

RELEASE NOTES

# HYCU OBM Management Pack for Citrix

Version: 3.1

Product release date: November 2019

Document release data: November 2019



# Legal notices

## Copyright notice

© 2014-2019 HYCU. All rights reserved.

This document contains proprietary information, which is protected by copyright. No part of this document may be photocopied, reproduced, distributed, transmitted, stored in a retrieval system, modified or translated to another language in any form by any means, without the prior written consent of HYCU.

## Trademarks

HYCU logos, names, trademarks and/or service marks and combinations thereof are the property of HYCU or its affiliates. Other product names are the property of their respective trademark or service mark holders and are hereby acknowledged.

Adobe® is a trademark of Adobe Systems Incorporated.

Citrix®, Citrix Systems, Inc., the Citrix logo, Citrix Virtual Apps and Desktops™, Citrix Licensing™, Citrix Provisioning™, Citrix StoreFront™ are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark office and in other countries.

Internet Explorer®, Microsoft®, Microsoft Edge™, and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

UNIX® is a registered trademark of The Open Group.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Red Hat Enterprise Linux is a registered trademark of Red Hat, Inc. or its subsidiaries in the United States and other countries.

Oracle Enterprise Linux is a registered trademark of Oracle Corporation or its subsidiaries in the United States and other countries.

## Disclaimer

The details and descriptions contained in this document are believed to have been accurate and up to date at the time the document was written. The information contained in this document is subject to change without notice.

HYCU provides this material "as is" and makes no warranty of any kind, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. HYCU shall not be liable for errors and omissions contained herein. In no event shall HYCU be liable for any direct, indirect, consequential, punitive, special or incidental damages, including, without limitation, damages for loss and profits,

loss of anticipated savings, business interruption, or loss of information arising out of the use or inability to use this document, or any action taken based on the information contained herein, even if it has been advised of the possibility of such damages, whether based on warranty, contract, or any other legal theory.

The only warranties for HYCU products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty.

## Notice

This document is provided in connection with HYCU products. HYCU may have copyright, patents, patent applications, trademark, or other intellectual property rights covering the subject matter of this document.

Except as expressly provided in any written license agreement from HYCU, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property on HYCU products. Use of underlying HYCU product(s) is governed by their respective Software License and Support Terms.

**Important:** Please read Software License and Support Terms before using the accompanying software product(s).

HYCU

[www.hycu.com](http://www.hycu.com)

## Table of Contents

Announcements .....	4
What is new in this release .....	4
Compatibility and installation requirements .....	4
Known issues .....	5
Citrix MP documentation set .....	6

## Announcements

Refer to these Release Notes for the important technical information that is not included in other printed materials or online.

## What is new in this release

The Citrix MP version 3.1 provides the following important enhancements and features:

- Citrix product names updated according to recent Citrix product rebranding
- Added support for:
  - Operations Bridge Monitor (OBM) versions: 10.71, 10.80
  - Operations Agent versions (OA) versions: 12.10, 12.11
  - Citrix Virtual Apps and Desktops (CVAD) versions 1811, 1903, 1906, 1909
  - Citrix Provisioning (CPVS) versions: 1811, 1903, 1906, 1909
  - Citrix StoreFront (SF) versions: 1811, 1903, 1906, 1909
  - Citrix Licensing (CLS) versions: 11.16
- Updated OBM MP for Citrix policies, aspects, template groups, tools, and dashboards
- Added policy auto-deployment feature
- Introducing OBM server local instrumentation directory
- Improved discovery of Citrix environment and error handling

## Compatibility and installation requirements

For information about the installation requirements and compatibility with other products, see the *Citrix MP Support Matrix*.

You can find installation information in the *Citrix MP User Guide*:

- Before the Citrix MP installation: on the product installation depot.
- After the Citrix MP installation:

**Windows:** %ProgramData%\HP\HP BTO Software\shared\SPI-Share\ctxspi

**Linux:** /var/opt/OV/shared/SPI-Share/ctxspi

## Known issues

The following is a list of know issues in this product release:

### Log file not found message when deploying Base aspect

When deploying a Base aspect the following error messages displays: Log file not found

...

Discovery error: The file 'C:/ProgramData/HP/HP BTO Software/ctxspi/data/CTX\_Service\_Discovery.xml' used in policy CTX-DiscoveryRead (of type xmltopo) does not exist ! (0pC30-3910)« can be ignored as it comes right before discovery is done for the first time

The error log file: Cannot open file C:\ProgramData\HP\HP BTO Software\ctxspi\log\CTX\_Log.log.

System Error Number: 2 (2) - The system cannot find the file specified.

#### **Description:**

As a Base aspect is deployed before Installation tool is run, the log file does not exist yet.

#### **Solution:**

Ignore the error.

### Error messages on CPVS servers

On PVS servers the following errors may occur in the ctx\log.log file:

2016-12-06T02:50:03 CTX\_Monitors.pl 3628 INF Running feature/monitor pvschknetworktraffic/CTX-CPVShkNetworkTraffic.

2016-12-06T02:50:23 CTX\_Monitors.pl 3628 ERR WSMAN connection to 'localhost' returned error: OLE exception from "Session":

The WS-Management service cannot complete the operation within the time specified in OperationTimeout.

Win32::OLE(0.1712) error 0x80338029  
in METHOD/PROPERTYGET "Get".

2016-12-06T02:50:23 CTX\_Monitors.pl 3628 WRN Connection to machine

'localhost' failed.

2016-12-06T02:50:23 CTX\_Monitors.pl 3628 ERR Could not connect to machine to gather performance information.

**Description:**

This error occurs due to the OS timeout setting of Wsman and is considered a normal behavior.

**Solution:**

To increase timeout to Wsman change setting in the operating system registry on the node:

HKEY\_LOCAL\_MACHINE/SOFTWARE/ComTrade/Provisioning Services  
SPI/wsmanSessionTimeout (in seconds)

## License check policies report a missing license

A missing license is reported, when the license check policies are assigned to the VDA Machine Monitor node.

**Description**

As the VDA Monitor Agent does not require Citrix MP license, the license check policies are not applicable for such node.

**Solution**

You can delete the CTX-LicOpcMsg policy from the VDA Monitor Agent node as follows:

1. Log in to the OBM Administration Console as administrator.
2. Switch to the Node View by selecting **Administration > Setup and Maintenance > Monitored Nodes**.
3. Expand **Predefined Node Filters** and then click **Monitored Nodes**. A list of the managed nodes displays in the All Nodes pane.
4. Right-click the VDA Monitor Agent managed node and then select **List Assignments for Selected Item....** Right-click **CTX-LicOpcMsg** and then select **Disable Assignments** or **Delete Assignments**. When deleting the policy, confirm the action by clicking **Yes**.

## Citrix MP documentation set

The Citrix MP documentation set includes the following PDF documents that are distributed together with the product:

- *HYCU OBM Management Pack for Citrix User Guide*
- *HYCU OBM Management Pack for Citrix Reference Guide*
- *HYCU OBM Management Pack for Citrix Support Matrix*

- *HYCU OBM Management Pack for Citrix Release Notes*
- *HYCU OBM Management Pack for Citrix Open Source and Third-Party License Agreements*

These documents are also available online at <https://support.hycu.com>.

# Provide feedback

For any suggestions and comments regarding this product or its documentation, send us an e-mail to:

[support@hycu.com](mailto:support@hycu.com)

We will be glad to hear from you!



