

# Citrix NetScaler SDX Release Notes

Citrix® NetScaler® 9.3

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You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the NetScaler Request Switch™ 9000 Series equipment. If the NetScaler equipment causes interference, try to correct the interference by using one or more of the following measures:

Move the NetScaler equipment to one side or the other of your equipment.

Move the NetScaler equipment farther away from your equipment.

Plug the NetScaler equipment into an outlet on a different circuit from your equipment. (Make sure the NetScaler equipment and your equipment are on circuits controlled by different circuit breakers or fuses.)

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# Preface

Learn about the Citrix® NetScaler® SDX collection of documentation, including information about support options and ways to send us feedback.

## In This Preface

[Formatting Conventions](#)

[Documentation Available on the NetScaler SDX Appliance](#)

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# Formatting Conventions

This documentation uses the following formatting conventions.

## *Formatting Conventions*

Convention	Meaning
<b>Boldface</b>	Information that you type exactly as shown (user input); elements in the user interface.
<Angle brackets>	Placeholders for information or parameters that you provide. For example, <fileName> in a command means that you type the actual name of a file. Do not type the angle brackets.
<i>Italics</i>	New terms, and words referred to as words (which would otherwise be enclosed in quotation marks).
Monospace	System output or characters in a command line. User input and placeholders also are formatted using monospace text.

## Documentation Available on the NetScaler SDX Appliance

A complete set of Citrix® NetScaler® SDX documentation (PDF format) is available on the **Documentation** tab of your NetScaler SDX Management Service VM user interface and from <http://support.citrix.com/>.

(Most of the documents require Adobe Reader, available at <http://adobe.com/>.)

### To view the documentation

1. Log on to the NetScaler SDX Management Service VM user interface from a Web browser.
2. Click the **Documentation** tab.
3. To open a document, click its title.

## Getting Service and Support

Citrix offers the following support options for Citrix NetScaler SDX appliance.

### Knowledge Center

The Knowledge Center offers a variety of self-service, Web-based technical support tools at <http://support.citrix.com/>.

Knowledge Center features include:

- A knowledge base containing thousands of technical solutions to support your Citrix environment
- An online product documentation library
- Interactive support forums for every Citrix product
- Access to the latest hotfixes and service packs
- Knowledge Center Alerts that notify you when a topic is updated

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**Note:** To set up an alert, sign in at <http://support.citrix.com/> and, under **Products**, select a specific product. In the upper-right section of the screen, under **Tools**, click **Add to your Hotfix Alerts**. To remove an alert, go to the Knowledge Center product and, under **Tools**, click **Remove from your Hotfix Alerts**.

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- Security bulletins

- Online problem reporting and tracking (for organizations with valid support contracts)

## Education and Training

Citrix offers a variety of instructor-led and Web-based training solutions. Instructor-led courses are offered through Citrix Authorized Learning Centers (CALCs). CALCs provide high-quality classroom learning using professional courseware developed by Citrix. Many of these courses lead to certification.

Web-based training courses are available through CALCs, resellers, and from the Citrix Web site.

Information about programs and courseware for Citrix training and certification is available at <http://www.citrixtraining.com>.

## Documentation Feedback

You are encouraged to provide feedback and suggestions so that we can enhance the documentation. You can provide feedback by sending email to [nsdocs\\_feedback@citrix.com](mailto:nsdocs_feedback@citrix.com) with the subject line “SDX Admin Guide Feedback.” Be sure to include the following information in your email: document name, page number, and Citrix NetScaler SDX release version.

You can also provide feedback from the Knowledge Center at <http://support.citrix.com/>.

### To provide feedback from the Knowledge Center home page

1. Go to the Knowledge Center home page at <http://support.citrix.com/>.
2. On the **Knowledge Center** home page, in the left pane, under **Products**, click **View All Products**.
3. On the **All Products** page, under **Citrix NetScaler SDX**, click the version of NetScaler SDX that has the documentation for which you want to provide feedback.
4. On the **Documentation** tab, click the guide name, and then click **Article Feedback**.
5. On the **Documentation Feedback** page, complete the form and click **Submit**.





# NetScaler SDX 9.3 Enhancements

The Citrix® NetScaler® SDX appliance is an appliance on which you can provision and manage multiple virtual instances of NetScaler. The SDX appliance addresses cloud computing and multi-tenancy requirements by allowing a single administrator to configure and manage the appliance and delegate the administration of each hosted NetScaler instance to tenants.

The Citrix NetScaler SDX appliance provides a management Service VM that is pre-provisioned on the appliance. The Management Service VM provides a user interface (HTTP and HTTPS modes) and an API to configure, manage, and monitor the appliance, the Service VM, and the NetScaler instances.

The NetScaler SDX documentation (PDF format) is available on the Documentation tab of your NetScaler SDX appliance. Most of the documents require Adobe Reader, available at <http://adobe.com/>. The following documentation is available in addition to this Release Notes:

- Citrix NetScaler Quick Start Guide: SDX 17500/19500/21500 Platform
- Citrix NetScaler SDX Administration Guide

## To view the documentation

1. Log on to the NetScaler SDX Service VM user interface from a Web browser.
2. Click the **Documentation** tab.
3. To open a document, click its title.



# NetScaler SDX 9.3 Known Issues and Workarounds

The following known issues have been identified in this release.

**Issue ID 89148**

When you attempt to shut down the SDX appliance from the Management Service VM user interface, the appliance restarts instead of shutting down.

**Issue ID 89147**

In certain cases, upgrading a NetScaler instance from the Management service VM user interface may fail.

**Workaround:** Log on to the NetScaler instance and upgrade.

**Issue ID 88556**

While provisioning a NetScaler instance, if you have entered invalid NetScaler settings for the IP address, Netmask, or Gateway parameters, you cannot modify the values for these parameters at a later time.

**Workaround:** To rectify the parameter values, log on to the NetScaler instance through the Xen Console. You also need to rectify the values for this instance in the XenStore.

After correcting in the both the NetScaler instance and the XenStore, rediscover the NetScaler instances from the Management Service VM user interface without selecting any specific instance by clicking **Rediscovery** in the **NetScaler Instance** pane.

**Issue ID 89149**

If a NetScaler instance is in the debugger state, you cannot shut down the NetScaler instance from the Management Service VM user interface.

**Workaround:**

Log on to XenServer through SSH and do the following:

1. Cancel the task “VM.clean\_shutdown” by using the command `xe task-cancel uuid=<task_uuid>`.
2. Run the command `xe vm-shutdown force=true uuid=<vm_uuid>` for this NetScaler instance.

Log on to the Management Service VM and rediscover the NetScaler instance by selecting the NetScaler instance and then clicking **Rediscovery** in the **NetScaler Instance** pane.

#### **Issue ID 88835**

If you try to change the value of the appliance interface by using the **Network Configuration** option without changing the IP address of the XenServer, an error is encountered.

**Workaround:** To change the interface value without changing the IP address of the XenServer, do the following:

1. Log on to the Management Service VM, navigate to the **System** pane, and then click **Network Configuration**.
2. In the **Network Configuration** dialog box, change the value of the interface. And, change the IP Address of the XenServer to a temporary network-reachable IP address.
3. Click **OK**.
4. Invoke the **Network Configuration** dialog box again and revert the IP address of the XenServer to the original IP address without changing the interface.