

**HERMES SoftLab
Citrix Presentation Server
SMART Plug-In for HP
Operations Manager
(SPI for Citrix)**

*(This version, Version 03.20, is for use with
HP Operations Manager for Windows)*

**Installation and Configuration
Guide**

Contents

Notices	v
Trademarks	v
Document Overview	1
Edition History	2
Conventions.....	3
Product Documentation	4
Customer Support	5
Licensing.....	5
Contacting Support.....	5
General Information	6
Product Web Sites	6
Chapters Summary	7
Installing SPI for Citrix	9
Guidelines for Installation and Configuration	10
Preparing for Installation	11
Hardware Requirements	11
Software Requirements.....	11
Additional Requirements.....	11
Measurement of Execution Impact.....	12
Installing SPI for Citrix	14
Installation Overview	14
Installing SPI for Citrix on the HPOM Management Server.....	15
Installing SPI for Citrix on the HPOM/W Management Server in Cluster Environment . . .	16
Verifying the Installation on the Management Server.....	16
Configuring SPI for Citrix on the Management Server	18
Installing SPI for Citrix on the Managed Nodes.....	20

Licensing SPI for Citrix	22
Deploy the Licensing Policy on Managed Nodes	22
Generate the License Request File	22
Obtain the License Activation File	23
Merge and Deploy the License Files	23
Verify Licensing	24
Registering SPI for Citrix Subagent	25
Installing Web Interface Integration	26
Verifying Requirements, Configuration, and Licensing on Managed Nodes	27
Check Requirements and Configuration Information	27
Installing SPI for Citrix Reports	32
Configuring SPI for Citrix Reports	32
Installing SPI for Citrix User Defined Graphs	33
Installing on HP Operations Manager for Windows	33
Installing on the HP Performance Manager System	33
Upgrading SPI for Citrix	35
Introduction	36
Upgrading Older Versions of SPI for Citrix to Version 03.20	36
Uninstalling SPI for Citrix	39
Uninstallation Overview	40
Uninstalling from the Managed Nodes	41
Uninstalling from the Management Server	42
Uninstalling SPI for Citrix on the HPOM/W Management Server in Cluster Environment	43
Manually Removing the SPI for Citrix Tool Group	43
Manually Removing the SPI for Citrix Policy Group	43
Manually Removing the SPI for Citrix Service Map	44
Uninstalling SPI for Citrix	44

Contents

- Uninstalling SPI for Citrix Reports..... 45**
- Uninstalling SPI for Citrix User Defined Graphs 46**
 - Uninstalling from the HP Operations Manager for Windows..... 46
 - Uninstalling from the HP Performance Manager..... 46
- Troubleshooting47**
- Troubleshooting Assistance 48**
- Licensing49**
- Licensing Overview 50
- File Locations51**
 - File Tree on the Management Server..... 52
 - File Tree on the Managed Node54

Notices

The information contained in this document is subject to change without notice.

HERMES SOFTLAB D.D. 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. HERMES SOFTLAB D.D. SHALL NOT BE LIABLE FOR ERRORS CONTAINED HEREIN OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE OR USE OF THIS MATERIAL WHETHER BASED ON WARRANTY, CONTRACT, OR OTHER LEGAL THEORY.

Trademarks

This document contains proprietary information, which is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced or translated to another language without the prior written consent of HERMES SoftLab d.d.

HP® and OpenView® are registered trademarks of the Hewlett-Packard Company in the United States and other jurisdictions.

Citrix®, ICA®, MetaFrame®, MetaFrame XP®, Program Neighborhood®, Citrix Presentation Server™, Citrix Access Suite™, Citrix Access Gateway™, Citrix XenApp™, and Citrix Password Manager™ are registered trademarks of Citrix Systems, Inc. in the United States and other jurisdictions.

IBM® and AIX® are registered trademarks of the IBM Corporation.

Oracle® is a registered trademark of Oracle Corporation.

Sun™ and Solaris™ are trademarks of Sun Microsystems, Inc.

UNIX® is a registered trademark in the U.S. and other countries licensed exclusively through X/Open Company, Ltd.

Microsoft®, Windows®, Windows® 2000, Windows Server™ 2003, and Windows NT® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

All other product names are the property of their respective trademark or service mark holders and are hereby acknowledged.

HERMES SoftLab d.d.
Litijaska 51
SI-1000 Ljubljana
Slovenia, Europe
www.hermes-softlab.com
Copyright © 2009 HERMES SoftLab d.d.

Chapter 1

Document Overview

Edition History

New editions are complete revisions of the manual. The printing dates for each edition are listed below.

Edition	Date
First Edition	September 2006
Second Edition	February 2007
Third Edition	November 2007
Fourth Edition	August 2008
Fifth Edition	January 2009

Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
<i>Italic</i>	Product names, book or manual titles, man page names, and section, table, and figure titles. Emphasis. Window and dialog box names.	Refer to the <i>SPI for Citrix Installation and Configuration Guide</i> for additional information. You <i>must</i> follow these steps. In the <i>Node Bank</i> window, select a node.
Bold	Commands on menus and buttons, dialog box titles and options, menu and icon names.	In the menu, first click Actions , and then Agents .
Computer	File names, syntax, directory names, or text that should be entered on screen or that is displayed on the monitor.	The following file is located on the root directory of the SPI for Citrix installation CD: <code>ctxspi-readme-win.txt</code> .

Product Documentation

With SPI for Citrix, the following documentation is provided:

- *HERMES SoftLab Citrix Presentation Server SMART Plug-In for HP Operations Manager Installation and Configuration Guide*
Installation and Configuration Guide is available in printed and PDF format (*CTXSPI-InstallGuideWIN.pdf*).
- *HERMES SoftLab Citrix Presentation Server SMART Plug-In for HP Operations Manager User's Guide*
User's guide is available in printed and PDF format (*CTXSPI-UserGuideWIN.pdf*).
- *HERMES SoftLab Citrix Presentation Server SMART Plug-In for HP Operations Manager - Supported Citrix and HP Software Platforms*
Supported Platforms document is available in PDF format (*CTXSPI-Supported_Platforms.pdf*).
- Release notes
Release notes are available in TXT format (*ctxspi-release-notes-win.txt*).
- Readme
Readme file is available in TXT format (*ctxspi-readme-win.txt*).
- HERMES SoftLab license terms file
License file is available in TXT format (*hsl_license_terms.txt*)

Customer Support

Use the following e-mail and Web page addresses if you need help with the licensing process or while using the product, and if you would like additional information about this or other HERMES SoftLab products.

Licensing

If you encounter any problems with the licensing process, contact the HERMES SoftLab licensing department at:

spl-licensing@hermes-softlab.com

Contacting Support

IMPORTANT NOTE

Should you require additional assistance or information while using the product, contact the vendor that shipped the software.

If you have purchased the software directly from HERMES SoftLab, send e-mail to:

support-ctxspi@hermes-softlab.com

Before Contacting Support

Before you contact the support department, have the following information available so that a technical support analyst can work on your problem more efficiently:

- the support file `ctxspi_supp_<node_name>.zip`

To create the support file `ctxspi_supp_<node_name>.zip`, run the **Collect Support Information** tool on one or more nodes and then manually zip `%vAgentDir%\ctxspi` directory hierarchy on nodes. To run the tool, perform the following step:

1. Go to SPI for Citrix/CTXSPI-SPI Maintenance/CTXSPI-SPI support tool group and run the **CTXSPI-Collect Support Information** tool on the managed nodes for which you would like to collect the information. The files with the support information are created in the following directory on the node(s):

`%vAgentDir%\ctxspi`

2. Manually zip the contents of the above directory hierarchy into the

ctxspi_supp_<node_name>.zip file, where <node_name> is the name of the managed node.

- symptoms
- sequence of events leading to the problem
- commands and options that you used
- messages you have received (a description with the time and date)

General Information

For marketing or business-related issues in reference to this or other HERMES SoftLab SPIs, send e-mail to:

spi-info@hermes-softlab.com

Product Web Sites

Visit HERMES SoftLab SMART Plug-In Web site at:

http://www.hermes-softlab.com/products/SPI/about_SPI.html

and the company Web site at:

<http://www.hermes-softlab.com/>

Chapters Summary

This guide describes how to install, configure, and license HERMES SoftLab Citrix Presentation Server SMART Plug-In for HP Operations Manager to monitor and manage Citrix Presentation Server product components from the HP Software environment. It also addresses and troubleshoots some of the possible installation problems.

NOTE

This document assumes that you are familiar with the HP Operations Manager administration procedures and concepts.

The guide contains the following chapters:

- [“Installing SPI for Citrix” on page 9](#)
This chapter provides detailed instructions on what must be performed to successfully install, configure, and license SPI for Citrix.
- [“Uninstalling SPI for Citrix” on page 39](#)
This chapter describes how to uninstall SPI for Citrix.
- [“Upgrading SPI for Citrix” on page 35](#)
This chapter provides instructions on how to upgrade SPI for Citrix.
- [“Troubleshooting” on page 47](#)
This chapter provides instructions on what to do if you encounter any installation-related problems.
- Appendix A, [“Licensing Overview” on page 50](#)
This chapter provides a visual overview of the licensing process.
- Appendix B, [“File Locations” on page 51](#)
This chapter presents the SPI for Citrix directory structure on the management server and managed nodes.

Chapter 2

Installing SPI for Citrix

Guidelines for Installation and Configuration

The following table summarizes procedures to install, configure, and license SPI for Citrix. Make sure to read and perform all the steps, otherwise the product may not work properly.

What you do	Refer to
1. Check the system for compliance with the supported software.	"Preparing for Installation" on page 11.
2. Plan the environment you want to manage with SPI for Citrix.	"Preparing for Installation" on page 11.
3. Install SPI for Citrix on the management server.	"Installing SPI for Citrix on the HPOM Management Server" on page 15.
4. Verify if the installation on the management server was successful.	"Verifying the Installation on the Management Server" on page 16.
5. Configure SPI for Citrix on the management server.	"Configuring SPI for Citrix on the Management Server" on page 18.
6. Distribute and configure SPI for Citrix on the managed nodes.	"Installing SPI for Citrix on the Managed Nodes" on page 20.
7. License the product.	"Licensing SPI for Citrix" on page 22.
8. Check if the configuration is correct.	"Verifying Requirements, Configuration, and Licensing on Managed Nodes" on page 27.
9. Install Reports.	"Installing SPI for Citrix Reports" on page 32.
10. Install Graphs.	"Installing SPI for Citrix User Defined Graphs" on page 33.

Preparing for Installation

This chapter describes the pre-requisites required for the installation of SPI for Citrix. To avoid potential problems during the installation, read this chapter carefully. Additionally, to effectively install and use SPI for Citrix, read and follow all steps described in each of the following sections in the order listed below:

- [“Installing SPI for Citrix” on page 14](#)
- [“Licensing SPI for Citrix” on page 22](#)
- [“Verifying Requirements, Configuration, and Licensing on Managed Nodes” on page 27](#)

Hardware Requirements

The HPOM management server and managed nodes hardware requirements can be found in the HP Operations Manager documentation.

The Citrix Presentation Server hardware requirements can be found in the documentation, provided with the Citrix Presentation Server product.

Software Requirements

Citrix Presentation Server versions compatible with SPI for Citrix include all editions of the Citrix Presentation Server products for Windows 2000 and Windows 2003 server family.

For the complete list of supported platforms and software versions for HPOM/Windows management server, managed nodes, HP Performance Manager, and HP Reporter, refer to *CTXSPI-Supported_Platforms.pdf*.

Additional Requirements

Data Store Consistency

SPI for Citrix can only operate correctly if the Citrix farm Data Store is consistent. Use the `dscheck.exe` tool available with the Citrix Presentation Server product to check and fix potential Data Store inconsistencies.

Alternatively, SPI for Citrix provides a tool for checking Data Store consistency. You can also use the tool **CTXSPI-Check Data Store Consistency** in the *SPI for Citrix / CTXSPI-Presentation Server / CTXSPI-PS Farm* tool group.

To check for Data Store consistency using the `dscheck.exe` tool, login to one of the Citrix servers using the farm administrator account (Citrix suggests to login to the Data Collector node), and execute from command-line:

```
dscheck.exe
```

If the tool reports any Data Store inconsistencies, you need to resolve them before you continue the installation of the SPI for Citrix. For details on how to resolve Data Store inconsistencies, refer to Citrix documentation about the `dscheck.exe` tool.

Windows Script Host

On Windows 2000 managed nodes, make sure that you have Windows Script Host, version 5.6 installed. To check, run the following command:

```
cscript | findstr version
```

You should get the following output:

```
Microsoft (R) windows script host version 5.6
```

To upgrade, download and install the Windows Script 5.6 for Windows XP and Windows 2000 package from the Microsoft web page.

Measurement of Execution Impact

This section describes the execution impact on a computer's CPU, memory, and disk for the HP Operations Manager for Windows managed nodes. Specifically, the information listed here presents an example of the impact that SPI for Citrix can have on your systems.

The following is an example of the load placed on the systems that we used and how we tested the impact of SPI for Citrix in our lab.

Systems Used:

2xPIII 1 GHz 640Mb RAM, 20Gb HDD

Windows 2000 Advanced Server

Citrix MetaFrame FR2

SPI for Citrix (with Quick Start and Reporter policy groups deployed)

Result:

For all Quick Start and Reporter policies - a total of 35 policies - the execution impact was as follows:

- Average CPU consumption for a 5-second duration was 25% for each 5 minutes
- Average Committed Mbytes for a 5-second duration was 4.5Mb for each 5 minutes
- Average Available Mbytes for a 5-second duration was decreased by 5.5Mb for each 5 minutes
- Impact on disk was negligible

Installing SPI for Citrix

This section provides the instructions for installing SPI for Citrix.

If you need additional help with any of the configuration steps described in this chapter, refer to the following HP Operations Manager/Windows manuals:

- *Installation Guide for the Management Server*
- *Concepts Guide*
- *Administrator's Reference Volume I*
- *Administrator's Reference Volume II*

Installation Overview

To install SPI for Citrix, follow the high-level steps below:

1. Install SPI for Citrix product on the HPOM management server from the CD provided.
2. Verify the installation.
3. Configure Citrix farm administrator account.
4. Configure Web Interface availability user (optional).
5. Add Citrix Presentation Server, Web Interface, License Server, and Secure Gateway systems as managed nodes on your management server.
6. License the product.
7. Register SPI for Citrix subagent.
8. Install Web Interface management integration (on Web Interface managed nodes only).
9. Deploy SPI for Citrix instrumentation to the managed nodes.
10. Verify/check requirements and configuration on the managed nodes.
11. Deploy SPI for Citrix policies to the managed nodes.

Installing SPI for Citrix on the HPOM Management Server

To install SPI for Citrix on the HPOM management server, perform the following steps:

1. Login to the HPOM management server as the user with administrator permissions.
2. Verify that HP Operations Manager for Windows is correctly installed on the management server.
 - HPOM management server and HPOM agent software must be installed on the management server and all server and agent processes must be running. For more information, refer to *HP Operations Manager Installation Guide*.
 - You must have access to the HP Operations Manager management server and all nodes where you will install the SPI for Citrix. During implementation, you will also need access to HP Performance Manager (optional), and HP Reporter (optional).
 - HPOM agents must be installed and running on all Citrix nodes with the opcmmsg policy assigned to those nodes to enable sending a message and starting an action from the management server.

NOTE

During the installation process, all HPOM processes must be "up and running".

3. Insert the SPI for Citrix Installation CD into the CD-ROM drive.
4. Run the CTXSPI_03.20.exe self-extracting package. The SPI for Citrix Setup Wizard opens. Follow the wizard to install SPI for Citrix. When the installation process finishes, you can verify the installation. Refer to ["Verifying the Installation on the Management Server"](#) on page 16.

Installing SPI for Citrix on the HPOM/W Management Server in Cluster Environment

If you are installing SPI for Citrix on the HPOM management server running in a cluster, you need to install the SPI for Citrix on the active cluster node only.

The installation procedure in cluster environment is the same as installation on a non-clustered HPOM management server. For instructions, refer to [“Installing SPI for Citrix on the HPOM Management Server”](#) on page 15.

Verifying the Installation on the Management Server

After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server.

To review these new items, start the HPOM administrator GUI and check for the following new configuration items (visible to the HP Operations Manager administrator):

New node groups:

- . SPI for Citrix / CTXSPI-Citrix License Server 1.0
- . SPI for Citrix / CTXSPI-Citrix License Server 2.0
- . SPI for Citrix / CTXSPI-Citrix License Server 4.5
- . SPI for Citrix / CTXSPI-Presentation Server 1.0
- . SPI for Citrix / CTXSPI-Presentation Server 3.0
- . SPI for Citrix / CTXSPI-Presentation Server 4.0
- . SPI for Citrix / CTXSPI-Presentation Server 4.5
- . SPI for Citrix / CTXSPI-Secure Gateway 2.0
- . SPI for Citrix / CTXSPI-Secure Gateway 3.0
- . SPI for Citrix / CTXSPI-Web Interface 3.0
- . SPI for Citrix / CTXSPI-Web Interface 4.x

New top level tool group:

- . SPI for Citrix

New top level policy group:

- . SPI for Citrix

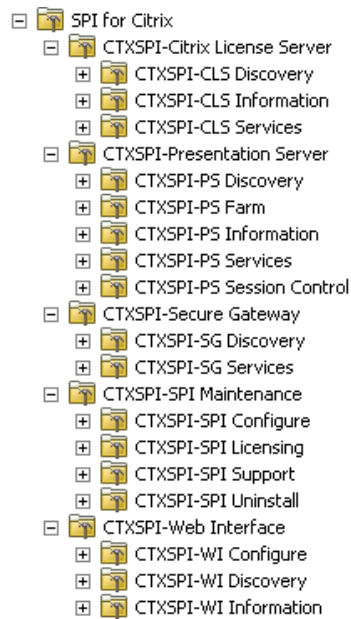


Figure 1. SPI for Citrix Tool Groups

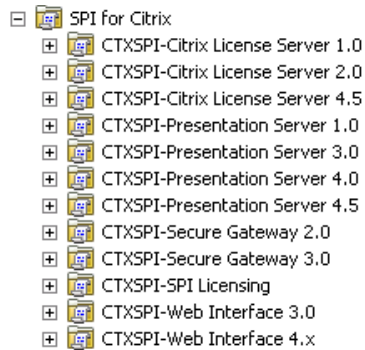


Figure 2. SPI for Citrix Policy Groups

NOTE

Refer to *SPI for Citrix User's Guide* for detailed information about Tools and Tool Groups as well as Policies and Policy Groups.

Configuring SPI for Citrix on the Management Server

If you are using HPOM User Roles, make sure that you have correctly assigned SPI for Citrix items to the corresponding roles.

Setting Up Farm Administrator Accounts

For SPI for Citrix to work correctly on a managed node, a Citrix farm administrator's account and password must be configured for each farm to be managed.

Additionally, you will need to make the Citrix Administrator the local administrator (put it into the local administrator group) of every Citrix node that you are managing. The easiest way to do this is to add the Citrix Administrator account to the domain group which is the administrator of the managed nodes to which SPI is distributed.

IMPORTANT

Farm administrator account must be the local administrator of each individual Citrix server, must have full access granted to farm, and be allowed to log in to Citrix systems interactively.

NOTE

For each farm that you want to manage with SPI for Citrix, you need to enter the farm administrator account for that farm.

To configure farm administrator account for SPI for Citrix to manage farm servers, perform the following procedure for each Presentation Server farm you are going to manage:

1. Select appropriate domain account. Make sure this account is administrator account of the farm you want to manage and meets the requirements listed above.
2. Open the Management server Console and go to **Tools / SPI for Citrix / CTXSPI-SPI Maintenance / CTXSPI-SPI Configure** tool group and run the **CTXSPI-Configure Farm Administrator Accounts** tool. The *SPI for Citrix Farm Admin Configuration* window opens.

IMPORTANT

Do not use the remote console. Directly connect to the management server.

In a cluster environment, use the management server that is an active cluster node.

3. Click **Add** to open the dialog box for adding new farm administrator account information.
4. Enter the following information for the farm administrator account:
 - Name of the Citrix farm (case sensitive)
 - Username of the account
 - Domain name of the account
 - Password (and confirm password)
5. Click **OK** to confirm the information and close the dialog box.
6. Click **OK** to confirm all farm administrator account changes.

The farm administrator account will appear in the main window of the *SPI for Citrix Farm Admin Configuration* tool.

To remove a farm administrator account from the list, select the account and click **Remove**.

To change farm administrator account password, select the account and click **Properties**.

IMPORTANT

Each time you add, remove, or modify any of the farm administrator accounts, you need to deploy SPI for Citrix instrumentation on all Citrix Presentation Server managed nodes. Also, run the CTXSPI-Check Requirements/Configuration tool against each managed node to make sure farm administrator account is correctly applied to the Citrix Presentation Server managed nodes.

Setting Up Web Interface Availability User Account

SPI for Citrix performs active monitoring on Web Interface managed nodes by simulating user's activity on the Web Interface. You must set up a user account that will be used for probing Web Interface availability. It is recommended to create a new user and assign this user the applications that you would like to monitor actively. The user does not need administrative rights, the only restriction is that the same user must be used for every farm.

Once the user is properly configured on the Citrix side, it must be configured inside SPI for Citrix. Run the **CTXSPI-Configure Farm Administrator Accounts** tool and specify **#WIUSER** as the name of the farm when you add a new user account. The special **#WIUSER** token is used to differentiate between a farm administrator and a

Web Interface Availability user. Since a hash character is a reserved character, it is impossible to collide with the actual farm name.

For instructions on how to use the **CTXSPI-Configure Farm Administrator Accounts** tool, see [“Setting Up Farm Administrator Accounts”](#) on page 18.

IMPORTANT

Each time you add, remove, or modify Web Interface availability user account, you need to deploy SPI for Citrix instrumentation on all Web Interface managed nodes. Also, run the CTXSPI-Check Requirements/Configuration tool against each Web Interface managed node to make sure Web Interface availability user account is set up on the managed nodes.

Installing SPI for Citrix on the Managed Nodes

To install SPI for Citrix on the managed nodes, first add Citrix Presentation Server, Web Interface, License Server, and Secure Gateway systems as managed nodes on the management server, and then deploy the SPI for Citrix instrumentation. Finally, deploy the SPI for Citrix policies.

Adding Nodes to the Management Server

For information on adding nodes to the management server and adding nodes that you want to manage, refer to your HP Operations Manager for Windows online documentation.

NOTE

Make sure that the agent on the node is running.

Deploying SPI for Citrix to the Managed Nodes

Once the SPI for Citrix is installed on the HPOM management server and the configuration is uploaded, deploy the software components and the configuration to the managed nodes by following the steps below. Note that the Administrator should also customize the thresholds within the policies.

1. Make sure that all prerequisites listed in [“Software Requirements”](#) on page 11 are met.
2. Start the HPOM Console and log in as an HPOM Administrator.
3. From the HPOM GUI select **Nodes**, and then right-click a node or node group.

4. In the menu select **All Tasks**, and then **Deploy Instrumentation**. The *Deploy Instrumentation* window opens.
5. In the *Deploy Instrumentation* window select the **SPI for Citrix** and **SPI Data Collector** options and click **OK**. The instrumentation begins to deploy.

NOTE

Note that you can view deployment by selecting *Deployment Jobs*. Additionally, if you do not receive an error message while the job is deploying, the instrumentation has been deployed successfully.

Licensing SPI for Citrix

Before you can start using SPI for Citrix, you must obtain a valid license key for every managed node that you want to monitor with this product.

IMPORTANT

After the trial usage license expires, the product will automatically become unusable. To extend your use of the product, contact HERMES SoftLab Licensing Department at spi-licensing@hermes-softlab.com.

To obtain and activate product license keys, perform the following steps:

1. [“Deploy the Licensing Policy on Managed Nodes” on page 22.](#)
2. [“Generate the License Request File” on page 22.](#)
3. [“Obtain the License Activation File” on page 23.](#)
4. [“Merge and Deploy the License Files” on page 23.](#)

For a diagram of the licensing procedure overview, refer to [“Licensing Overview” on page 50.](#)

Deploy the Licensing Policy on Managed Nodes

1. Start the HPOM Console and log in as an HPOM Administrator (opc_adm).
2. In the **Policy Groups**, expand **SPI for Citrix/CTXSPI-SPI Licensing** group, and then deploy the *CTXSPI-LicOpcMsg* policy on all SPI for Citrix nodes.
3. Deploy SPI for Citrix instrumentation on all Citrix nodes. Note that this step might already be performed as part of the SPI installation.

Generate the License Request File

1. In the HPOM Console, go to **Tools/SPI for Citrix/CTXSPI-SPI Maintenance/CTXSPI-SPI Licensing** tools group.
2. Run the **CTXSPI-1. Clear License Request File on Mgmt Server** tool to clear the `ctxspi_license_requests.dat` license request file on the management server.

3. Run the **CTXSPI-2. Generate License Request for Node** tool on the managed nodes for which you need licenses. In the *Edit Parameters* dialog box, replace the string "Your Company Name" with the name of your company.
4. Click **Launch** to generate the `ctxspi_license_requests.dat` license request file. The licence request file will be created in the HP OV Management Server SPI-Share folder (usually `C:\Program Files\HP OpenView\SPI-Share\ctxspi\conf\` or `C:\Program Files\HP OpenView\Data\shared\SPI-Share\ctxspi\conf\` if you are using OVO/W 7.50 and above) on the management server.

Obtain the License Activation File

1. To obtain the license activation file:
 - Use the Licensing portal:
Go to <http://spi.hermes-softlab.com/licensing/>, register, and upload the license request file. The system will automatically process your request. When registering to the Permanent licenses page, have your PO information ready. You can also access the Temporary licenses page to obtain 30-day license keys for evaluation or testing purposes.
 - or
 - Send e-mail to the Licensing Department:
Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at spi-licensing@hermes-softlab.com. You will receive the license activation file usually within 24 hours. If you have bought the product and need immediate response, contact HERMES SoftLab by telephone and e-mail (see contact information on License Entitlement Certificate).
2. You will receive a license activation file `ctxspi_liact_new.dat` by e-mail.

Merge and Deploy the License Files

1. Copy the `ctxspi_liact_new.dat` file to the following directory:
`%OvInstallDir%\SPI-Share\ctxspi\conf\` or `%OvShareDir%\SPI-Share\ctxspi\conf\` if you are using HPOM/W 7.50 and above.
2. In the *CTXSPI- SPI Licensing* tool group, run the **CTXSPI-3. Merge License Activation Codes on Mgmt Server** tool to merge the `ctxspi_liact_new.dat` file with the SPI license file.
3. Deploy the SPI for Citrix instrumentation on all managed nodes for which you have requested the licenses.

Verify Licensing

To check if the licensing was successful, run the **CTXSPI-List License Activation Codes** tool to list the activated license activation codes.

Registering SPI for Citrix Subagent

You need to register the SPI for Citrix subagent with the HPOM agent on every node that is going to be managed by the SPI for Citrix, or SPI for Citrix will not operate correctly.

To register the SPI for Citrix subagent, perform the following steps:

1. In the HPOM Console, go to **Tools/SPI for Citrix/CTXSPI-SPI Maintenance/CTXSPI-SPI Configure** tools group.
2. Run the **CTXSPI-Register Subagent** tool to register the SPI for Citrix subagent on the managed node.

The tool displays the results of the operation when it completes.

Installing Web Interface Integration

On Citrix Web Interface managed nodes you need to perform an additional setup step to enable management of these nodes.

NOTE

Perform these steps only on Citrix Web Interface nodes that you want to manage.

IMPORTANT

This procedure restarts Internet Information Server (IIS) on the managed node, so plan the time of installation carefully.

To install the SPI for Citrix Web Interface integration on the managed node(s), perform the following steps:

1. In the Operations Console, go to **Tools/SPI for Citrix/CTXSPI-Web Interface/CTXSPI-WI Configure** tool group.
2. Run the **CTXSPI-Install WI Monitoring** tool.
3. Select the target node(s) and click **Launch...** The *Edit Parameters* window opens.
4. In the *Edit Parameters* window, change the Parameter value (remove `_not`):
`allow_iis_restart`
5. Click **Launch...** again to install.

The tool displays the results after it completes the installation.

Verifying Requirements, Configuration, and Licensing on Managed Nodes

This section describes the final step that needs to be performed on a node to ensure that all requirements are met and that configuration of SPI for Citrix is complete.

IMPORTANT

Do not deploy any Citrix monitoring policies to a Citrix managed node until you make sure that the node has been correctly configured.

Check Requirements and Configuration Information

To check SPI for Citrix requirements and configuration and gather troubleshooting information, use the **CTXSPI-Check Requirements/Configuration** tool. It is located in the *CTXSPI-SPI Maintenance/CTXSPI-SPI Support* tool group.

After you have completed licensing your product and SPI for Citrix is installed and configured, perform the following steps to finalize the setup of SPI for Citrix.

When SPI for Citrix is installed and configured (that is, licenses are configured, instrumentation is deployed, subagent registered and Web Interface integration installed), from the *CTXSPI-SPI Support* tool group run the tool **CTXSPI-Check Requirements/Configuration** against all Citrix managed nodes. This tool will check each configuration and output a few cases indicating whether the check is OK or not.

Note that the following tool outputs are always listed in the *Tool Output* field of the *Tool Status* dialog box. Refer to [Table 1. on page 27](#), [Table 2. on page 28](#), and [Table 3. on page 28](#).

Tool Output	Area Verified
Valid SPI for Citrix license	Configuration
SPI Data Collector deployed	Configuration
SPI for Citrix subagent running	Configuration
SPI for Citrix plug-in manager running	Configuration

Table 1. General Checks

Tool Output	Area Verified
<i>Citrix Presentation Server</i>	
MFCOM service is running	Requirement
Citrix Presentation Server version	Requirement
Farm admin account well configured	Configuration
Farm admin account is local admin	Configuration
<i>Citrix Web Interface</i>	
Citrix Web Interface version	Requirement
Windows OS version	Requirement
ISAPI site filter installed	Configuration
ISAPI site extension installed	Configuration
WI user account configured	Configuration
<i>Citrix License Server</i>	
Citrix License Server version	Requirement
<i>Citrix Secure Gateway</i>	
Citrix Secure Gateway version	Requirement

Table 2. Specific Node Type Checks

Tool Output	Area Verified
Latest required patch applied	Configuration

Table 3. SPI for Citrix upgrade Check

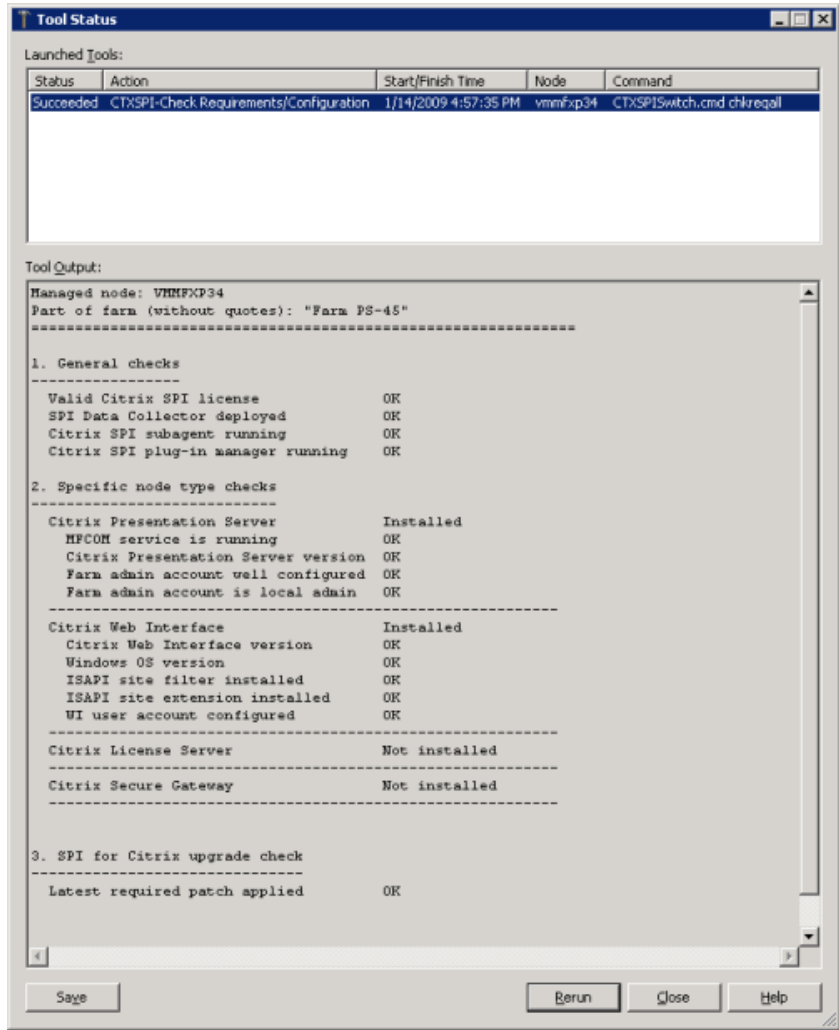


Figure 3. Check Requirements/Configuration Tool Output OK

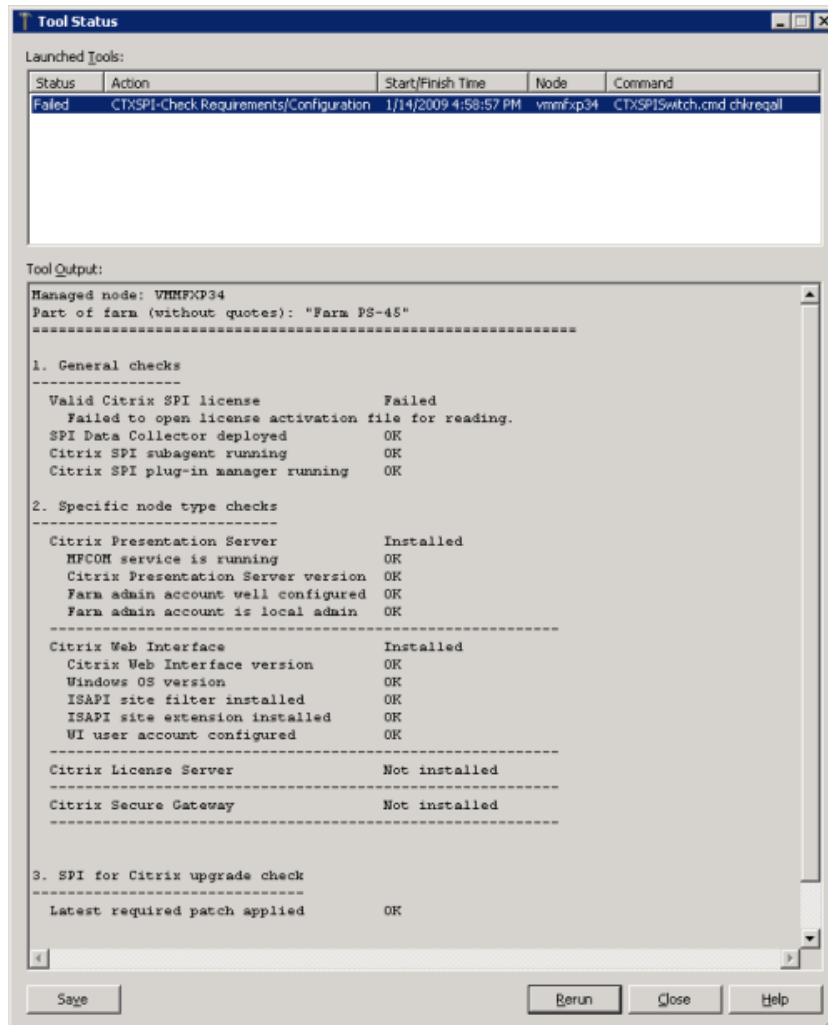


Figure 4. Check Requirements/Configuration Tool Output Failed

For additional information on the *CTXSPI-SPI Support* tool group, refer to *SPI for Citrix User's Guide*.

On Citrix Presentation Server managed nodes, an additional check needs to be performed that verifies the farm's Data Store consistency. As this is a farm wide check, it only needs to be performed on one server per farm.

To perform the Data Store consistency check, perform the following steps:

1. In the HPOM Console, go to **Tools/SPI for Citrix/CTXSPI-Presentation Server/CTXSPI-PS Farm**.
2. Run the **CTXSPI-Check Data Store Consistency** tool against one of Presentation Servers to verify if farm's Data Store database is consistent. There is no need to execute the tool against more than one server in the farm.

NOTE

CTXSPI-Check Data Store Consistency tool can only be executed on a node that has a direct connection to the farm's Data Store, or the tool will report an error.

If there are any issues with farm's Data Store consistency, check with Citrix Presentation Server product manuals on how to resolve those.

Installing SPI for Citrix Reports

SPI for Citrix reports can be installed either on a HP Reporter system or on HP Operations Manager/Windows management server. To install SPI for Citrix on a Reporter system, perform the following steps:

1. Where HP Reporter or HPOM management server is installed, login to your Windows machine as the user administrator.
2. Make sure that HP Reporter or HPOM management server is correctly installed on your system.
3. Insert the SPI for Citrix Installation CD into your computer.
4. Navigate to the root directory on the installation CD and execute:
`CTXSPI_Reports_03.20.exe`
5. At the end of the installation procedure, verify the installation of the SPI for Citrix reports.

On the Reporter system start *HP Reporter* and select **Reports**. Listed under Reports is SPI for Citrix. Begin to use Reports when, after at least two days, performance data is collected on the managed nodes.

On the HPOM management server, there is no easy way to verify the Reports installation. We recommend to wait a day or two and **Reports** should appear in the management console under the node Reports & Graphs / Reports / SPI for Citrix.

Configuring SPI for Citrix Reports

More specific configuration information that follows is only relevant if you installed SPI for Citrix reports on a HP Reporter system. On the HPOM management server, configuration capabilities are rather limited and are automatically performed. Reporter system will only generate SPI reports for those nodes that are put into the SPI for Citrix Reporter node group.

SPI for Citrix configures a *SPI for Citrix* auto-group (File -> Configure -> Auto Groups) to help with that task. If SPI for Citrix node group is not generated automatically, you need to create it manually.

When Reporter system discovers a node and detects that the node has SPI-related data, this node is automatically added in this group. If by any chance this does not happen for some nodes, place them into the SPI for Citrix Reporter group manually.

Installing SPI for Citrix User Defined Graphs

SPI for Citrix graphs can be installed on HPOM for Windows or on HP Performance Manager product. For supported versions, refer to *CTXSPI-Supported_Platforms.pdf*. Graph policies are stored in a plain text file called `VPI_GraphsSPI for Citrix.txt`.

Installing on HP Operations Manager for Windows

On the HP Operations Manager management server graphs are installed automatically during the SPI for Citrix product installation.

To verify the installation, open HPOM Console and go to **Reports & Graphs/Graphs/SPI for Citrix** group to see the available graphs.

Installing on the HP Performance Manager System

To install graphson HPOM for Windows, copy the SPI for Citrix graph policies file `VPI_GraphsSPI for Citrix.txt` on the HP Performance Manager system to the following locations:

```
%OvInstallDir%\Data\conf\perf\  
%OvInstallDir%\newconfig\OVPM\  

```

To verify the installation, open the HP Performance Manager and click the **Display** tab. In the right pane, you will see the main **SPI for Citrix** graph category.

Chapter 3

Upgrading SPI for Citrix

Introduction

This chapter describes how to upgrade older versions of SPI for Citrix to version 03.20.

Upgrading Older Versions of SPI for Citrix to Version 03.20

High-level transition steps are:

1. Manually backup any customizations to the instrumentation.
2. Backup the current SPI for Citrix configuration using the transition tool.
3. Uninstall older version of SPI for Citrix.
4. Install SPI for Citrix 03.20.
5. Restore previous SPI for Citrix configuration using the transition tool.
6. Manually restore any customizations to the instrumentation.

These high-level steps are described in detail in the following sections.

Manually backup any customizations to the instrumentation

The SPI for Citrix 03.20 installation uploads new default sets of policies and tool on your HPOM management server and overwrites all custom changes. If you would like to preserve your customizations (for example, to thresholds, message severities, polling intervals) and use them with the new version, you must backup them and then restore them on the new installation.

Optionally, if you do not have many customizations, you can just record the changes and reapply them on the new set of policies or tool.

NOTE

Check the SPI for Citrix Release notes to see which policies have been changed from the previous version to version 03.20. If you have customized these policies before upgrade, you will have to merge your changes with the new ones.

Backup current SPI for Citrix configuration using the transition tool

1. Insert the SPI for Citrix Installation CD into the CD-ROM drive.

2. Navigate to the root directory on the installation CD and copy the CTXSPI-UpgradeHelper.vbs file to the local drive.
3. Go to the folder you copied the script to and execute the transition tool by typing:
cscript CTXSPI-UpgradeHelper.vbs /backup

The script will backup the current SPI for Citrix configuration and instrumentation to the %vInstallDir%\install\ctxspi_backup directory.

NOTE

The transition tool will transfer only the current SPI for Citrix configuration, thus relieving the HPOM administrator of having to repeat the licensing and farm administrator accounts setup procedure. It will not transfer any customizations in instrumentation (for example, changed parameters in a particular policy), it will only backup SPI for Citrix instrumentation for safe keeping.

Uninstall SPI for Citrix

To effectively uninstall SPI for Citrix, read and follow all steps described in [Chapter 4, “Uninstalling SPI for Citrix”](#). The uninstallation steps are the same for SPI for Citrix, version 03.20.

NOTE

To completely uninstall SPI for Citrix, you must first remove it from the HP Operations Manager managed nodes and then from the HP Operations Manager management server.

Make sure to uninstall all eventual SPI for Citrix patches prior to uninstalling SPI for Citrix base package on the HP Operations Manager management server.

Install SPI for Citrix 03.20

Install SPI for Citrix 03.20 to the HP Operations Manager management server according to the instructions provided in [Chapter 2, “Installing SPI for Citrix”](#).

Restore previous SPI for Citrix configuration using the transition tool

Go to the folder where the CTXSPI-UpgradeHelper.vbs file is located and execute the transition tool by typing:

```
cscript CTXSPI-UpgradeHelper.vbs /conf_restore
```

The script will restore the previous SPI for Citrix configuration from the %OvInstallDir%\install\ctxspi_backup directory.

Manually restore any customizations to the instrumentation

Apply custom changes that have been preserved in step 2.

NOTE

Check SPI for Citrix Release notes to see which policies have been changed from older versions to version 03.20. If you have customized these policies before upgrade, you will have to merge your changes with the new ones.

Chapter 4

Uninstalling SPI for Citrix

Uninstallation Overview

To completely uninstall SPI for Citrix, you must first remove it from the HPOM managed nodes and then from the HPOM management server. Although the uninstall process is automatic, some manual steps are required.

To effectively uninstall SPI for Citrix, read and follow all steps described in each of the following sections:

- [“Uninstalling from the Managed Nodes” on page 41](#)
Detailed steps on how to remove SPI for Citrix from the Managed Nodes.
- [“Uninstalling from the Management Server” on page 42](#)
Detailed steps on how to remove SPI for Citrix from the Management Server.
- [“Uninstalling SPI for Citrix Reports” on page 45](#)
Detailed steps on how to remove SPI for Citrix from a system that contains the HP Reporter product.
- [“Uninstalling SPI for Citrix User Defined Graphs” on page 46](#)
Detailed steps on how to remove SPI for Citrix user defined graphs from the HP Operations Manager for Windows system, or HP Performance Manager system.

Uninstalling from the Managed Nodes

To uninstall SPI for Citrix from the managed nodes, perform the following steps:

1. Start the HPOM Console and log in as HPOM Administrator.
2. In the *Nodes* folder, select the SPI for Citrix managed node from which you want to remove the SPI for Citrix.
3. Right-click the selected node and in the menu displayed select **View**, and then **Policy Inventory**.
4. In the details pane, select all SPI for Citrix policies, right-click, and then select **All tasks -> Remove from Node**.
5. On Web Interface managed nodes only, go to **SPI for Citrix / CTXSPI-Web Interface / CTXSPI-WI Configure** tool group. To uninstall the Web Interface integration, run the tool **CTXSPI-Uninstall WI Monitoring** against the managed node. In the *Edit Parameters* window, set the Parameter value to `allow_iis_restart (remove_not)` and click **Launch...**
6. Go to **SPI for Citrix / CTXSPI-SPI Maintenance / CTXSPI-SPI Configure** tool group. To unregister the Citrix SPI subagent, run the tool **CTXSPI-Unregister Subagent** against the managed node.
7. Go to **SPI for Citrix / CTXSPI-SPI Maintenance / CTXSPI-SPI Uninstall** tool group. To remove the SPI for Citrix instrumentation, run the tool **CTXSPI-Remove SPI from Managed Node** against the managed node.
8. Perform those steps for every managed node with SPI for Citrix installed.

Uninstalling from the Management Server

NOTE

Make sure to uninstall all eventual SPI for Citrix patches prior to uninstalling the SPI for Citrix Version 03.20 base package.

To uninstall SPI for Citrix from an HPOM management server, perform the following procedures:

1. [“Manually Removing the SPI for Citrix Tool Group” on page 43](#)
2. [“Manually Removing the SPI for Citrix Policy Group” on page 43](#)
3. [“Manually Removing the SPI for Citrix Service Map” on page 44](#)
4. [“Uninstalling SPI for Citrix” on page 44](#)

Uninstalling SPI for Citrix on the HPOM/W Management Server in Cluster Environment

If you are uninstalling SPI for Citrix on the HPOM management server running in a cluster, you need to uninstall the SPI for Citrix on the active cluster node only.

The uninstallation procedure in a cluster environment is the same as uninstallation on a non-clustered HPOM management server. For instructions, refer to [“Uninstalling from the Management Server” on page 42](#).

Manually Removing the SPI for Citrix Tool Group

To remove the SPI for Citrix tools group, perform the following steps:

1. Select the **Tools** folder.
2. In the *Action* menu select **Configure**, and then **Tools**. The *Configure Tools* window opens.
3. In the *Configure Tools* window, right-click **SPI for Citrix** and select **Delete**.
4. The *Confirm Delete* dialog box opens. Click **Yes**.

Manually Removing the SPI for Citrix Policy Group

To remove the SPI for Citrix policy group, perform the following steps:

1. Select the *Policy Management* folder, and then **Policy Groups**.
2. Right-click the **SPI for Citrix** policy group and select **Delete**.
3. The *Confirm Policy Group Delete* window opens. Click **Yes**.

To permanently delete SPI for Citrix policies, you will have to manually remove them from the following folders:

- Policies grouped by type /Windows Event Log
- Policies grouped by type /Measurement Threshold
- Policies grouped by type/Open Message Interface
- Policies grouped by type/Scheduled Task

Select **CTXSPI-*** policies, right-click the policies, and select **All Tasks->Delete from Server**. Note that this menu item will only be available if the policy is not deployed on any managed node.

Manually Removing the SPI for Citrix Service Map

To remove the SPI for Citrix service map (if one was created), perform the following steps:

1. Select the *Services* folder.
2. In the *Action* menu select **Configure**, and then **Services**. The *Configure Services* window opens.
3. In the *Configure Services* window expand *Services/Applications* service, right-click **SPI for Citrix** and select **Delete**.
4. The *OvServiceEditor* dialog box opens. Click **Yes**.

Uninstalling SPI for Citrix

After you have removed the items listed, uninstall SPI for Citrix from an HP Operations Manager management server.

1. Open *Control Panel* and double-click **Add/Remove Programs**.
2. Select **SPI for Citrix 03.20** and click **Change/Remove** to uninstall SPI for Citrix.
3. Check if the directory `C:\Program Files\HERMES Softlab\SPI for Citrix` was deleted. If the directory exists, remove it manually.

NOTE

If any patches have been installed on top of the base SPI for Citrix package, they need to be uninstalled before the base product in the reverse order of their installation.

Uninstalling SPI for Citrix Reports

To uninstall SPI for Citrix reports from the HP Reporter or HP Operations Manager management server, perform the following steps:

1. Login to your Windows machine where the HP reports are installed as the user with administrator permissions.
2. Open *Control Panel* and double-click **Add/Remove Programs**.
3. Select **SPI for Citrix Reports 03.20** and click **Change/Remove** to uninstall the SPI for Citrix reports.

NOTE

If any patches have been installed on top of the base Reports package, they need to be uninstalled before the base product in the reverse order of their installation.

Uninstalling SPI for Citrix User Defined Graphs

To uninstall SPI for Citrix graphs from an HP Operations Manager for Windows system, or HP Performance Manager system, delete the SPI for Citrix graph definition file.

Uninstalling from the HP Operations Manager for Windows

Graphs are automatically uninstalled from the HP Operations Manager for Windows management server when the base SPI for Citrix product is uninstalled.

Uninstalling from the HP Performance Manager

To uninstall graphs on the HP Performance Manager system, delete the SPI for Citrix graph definition file `VPI_GraphsSPI for citrix.txt` from the following locations:

- `%OvInstallDir%\Data\conf\perf\`
- `%OvInstallDir%\newconfig\OVPM\`

Chapter 5

Troubleshooting

Troubleshooting Assistance

This chapter describes the possible errors that can occur during SPI for Citrix installation and gives instructions on how to solve them.

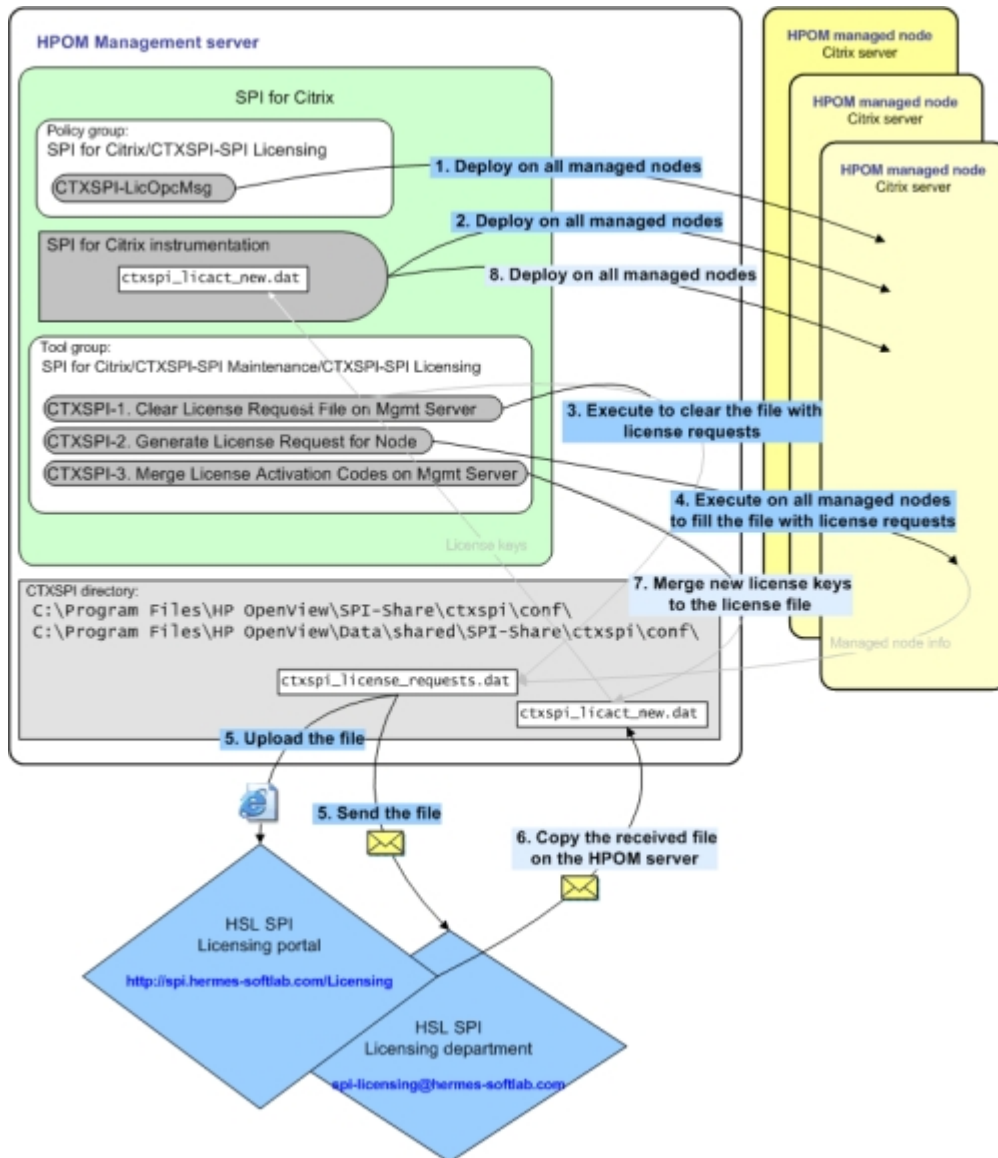
Currently, there are no known issues or workarounds regarding the SPI for Citrix installation.

Appendix A

Licensing

Licensing Overview

For detailed instructions on how to perform the licensing procedure, see “Licensing SPI for Citrix” on page 22.



Appendix B

File Locations

File Tree on the Management Server

Below is a list of file locations for SPI for Citrix located on the management server:

Directory:

<SPI-Share>\ctxspi\bin

Files:

CTXSPI-Check.vbs
CTXSPI-De1SvcMap.vbs
CTXSPI-DeleteSvcTreeRules.vbs
CTXSPI-GetMsgNodeId.vbs
CTXSPI-UpdSvcMap.cmd
CTXSPIConfig.exe
CTXSPILicensing.exe

Directory:

<SPI-Share>\ctxspi\conf

Files:

CTXSPIconf.ini

Directory:

<SPI-Share>\ctxspi\doc

Files:

hsl_software_license_support_terms_signed.txt

Directories:

- for OM/W 7.x

<InstrumentationDir>\windows 2000\5.0\SPI for Citrix
<InstrumentationDir>\windows server 2003\5.2\SPI for Citrix

- for OM/W 8.x

<InstrumentationDir>\Categories\SPI for Citrix\windows

Files:

CTXSPI-Avail.vbs
CTXSPI-CLSServices.vbs
CTXSPI-DataStore.vbs
CTXSPI-DispLogons.vbs
CTXSPI-LogonThrottler.vbs
CTXSPI-LsTools.vbs
CTXSPI-NodeTypes.vbs
CTXSPI-OSAndTSServices.vbs
CTXSPI-PSLogonPolicyTools.vbs
CTXSPI-PSServices.vbs

CTXSPI-ProfileStatus.vbs
CTXSPI-ProfilesStatus.vbs
CTXSPI-PsTools.vbs
CTXSPI-RemoveWholeSPI.vbs
CTXSPI-SGService.vbs
CTXSPI-Service.vbs
CTXSPI-wiInstall.vbs
CTXSPI-wiPolicyTools.vbs
CTXSPI-wiTools.vbs
CTXSPI-wiUninstall.vbs
CTXSPIAppsLog.cmd
CTXSPIAvailLog.cmd
CTXSPICollectPerf.cmd
CTXSPIDumpDdf.exe
CTXSPIFarmLogUx.cmd
CTXSPIFarmProbe_net11.exe
CTXSPIFarmProbe_net20.exe
CTXSPILicensing.exe
CTXSPILogToDdf.cmd
CTXSPILogsLog.cmd
CTXSPIMsgCenterx64.dll
CTXSPIMsgCenterx86.dll
CTXSPIMsgEng.dll
CTXSPIPFA.exe
CTXSPIPG.exe
CTXSPIPLS_win2000.sys
CTXSPIPLS_win2003_x64.sys
CTXSPIPLS_win2003_x86.sys
CTXSPIPLSx64.exe
CTXSPIPLSx86.exe
CTXSPIPLT.exe
CTXSPIPM.exe
CTXSPIPM.ini
CTXSPIPMP.exe
CTXSPIPerfDumpDdf.exe
CTXSPIProfileLog.cmd
CTXSPIProfilesLog.cmd
CTXSPIPSldLog.cmd
CTXSPISesxLogUx.cmd
CTXSPISubAgent.exe
CTXSPISubAgent.reg
CTXSPISubAgent.xml
CTXSPISupport.exe
CTXSPISupportCallie.exe
CTXSPISwitch.cmd
CTXSPITraceMsg.exe
CTXSPIUtil.exe
CTXSPIWIMP.exe
CTXSPIWI_TPL.ini
CTXSPIWiExtension.dll
CTXSPIWiFilter.dll

CTXSPIwiflLog.cmd
CTXSPIwildLog.cmd
CTXSPIWrap.exe
CTXSPI_APPS.spec
CTXSPI_AVAILB.spec
CTXSPI_AVAILF.spec
CTXSPI_AVAILS.spec
CTXSPI_COLLECT_PERF.pfd
CTXSPI_FARM.spec
CTXSPI_LSLU.spec
CTXSPI_PROFILE.spec
CTXSPI_PROFILES.spec
CTXSPI_PSLD.spec
CTXSPI_SESM.spec
CTXSPI_SESS.spec
CTXSPI_SESX.spec
CTXSPI_SGS2.spec
CTXSPI_SGS3.spec
CTXSPI_SICA.spec
CTXSPI_SVCS.spec
CTXSPI_WIFL.spec
CTXSPI_WILD.spec
CTXSPIconf.ini
ctxspi_svcrule.xml

Directory:
<ovInstallDir>\newconfig\OVPM

Files:
VPI_GraphsSPI for Citrix.txt

File Tree on the Managed Node

Below is a list of file locations for SPI for Citrix located on the managed node:

Directory:
<ovAgentDir>\bin\instrumentation

Files:
CTXSPI-Avail.vbs
CTXSPI-CLSServices.vbs
CTXSPI-DataStore.vbs
CTXSPI-DispLogons.vbs
CTXSPI-LogonThrottler.vbs
CTXSPI-LsTools.vbs
CTXSPI-NodeTypes.vbs

CTXSPI-OsAndTSServices.vbs
CTXSPI-PSLogonPolicyTools.vbs
CTXSPI-PSServices.vbs
CTXSPI-ProfileStatus.vbs
CTXSPI-ProfileStatus.vbs
CTXSPI-PsTools.vbs
CTXSPI-RemoveWholeSPI.vbs
CTXSPI-SGService.vbs
CTXSPI-Service.vbs
CTXSPI-WiInstall.vbs
CTXSPI-WiPolicyTools.vbs
CTXSPI-WiTools.vbs
CTXSPI-WiUninstall.vbs
CTXSPIAppsLog.cmd
CTXSPIAvailLog.cmd
CTXSPICollectPerf.cmd
CTXSPIDumpDdf.exe
CTXSPIFarmLogUx.cmd
CTXSPIFarmProbe_net11.exe
CTXSPIFarmProbe_net20.exe
CTXSPILicensing.exe
CTXSPILogToDdf.cmd
CTXSPILs1uLog.cmd
CTXSPIMsgCenterx64.dll
CTXSPIMsgCenterx86.dll
CTXSPIMsgEng.dll
CTXSPIPFA.exe
CTXSPIPG.exe
CTXSPIPLS_win2000.sys
CTXSPIPLS_win2003_x64.sys
CTXSPIPLS_win2003_x86.sys
CTXSPIPLSx64.exe
CTXSPIPLSx86.exe
CTXSPIPLT.exe
CTXSPIPM.exe
CTXSPIPM.ini
CTXSPIPMP.exe
CTXSPIPerfDumpDdf.exe
CTXSPIProfileLog.cmd
CTXSPIProfilesLog.cmd
CTXSPIPS1dLog.cmd
CTXSPISESxLogUx.cmd
CTXSPISubAgent.exe
CTXSPISubAgent.reg
CTXSPISubAgent.xml
CTXSPISupport.exe
CTXSPISupportCallie.exe
CTXSPISwitch.cmd
CTXSPITraceMsg.exe
CTXSPIUtil.exe
CTXSPIWIMP.exe

CTXSPIWI_TPL.ini
CTXSPIwiExtension.dll
CTXSPIwiFilter.dll
CTXSPIwiFlLog.cmd
CTXSPIwidLog.cmd
CTXSPIWrap.exe
CTXSPI_APPS.spec
CTXSPI_AVAILB.spec
CTXSPI_AVAILF.spec
CTXSPI_AVAILS.spec
CTXSPI_COLLECT_PERF.pfd
CTXSPI_FARM.spec
CTXSPI_LSLU.spec
CTXSPI_PROFILE.spec
CTXSPI_PROFILES.spec
CTXSPI_PSLD.spec
CTXSPI_SESM.spec
CTXSPI_SESS.spec
CTXSPI_SESX.spec
CTXSPI_SGS2.spec
CTXSPI_SGS3.spec
CTXSPI_SICA.spec
CTXSPI_SVCS.spec
CTXSPI_WIFL.spec
CTXSPI_WILD.spec
CTXSPIconf.ini
ctxspi_svcrule.xml

In the following folders, temporary files are created during the SPI execution:

<OvAgentDir>\ctxspi\bin
<OvAgentDir>\ctxspi\conf
<OvAgentDir>\ctxspi\data
<OvAgentDir>\ctxspi\log
<OvAgentDir>\ctxspi\support