

Management Pack Administrator's Guide

**Citrix XenApp™ Management Pack, Enterprise and Platinum Editions
for System Center Operations Manager 2007
Citrix XenApp 5.0 for Microsoft Windows Server® 2008**

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Contents

1	Introduction	5
	Overview	5
	New Names for Citrix Presentation Server Components	5
	Finding Documentation	6
	Documentation Conventions	6
	Getting Support and Training	7
	Introducing Operations Manager and the Management Pack	7
	Overview of Operations Manager	7
	About the Management Pack	8
	Management Pack Features	8
	New in This Release	10
	The Management Pack and the Providers	10
2	Installing the Management Pack	11
	System Requirements for the Management Pack	11
	To install the Management Pack	11
	Uninstalling the Management Pack	13
	Management Pack Post-Installation Tasks	13
	Security Considerations for the Management Pack	14
	Troubleshooting Query Errors in Operations Manager	14
3	Configuring the Management Pack	17
	About Citrix Managed Objects	17
	About Citrix Views Included in the Management Pack	18
	XenApp Managed Computers	19
	Alert and Event Views	19
	Citrix Deployment State Views	19
	Citrix Presentation Server Topology Diagram View	20
	Citrix Performance Views	23
	License Server Views	24

Configuring and Enabling Site-Specific Monitors	25
Disabled by Default Monitors	25
To start the Access Management Console from the Operations Manager Console	27

Introduction

Overview

Welcome to the Citrix XenApp Management Pack, Enterprise and Platinum Editions, for System Center Operations Manager 2007, for Citrix XenApp 5.0 for Microsoft Windows Server 2008. This documentation is for system administrators who want to monitor the health and availability of XenApp servers and server farms. It assumes knowledge of XenApp and Operations Manager.

To use the Management Pack, you must be running Operations Manager 2007. All documented procedures are based on Operations Manager 2007.

This topic introduces you to the documentation and to the Management Pack, including:

- An overview of product documentation
- An overview of Operations Manager
- An introduction to the Management Pack

New Names for Citrix Presentation Server Components

Citrix XenApp is the new name for Citrix Presentation Server. The following clients and components have been updated to reflect that product name.

- *Citrix XenApp Advanced Configuration* is the new name for the Presentation Server Console
- *Citrix XenApp Plugin for Hosted Apps* is the new name for the plugin for server-side virtualization (formerly named Citrix Presentation Server Client), which contains the following plugins:
 - Citrix XenApp, formerly named Program Neighborhood Agent
 - Citrix XenApp Web Plugin, formerly named the Web Client
 - Program Neighborhood

- *Citrix XenApp Plugin for Streamed Apps* is the new name for the plugin for client-side virtualization, formerly named the Citrix Streaming Client
- *Citrix XenApp Provider* is the new name for the WMI Provider
- *Citrix XenApp Management Pack* is the new name for the System Center Operations Manager and MOM Management Packs

Finding Documentation

“Welcome to Citrix XenApp” (Read_Me_First.html), which is included on the installation media, contains links to documents that will help get you started. It also contains links to the most up-to-date product documentation for XenApp and its components, plus related technologies. After installing documentation and help from Autorun, you can access this document by clicking **Start > All Programs > Citrix > XenApp Server > Documentation**.

The Citrix Knowledge Center Web site, <http://support.citrix.com>, contains links to all product documentation, organized by product. Select the product you want to access and then click the **Documentation** tab from the product information page.

Known issues information is included in the product readme.

See the *Citrix XenApp Comparative Feature Matrix* at <http://www.citrix.com/xenapp/comparativematrix> for information about which features are supported in the XenApp editions.

To provide feedback about the documentation, click the **Article Feedback** link located on the right side of the product documentation page.

Documentation Conventions

For consistency, Windows Vista and Windows Server 2008 (64-bit) terminology is used throughout the documentation set; for example, “Documents” rather than “My Documents” and “Computer” rather than “My Computer” are used.

Citrix XenApp documentation uses the following typographic conventions.

Convention	Meaning
Boldface	Commands, names of interface items such as text boxes, option buttons, and user input.
<i>Italics</i>	Placeholders for information you provide. For example, filename means you type the actual name of a file. Italics are also used for new terms and titles of books.
Monospace	Text displayed in a text file.

Convention	Meaning
{braces}	In a command, a series of items, one of which is required. For example, { yes no } means you must type yes or no. Do not type the braces themselves.
[brackets]	In a command, optional items. For example, [ping] means you can type ping with the command. Do not type the brackets themselves.
(vertical bar)	In a command, a separator between items in braces or brackets. For example, { /hold /release /delete } means you must type /hold or /release or /delete .
... (ellipsis)	The previous item(s) in the command can be repeated. For example, <i>/route:devicename</i> [,...] means you can type additional <i>devicenames</i> separated by commas.

Getting Support and Training

Citrix provides an online user forum for technical support. This forum can be accessed at <http://support.citrix.com/xenappforum/>. The Web site includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

The Citrix Knowledge Center (<http://support.citrix.com>) offers a variety of technical support services, tools, and developer resources.

Information about Citrix training is available at <http://www.citrix.com/edu/>.

Introducing Operations Manager and the Management Pack

This topic provides information about Operations Manager and the Management Pack. It also describes Microsoft Windows Management Instrumentation (WMI), the XenApp Provider, and the Licensing Provider.

Overview of Operations Manager

Operations Manager is a management solution for Microsoft Windows server deployments. Operations Manager collects, filters, analyzes, responds to, and reports information about computers—all from a single view on a desktop console. System administrators can use Operations Manager for performance monitoring, event management, alerting and reporting, and trend analysis.

Operations Manager also includes an extensive product support knowledge base, with links to Knowledge Base articles on the Microsoft Web site, that provides system administrators with centralized access to the information they require to manage a complex enterprise environment.

By providing administrators with a live view of critical events, together with links to Microsoft Knowledge Base articles and other related information, Operations Manager helps administrators and network support specialists to identify trends and troubleshoot problems occurring on servers and applications across the network.

For more information about Operations Manager, see Microsoft's Web site: <http://www.microsoft.com/>.

About the Management Pack

The Management Pack is a plug-in to Operations Manager that enables system administrators to monitor the health, availability, and configuration of XenApp servers and server farms, and anticipate and react quickly to problems that might occur.

The Management Pack interprets and reports information supplied by:

- The XenApp Provider that runs on Citrix servers
- The Licensing Provider that runs on license servers
- System events generated on Citrix servers

The Management Pack provides system administrators with real-time, service-oriented event and performance monitoring of Citrix servers and server farms from the Operations Manager Console. Components are monitored according to their functions in your deployment and their logical relationships with each other.

The Management Pack also includes its own extensive knowledge base, with links to Citrix Knowledge Center articles that administrators can use to interpret events and troubleshoot problems.

Management Pack Features

This topic describes the key features and benefits of using the Management Pack in your XenApp deployment.

- **State monitoring.** The Management Pack provides monitoring of the overall state of your Citrix deployment, determining its availability and performance state at any given time by comparing real-time data collected from the Provider and the Licensing Provider against thresholds defined in the Management Pack. You can view this information at different levels, from the state of the deployment as a whole, right down to the state of individual servers.
- **Event management.** The Management Pack captures a variety of events from servers and server farms. These events are collated and then presented

to the administrator through the Operations Manager Console, allowing an overall view of server operation.

- **Performance monitoring.** You can use the Management Pack to monitor server performance. You can customize rules and create new ones to set thresholds for key performance attributes in the server farm.
- **Extensive knowledge base.** The Management Pack includes an extensive product support knowledge base, including links to relevant Citrix Knowledge Center articles. Centralized access to information about managing servers enables administrators to quickly interpret events and troubleshoot problems.
- **Customizable monitors, rules, and alerts.** Changes in state, such as raised events or breached thresholds, trigger rules and alerts to notify users of any state changes. You can configure the Management Pack to alter how it responds to state-changing events. You do this by modifying and extending the monitors and rules to best suit your environment. Citrix Knowledge Center documentation is available to help you with this customization.

Note: Alerts relating to farm metric servers or summary database servers are not raised on servers running XenApp 5.0.

- **Citrix views.** Citrix views are available in the Citrix Presentation Server folder. These views allow you to monitor events and alerts raised for servers and server farms, and to identify trends and performance issues occurring on servers and published applications.
- **Easy installation.** The Management Pack consists of three files that are available on the installation media or for download from <http://www.citrix.com/>. To install the Management Pack, simply import these files into Operations Manager using the Operations Manager Console.
- **Sealed Management Pack.** The Management Pack is packaged, versioned, and signed with a certificate before release. The certificate used to sign the Management Pack is provided by the publicly trusted Certificate Authority. This means that if the Management Pack is successfully verified, you can trust that it was developed and produced by Citrix. Sealing the Management Pack means that you can import and customize the Management Pack and all your customizations are saved separately from the original pack. When you upgrade to a new version of the Management Pack, all your customizations are retained and included in the next version of the pack.

New in This Release

This version of the Management Pack allows you to monitor computers running Citrix XenApp 5.0 for Windows Server 2008.

The Management Pack and the Providers

The Management Pack requires the XenApp Provider to be installed on every XenApp computer about which you want to gather information.

The XenApp Provider is a data provider that extracts information about the server on which it is installed and presents this to the Operations Manager Agent. The Provider supplies information about the server and, where appropriate, about the farm in which this server operates.

The Management Pack also requires the Licensing Provider to be installed on the license server(s). The Licensing Provider is a data provider that supplies information about Citrix licenses. The Management Pack interprets and reports this information. For example, the Management Pack displays information about the number of licenses in use for each license pool, and raises alerts if the pool is low on available licenses or if a license is about to expire.

Both Providers are installed by default with Presentation Server 3.0 and later. For further information about installing the XenApp Provider and the Licensing Provider, see the *Provider for Microsoft WMI Administrator's Guide*

Note: For more information about Citrix Licensing, see the *Getting Started with Citrix Licensing Guide*. For more information about Windows Management Instrumentation (WMI), see Microsoft's Web site: <http://msdn.microsoft.com/>.

Installing the Management Pack

The Management Pack consists of three files that you can access on the installation media or download from the Citrix Web site, <http://www.citrix.com/>. To install the Management Pack, you import these files into Operations Manager from the Operations Console.

System Requirements for the Management Pack

To use the Management Pack, you must be running Operations Manager 2007. For information about Operations Manager 2007 minimum hardware and software requirements, see your Operations Manager 2007 documentation.

To obtain information about servers and the server farm, the Management Pack requires the XenApp Provider to be installed on every XenApp computer that you want to monitor.

The Management Pack also requires the Licensing Provider to be installed on the license server(s) if you want to monitor them.

Both Providers are installed by default with Presentation Server 3.0 and later. For more information about the Providers and for instructions about how to install them, see the *Provider for Microsoft WMI Administrator's Guide*.

The correct licenses must be installed and activated in each server farm being monitored. For example, for XenApp 5.0, you require an Enterprise or Platinum Edition license.

Only licensed servers running Citrix Presentation Server 4.0 or later are fully supported as managed servers. Unlicensed servers and servers running earlier versions are not monitored by the Management Pack.

The Management Pack does not support agentless monitoring.

To install the Management Pack

1. Locate the three files, Citrix.PresentationServer.mp, Citrix.Library.mp, and Citrix.Licensing.mp. The files are available for download from <http://www.citrix.com/> and on the installation media.

2. Read the readme file to ensure that you are aware of any known issues with this version of the Management Pack.
3. Log on to the Operations Manager and open the Operations Console.
4. Click **Administration** in the Administration pane, then expand the **Administration** node.
5. Right-click **Management Packs**, then select **Import Management Pack(s)**.
6. Select the three Management Pack files and click **Open**. The **Import Management Packs** dialog box appears.

Note: If you do not want to monitor license servers, you can omit the Citrix.Licensing.mp file. The Management Pack successfully monitors the other servers in your deployment.

Note: Citrix.Library.mp provides the foundation components for all Citrix Management Packs and must be imported prior to importing any other Citrix Management Packs. In addition to this dependency, Citrix.Licensing.mp also has a dependency on the Citrix.PresentationServer.mp file. If you import these files without also importing the files they are dependent upon, you will see warning messages in the Import Management Packs dialog box. However, the Management Pack functions correctly after the dependencies are resolved.

7. Click **Import**.
8. If you are upgrading the Management Pack, rather than installing it for the first time, you are notified that this will replace the existing Management Pack. Continuing with the upgrade will not affect any customized rules or company knowledge articles that you added to the Management Pack because these customizations are stored separately.
9. After the Management Pack is successfully installed or upgraded, Operations Manager automatically deploys it to all the managed computers in your management group.

Uninstalling the Management Pack

You can uninstall the Management Pack using the Operations Manager Console. Uninstalling the Management Pack removes all the references to it from the Operations Manager database, including the base monitoring objects provided by the Management Pack along with any dynamically discovered event, performance, or alert data. For information about uninstalling management packs, see your Operations Manager documentation.

Important: If there are any other management packs in Operations Manager that are dependent on the Citrix XenApp Management Pack, you must uninstall them before you can successfully uninstall the Management Pack.

Management Pack Post-Installation Tasks

After you install the Management Pack, you must add the servers you want to monitor to the list of agent-managed computers if you are not already monitoring these computers using Operations Manager. Ensure that all license servers are also added to the list of managed computers in Operations Manager. To add these servers to the list of managed computers, install the Operations Manager agents on the respective servers. For more information, see your Operations Manager documentation.

Note: If you did not import the Citrix.Licensing.mp file, the Management Pack cannot monitor license servers.

Some health monitors specific to XenApp are disabled by default because they require configuration to make them appropriate to your site. For information about how to configure these monitors, see “Configuring and Enabling Site-Specific Monitors” on page 25.

Note: Ensure that the XenApp Provider is installed on every server that you want to monitor, and that an appropriate license is allocated in each server farm being monitored. For more information about the XenApp Provider and the Licensing Provider, see the *Provider for Microsoft WMI Administrator's Guide*.

Security Considerations for the Management Pack

To display information about servers and server farms using the Management Pack, you must have the appropriate administration rights in Operations Manager.

Operations Manager uses a component called the *Operations Manager Agent Service* to retrieve data from servers, including servers running the XenApp Provider. The Operations Manager Agent Service runs using the Operations Manager Agent Action account. Because the Provider requires Citrix administration rights, the Operations Manager Agent Action account must also have full Citrix administration rights. If this account does not have the appropriate rights, error messages appear when attempting to access WMI data specific to XenApp.

You must be a member of the appropriate Operations Manager user or administrator group to be able to view alerts and information on the Operations Manager Console. If you are not a member of the appropriate group, access to information and functions is restricted, regardless of whether you are a Citrix administrator or not.

Important: Users who have the appropriate administration rights in Operations Manager can view information relating to XenApp in the Operations Manager Console. However, these users might not be Citrix administrators. Depending upon how your accounts are set up in Operations Manager, users might be able to view information about XenApp that is not normally available to them in the Access Management Console or the XenApp Advanced Configuration tool. Therefore, Citrix recommends that you maintain tight control over members of your Operations Manager user and administrator groups.

By default, the WMI namespace for the Licensing Provider allows access to all authenticated users. Therefore, you might want to review access control list (ACL) settings for the Licensing Provider namespace (\root\CitrixLicensing). For more information, see your Microsoft administration documentation.

For more information about security and setting up accounts in Operations Manager, see your Operations Manager documentation.

Troubleshooting Query Errors in Operations Manager

When using Operations Manager, you might get the following, or a similar, error message:

```
The Microsoft Operations Manager 2000 WMI provider could not register query 'select * from metaframe_server_loadlevel.' Ensure that the WMI Query is valid.
```

This error message appears because the XenApp Provider communicates with Citrix's Independent Management Architecture (IMA) when retrieving information, and IMA allows only Citrix administrators to access this information.

If this error message appears, configure the Operations Manager Agent Action account so that this account has full Citrix administration rights on all the server farms you are monitoring.

Configuring the Management Pack

This topic introduces you to the Citrix views and objects that are included in the Management Pack. It explains how to configure the Management Pack for your site, including:

- About Citrix managed objects
- About Citrix views
- Configuring and enabling site-specific monitors
- Starting the Citrix Access Management Console

About Citrix Managed Objects

The Management Pack monitors and reports about a number of Citrix-specific objects. These objects are described in the following table.

Object	Description
Citrix Deployment	Represents a discovered Citrix deployment that can consist of multiple farms and zones.
Citrix Farm	Represents a Citrix farm that can consist of multiple Citrix zones. A farm is monitored by a single farm metric server.
Citrix Zone	Represents a Citrix zone that can consist of multiple Citrix managed servers. A zone is managed by a single zone data collector.
Citrix Zone Data Collector	Represents a managed server performing the role of zone data collector.
Citrix Farm Metric Server	Represents a managed server performing the role of farm metric server.
Citrix Managed Server	Represents a server monitored by Operations Manager. A managed server must be running a version of XenApp listed in “XenApp Managed Computers” on page 19, with an appropriate license. The server must also be running the XenApp Provider.

Object	Description
Citrix Unsupported Server	Represents a server not monitored by Operations Manager. An unsupported server is not running a version of XenApp listed in “XenApp Managed Computers” on page 19. The server must be running the XenApp Provider.
Citrix Unlicensed Server	Represents a server not monitored by Operations Manager. An unlicensed server is running the XenApp Provider, but is unlicensed or missing a valid license. Note that Operations Manager checks the licenses on these servers hourly.
Citrix License Server	Represents a server running Citrix Licensing.
Citrix Server	Represents a server running any XenApp product.

About Citrix Views Included in the Management Pack

The Management Pack includes a number of Citrix views that are available in the Citrix Presentation Server folder of the Operations Console. These views allow you to monitor events and alerts raised for XenApp servers and server farms, and to identify trends and performance issues occurring on servers and published applications.

There are five main types of Citrix views: alert and event views, Citrix deployment state views, the Citrix Presentation Server topology diagram view, Citrix performance views, and license server views. All Citrix views can be customized easily to suit your requirements—see your Operations Manager documentation for more information. Subsequent topics discuss these views in more detail.

You can see the state monitors and processing rules that define how Operations Manager collects, processes, and responds to information, and that generate the Citrix views, by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Rules or Management Pack Objects > Monitors** in the Operations Console. The monitors and rules are grouped according to the object to which they apply. You can configure these monitors and rules and create new ones; see your Operations Manager documentation for more information.

Note: After you install the Management Pack, some Citrix views might be empty for a short time until the discovery script runs. By default, this script runs hourly.

XenApp Managed Computers

In the Management Pack, a XenApp managed computer runs one of the following releases of XenApp with an appropriate license:

- Citrix Presentation Server 4.0, Enterprise Edition
- Citrix Presentation Server 4.5, Enterprise or Platinum Edition
- XenApp 5.0, Enterprise or Platinum Edition

Servers running earlier versions of XenApp are considered unsupported computers, while servers that are not appropriately licensed are considered unlicensed computers. These computers are not monitored by the Management Pack, and will not appear in the deployment topology diagram.

Note: After licenses are allocated, XenApp computers might not be recognized as managed until the next time Attribute Discovery runs. By default, this happens every 60 minutes.

Alert and Event Views

Alert and event views provide system administrators with real-time event and alert information. Alert views group alerts by severity, and event views sort events by date and time for ease of reference. In both alert views and event views, the Details pane shows extra information including Citrix Knowledge Center articles about each particular alert or event.

View	Description
All Citrix Events	Displays all the events raised by XenApp components on managed servers.
Active Alerts from Citrix Servers	Displays all unresolved alerts raised against managed servers by all management packs (not only the XenApp Management Pack).
Active Citrix Alerts	Displays all unresolved alerts raised by the Management Pack.

Citrix Deployment State Views

Citrix deployment state views provide an overview of the state of your deployment, together with information about individual servers. Each state view summarizes the state of a component along with the state of any components directly related to it; for example, a Citrix farm view displays the state of the farm itself along with the state of the zones that are part of the farm.

View	Description
Citrix Farms	Displays the state of the Citrix farms in your deployment.
Citrix Managed Servers	Displays the state of the Citrix managed servers in your deployment.
Citrix Unlicensed Servers	Displays the state of the Citrix unlicensed servers in your deployment.
Citrix Unsupported Servers	Displays the state of the Citrix unsupported servers in your deployment.
Citrix Zones	Displays the state of the Citrix zones in your deployment.
Farm Metric Servers	Displays the state of the farm metric servers in your deployment.
Zone Data Collectors	Displays the state of the zone data collectors in your deployment.

Diagnosing Problems

State views display high-level state information about a Citrix component without detailing how and why changes of state occurred. You can investigate the reasons behind state changes by right-clicking a managed object in the Results pane of any view and selecting **Show Health Explorer**. The Health Explorer presents the detailed state of the selected object, displaying the state of each of its monitors on the left and a record of events that caused state changes on the right.

The type of managed object you select determines which monitors appear in the Health Explorer; for example, if you select a farm or a farm metric server, the Health Explorer displays farm-wide alert monitors. Monitors are grouped by potential problem sources; for example, all printing issues are grouped together. Expanding the printing node allows you to see specific printing monitors, together with the history and causes of any state changes.

Citrix Presentation Server Topology Diagram View

The Citrix Presentation Server topology diagram view is an Operations Manager diagram view that provides a hierarchical representation of a Citrix deployment, showing farms, zones, servers, license servers, and their relationships.

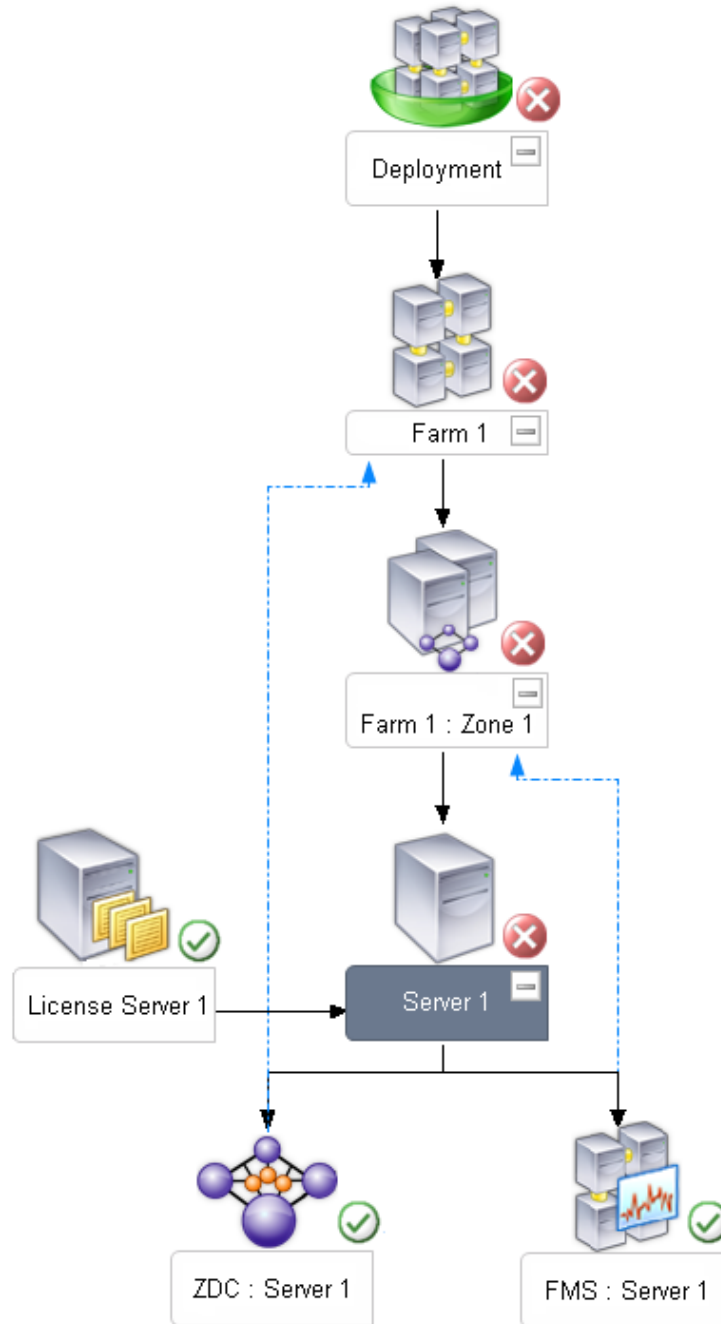









Diagram showing a Citrix Presentation Server topology diagram view

The following table lists the Citrix-specific icons used in the topology view and their meanings:

Icon	Meaning
	Deployment
	Server farm
	Server
	License server
	Farm metric server
	Zone data collector
	Zone

The topology view provides the following information:

- The name of the farm, zone, or server. Zone names are prefixed by their farm names.
- The current alert state, propagated up the tree so that state changes are visible even when the view is collapsed.
- Whether a server is a zone data collector or a farm metric server and the hosting server name.

ToolTips are used to provide the following additional information:

- XenApp version number, including hotfixes where appropriate
- Role (zone data collector or farm metric server)
- The name of the license server the computer uses
- Logons enabled or disabled
- For zones, the number of servers in the zone
- For zone data collectors, the name of the zone being managed
- For farm metric servers, the name of the farm being monitored

Note: If you make changes to your deployment and move one or more servers from one zone to another zone, the Citrix Presentation Server topology diagram view may still show the moved servers in their original zone. Reimporting the Management Pack forces the topology view to refresh.

Configuring Security Settings on Zone Data Collectors

By default, computers running discovery scripts cannot submit data about any other computer. This means that for zone data collectors to submit data about other servers in the farm, you must change their security settings.

Note: If you do not set this option for your zone data collectors, the Citrix Presentation Server topology diagram view will not display any discovered objects. This might cause an error message to appear in the Operations Manager event log.

To reconfigure security settings on zone data collectors

1. In the Operations Manager console, expand the **Administration** node.
2. Select **Administration > Device Management > Agent Managed**.
3. Then, for each zone data collector:
 - A. Double-click the computer name. The computer's properties appear.
 - B. On the **Security** tab, select **Allow this agent to act as a proxy and discover managed objects on other computers**.

Citrix Performance Views

Citrix performance views provide performance monitoring details about your deployment.

View	Description
Active Sessions	Displays the number of active sessions on each managed server.
Published Application Load From Load Balancing	<p>Displays the published application load from the Load Manager component.</p> <p>Note that this information is available only if you are using Load Manager in your server farm and you configured the application load level. For more information about Load Manager, see the Load Manager documentation.</p> <p>You must also enable the “Sample published application load from load balancing” rule; see “Sample Published Application Load” on page 26 for more information.</p>
Server Load From Load Balancing	<p>Displays the server load from the Load Manager component.</p> <p>Note that this information is available only if you are using Load Manager in your server farm. For more information about Load Manager, see the Load Manager documentation.</p>

License Server Views

License server views provide information about the licenses and license servers in your deployment.

Note: If you did not install the Citrix.Licensing.mp file, these views are not available.

View	Description
Active Citrix License Server Alerts	Displays all unresolved alerts raised against license servers by the Management Pack.
License Servers	Displays the state of the license servers in your deployment.
Pooled Licenses In Use	Displays the number of pooled licenses in use, as a percentage of the total number of pooled licenses. Note that in releases prior to MetaFrame Presentation Server 3.0, after you install the Management Pack, this view is empty until 3:55 A.M. the next day.

Configuring and Enabling Site-Specific Monitors

Most state monitors and processing rules that are specific to XenApp are enabled by default and begin functioning after you install the Management Pack. However, some of these are disabled by default because they require configuration to make them appropriate and meaningful to your site. This topic explains which site-specific monitors and rules you can configure and enable, and where to find further information about how to do this.

Disabled by Default Monitors

You can see the monitors that define how Operations Manager collects, processes, and responds to information, and that generate the Citrix views, by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Monitors** in the Operations Manager Console. Disabled monitors appear dimmed.

Too Many Disconnected Sessions

The following monitor controls how Operations Manager processes and responds to information about the number of disconnected ICA sessions.

You can find this monitor by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Monitors** in the Operations Manager Console.

Disabled Monitor	Associated Alert	Description of Monitor
Too Many Disconnected Sessions	The number of disconnected sessions on this server is high.	Defines an upper limit of disconnected ICA sessions. The global default is 100 sessions but you can change this depending on your hardware. If this limit is exceeded, the alert warns you about possible performance problems. Note that this limit is used for all managed servers.

This monitor is disabled by default because the acceptable number of disconnected sessions varies between sites.

For more information about how to configure and enable this monitor, see the monitor's Knowledge Base entry in the Operations Manager Console.

Idle Sessions

The following monitor controls how Operations Manager processes and responds to information about idle ICA sessions.

You can find this monitor by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Monitors** in the Operations Manager Console.

Disabled Monitor	Associated Alert	Description of Monitor
Citrix Session Idle Too Long	A Citrix session has been idle too long	Runs a script that retrieves information from the XenApp Provider to determine if an ICA session has been idle too long. If a session is idle too long, the script triggers an alert in response to the Operations Manager event. The alert signals problems with the session. Note that all sessions, including idle sessions, consume resources; idle sessions might, therefore, cause problems where server resource is limited.

This monitor is disabled by default because the acceptable length of time for which a session should be idle varies among sites.

For more information about how to configure and enable this monitor, see the monitor's Knowledge Base entry in the Operations Manager Console.

Too Many Active Sessions

The following monitor controls how Operations Manager processes and responds to information about the number of active ICA sessions.

You can find this monitor by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Monitors** in the Operations Manager Console.

Disabled Monitor	Associated Alert	Description of Monitor
Too Many Active Sessions	The number of active sessions on this server is high.	Triggers an alert to signal that there are too many active sessions running on a server.

This monitor is disabled by default because the number of active sessions is dependent upon the hardware and software in your deployment.

For more information about how to configure and enable this monitor, see the monitor's Knowledge Base entry in the Operations Manager Console.

Sample Published Application Load

The following monitor controls how Operations Manager collects information about published application load.

You can find this monitor by clicking **Authoring** in the Navigation pane and selecting **Management Pack Objects > Monitors** in the Operations Manager Console.

Disabled Monitor	Associated Alert	Description of Monitor
Sample Published Application Load From Load Balancing	Enabling this monitor displays information in the “Published Application Load From Load Balancing” health monitoring view.	Retrieves WMI information about the published application load from Load Manager.

This monitor is disabled by default because this information is available only if you are using Load Manager in your server farm and if you configured the application load level. For more information about Load Manager, see the Load Manager documentation.

For more information about how to configure and enable this monitor, see the monitor’s Knowledge Base entry in the Operations Manager Console.

To start the Access Management Console from the Operations Manager Console

If the Citrix Access Management Console is installed on the Operations Manager management server, you can start it from the Operations Manager Console. The Access Management Console enables you to manage multiple server farms.

You can start the Access Management Console from any non-empty Citrix view.

Note: To start the Access Management Console, the ASCLAUNCHPATH environment variable must be set to the path of the Access Management Console; for example, C:\Program Files\Common Files\Citrix\Access Management Console - Framework\CmiLaunch.exe. If you try to start the Access Management Console when this variable is not set, an error message appears.

1. Log on to the Operations Manager Console.
2. Perform one of the following:
 - In the Actions pane, select **Start Access Management Console**.
 - Right-click an object in the Results pane, and select **Managed Citrix Presentation Server tasks > Start Access Management Console**.

