7: Documentation

The following documentation is included with XenApp 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)
- *Provisioned XenApp Server Deployment 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).