

Known Issues for App Orchestration 2.0

App Orchestration

- When configuring the location of the Citrix Product Depot network file share in App Orchestration's global settings using the web console, the following message might be displayed:

"The term 'Test-CamMediaLayoutLocation' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again."

This issue might occur even though the Test-CamMediaLayoutLocation cmdlet is present on the configuration server. To resolve this issue, ensure the Network Service account has the Write permission on the configuration server's system Temp folder. [#417551]

- When configuring the location of the Citrix Product Depot network file share in App Orchestration's global settings using the web console, and the file share you specify is a Distributed File System (DFS) share, App Orchestration does not provision Delivery Sites, Session Machines, or StoreFront server groups successfully. This occurs because App Orchestration cannot access the Citrix Product Depot location using DFS. To work around this issue, ensure the file share you specify is a Windows Server Message Block (SMB) file share. Do not specify a DFS share for the Citrix Product Depot.
- Adding a Session Machine to a Session Machine Catalog might fail if the Product Installation Credentials are specified using non-English characters. This issue occurs if you configure the language options of your computer to the Simplified Chinese language. To ensure the Session Machine is added successfully to the catalog, perform the following actions:
 1. In the web console, on the Global Settings page, specify the Product Installation Credentials using a Domain Admin user account.
 2. If the Domain Admin user account you specify for the Product Installation Credentials uses non-English characters, ensure that the Visual C++ 2005 Redistributable software is installed on the Session Machine prior to provisioning machines to a catalog.

[#426538]

- The number of actual concurrent user sessions allowed to connect to machines in a multi-user Session Machine Catalog differs from the number of user sessions configured in the catalog's load balancing settings. For example, if the number of user sessions configured is 20, only 19 user sessions are allowed to connect to each machine. To work around this issue, in the Session

Machine Catalog's load balancing settings, set the **Include CPU and memory** setting to **No**.
[#427936]

- Creating a Delivery Site using XenApp Delivery Controllers might fail if the server, user name, and password for the Site database are specified using non-English characters. This issue occurs if you configure the language options of your computer to the local language. To ensure the Delivery Site is created successfully, specify the XenApp database information using English characters only. [#428207]

- When adding XenDesktop Delivery Controllers to a Delivery Site using PowerShell scripts, joining the Controllers to the Site might fail. In the App Orchestration web console, the Update Delivery Site workflow might fail with the following message:

"One or more jobs running 'Configuration of XenDesktop Controllers' using script C:\Program Files\Citrix\CloudAppManagement\Agent\CitrixCamAgent\InfrastructureTools\Support\Join-XDBroker.ps1 failed to complete within the given timeout of 30 minutes. Verify that the target machine(s) are on, responding, and connected to the network Target agent: *ComputerName.domain*."

When this issue occurs, the Controllers continue to respond to pings and DNS queries. To work around this issue, delete the affected Delivery Site and reprovision the Delivery Site and Controllers. [#428241]

- Creating a Delivery Site using XenApp Delivery Controllers might fail if the datacenter, virtual network, and Site database password are specified using symbols or non-alphanumeric characters. This issue occurs if you configure the language options of your computer to the local language. To ensure the Delivery Site is created successfully, specify the datacenter, virtual network, and Site database credentials using alphanumeric characters in the computer's configured language. [#429223]
- When using integrated provisioning for deploying Session Machines to a catalog, App Orchestration allows you to configure a multi-user Session Machine Catalog that uses a compute resource hosting a single-user VM template. However, when App Orchestration attempts to provision Session Machines to the catalog using the single-user template, machine provisioning fails. This issue occurs for the following reasons:
 - App Orchestration does not verify the compatibility of the operating system installed on the VM template with the OS Type of the Session Machine Catalog when the catalog is created.
 - The OS Type of the Session Machines that are added to a catalog must match the OS Type of the target Session Machine Catalog. For single-user catalogs, Session Machines must have a desktop operating system installed. For multi-user catalogs, Session Machines must have a server operating system installed.

To avoid this issue, ensure the OS Type of the VM template you specify matches the OS Type of the Session Machine Catalog you create for integrated provisioning. [#429449]

- After importing a domain through the App Orchestration web console, authentication to the domain with an account using the format "DomainNetBIOS\Username" might result in an error indicating invalid credentials. This issue occurs when the domain is newly imported and has not propagated to all domain controllers in the deployment. To work around this issue, use a domain account with the format "DomainFQDN\Username." For example, if using "MyDomain\User1" results in an error, use "MyDomain.com\User1." [#431871]
- When using compute resources running Microsoft Hyper-V for integrated provisioning, the network connection properties of the Session Machines that App Orchestration provisions are not configured. To work around this issue, manually configure the Connectivity properties of each provisioned Session Machine to use the correct VM network. [#433006]
- When using Machine Creation Services (MCS) to provision Session Machines using SCVMM 2012 SP1, the DNS properties of the provisioned machines are reset. In an environment with multiple DNS servers, this behavior might prevent the provisioned Session Machines from resolving the FQDNs of the Delivery Controllers to IP addresses. This, in turn, prevents the Session Machines from joining the Delivery Site. To resolve this issue, deploy a startup script that sets the Session Machine's DNS settings to the correct DNS servers. For more information about the contents of the script and its deployment through Group Policy, refer to the *App Orchestration 2.0 Integrated Deployment Guide*, available on the App Orchestration web site. [#433006]
- When updating a Session Machine Catalog that is configured for machines hosting static Single User desktops, the update process might not complete successfully. This issue occurs when the IncrementSessionMachineCatalogVersion workflow fails to restart the Session Machines provisioned to the catalog to host tenants' offerings. To work around this issue, manually restart the Session Machines and retry the workflow. [#433594]
- When using compute resources running VMware vSphere 5.1 for integrated provisioning, updating the Session Machine Catalogs associated with these compute resources removes the previously existing Session Machines in the catalog from the domain to which they are joined. These machines are then inaccessible as they cannot be located in the domain and cannot be accessed using the original local administrator credentials. To work around this issue, drain all affected Session Machines from the catalog. After App Orchestration drains and decommissions the machines, updated Session Machines are provisioned from the compute resources and new computer accounts are added to Active Directory. [#433640]

XenDesktop

When using the Enhanced Desktop Experience Citrix policy with single-user Session Machines that run XenDesktop 7.1 on a server operating system, desktops hosted on the Session Machines do not display the Windows 7 look and feel as expected. This issue occurs because Session Machines that App Orchestration deploys ignore the Enhanced Desktop Experience Citrix policy. No workaround

exists for this issue because using the Enhanced Desktop Experience policy with these Session Machines is not supported. [#435584]

StoreFront

- When creating a StoreFront server group using the App Orchestration web console, the Install-StoreFrontServer task of the CreateStoreFrontServerGroup workflow might fail with the following error message:

"An error occurred while attempting to install the Citrix StoreFront on *ComputerName*. Please see the installation logs located within the users %temp% directory on *ComputerName* for further detail. Target agent name: *ConfigurationServerName*"

This error occurs regardless of the number of machines provisioned in the server group. As a workaround, retry the workflow. [#426497]

- When joining a StoreFront server to an existing StoreFront server group, the Join-StoreFrontServerGroup task might fail with the following error message:

"Failed to start service 'Citrix Cluster Join Service (CitrixClusterService).' Target agent: StoreFrontServerName"

As a workaround, remove the server group and add it again to the deployment. [#431186]

NetScaler Gateway

- Changes to the NetScaler Gateway policies configured for a Session Machine Catalog might not be reflected in subscriptions created before the policy changes were made. This issue occurs when using NetScaler Gateway with XenApp 6.5 Delivery Controllers and Session Machines, but does not affect subscriptions created after the policy changes were made. This issue occurs because workflows to update affected tenants and subscriptions are not automatically initiated. To initiate these workflows, perform one of the following actions:

- Modify an offering hosted in the Session Machine Catalog for which the policies are configured.
- Modify a subscription that contains an offering hosted in the Session Machine Catalog for which the policies are configured.

[#426796]

- After updating the NetScaler Gateway address associated with a datacenter, the new address is not propagated to the StoreFront server groups that reside in the datacenter. This issue occurs with NetScaler Gateway appliances that are deployed to the shared resource domain as well as appliances deployed to tenants' private resource domains. To resolve this issue, perform the following actions:
 - Using the App Orchestration web console, remove the affected StoreFront server groups.

- Update the NetScaler Gateway address associated with the datacenter to which the StoreFront server groups belong.
- Redeploy the StoreFront server groups, specifying the datacenter with the updated NetScaler Gateway address.

[#434361]