Citrix Synchronizer 5.7

Release Documentation

For IT administrators who want to install, configure and explore the new features in Synchronizer

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About This Release

This release provides:

- Enhanced Management of DesktopPlayer
- Computer Registration Whitelisting
- Creating Virtual Machines using PXE
- User Interface Enhancements

Installation

The installation procedure for installing Synchronizer has not changed.

As a reminder, Synchronizer can only be installed on servers running Microsoft Windows Server 2008 R2 SP1, or later, and Windows Server 2012 R2, or later. A server class machine is strongly recommended (e.g., 16+ Gigabytes RAM, 1+ Terabytes storage), as is a dedicated Microsoft SQL Server 2008 or later installation. A Hyper-V server is required for Virtual Machine creation and maintenance -- it can be co-resident with Synchronizer. Other hypervisors are not supported.

Upgrades and Downgrades

Only Synchronizer versions 5.0 and later can be upgraded to version 5.7.

If Synchronizer version 4.5 or earlier is installed, please first upgrade it to at least version 5.0. A sequential upgrade of the Central server is recommended, progressing from 4.5 to 5.0 to 5.1, etc. Remote servers may be upgraded directly from version 5.0 to 5.7.

The Central server must be upgraded prior to any Remote servers. The Apache Tomcat 7 service should be stopped on all servers, Central and Remote, prior to starting the upgrade of the Central server.

A reboot of the server is no longer required on upgrade. As such, at the completion of the upgrade, the installer will no longer prompt the user to reboot the computer.

The installer will prevent Synchronizer from being downgraded.

Pre-Upgrade Synchronizer Backup

Backing up an existing Synchronizer installation is highly recommended before upgrading, especially for the Central server. Guidance on Synchronizer backup strategies is beyond the scope of this document but the Synchronizer resources requiring backup can be identified:

1. Synchronizer installation folder
    - Default location: C:\Program Files\Citrix\Synchronizer
    - This folder can be very large, possibly multiple Terabytes in a large deployment
2. Apache Tomcat installation folder
    - Default location: C:\Program Files\Apache Software Foundation\Tomcat 7.0
    - This folder will rarely grow beyond a few hundred Megabytes

3. Synchronizer database
   - Managed by Microsoft SQL Server
   - Check with the database administrator for guidance on backing up the database.

Upgrade Process Overview

A general overview of the Synchronizer upgrade process is provided below. If more detailed information is required, please contact Citrix Technical Support for assistance.

1. Verify the Central and all Remote servers have sufficient free disk space.
   a. For the purposes of Synchronizer upgrade, 10 GB free disk space is more than sufficient.
   b. Although in the broader context of Synchronizer operations, 10 GB is quite low.
2. Check the Hyper-V manager to verify there are no running Synchronizer Virtual Machines.
3. Shutdown all Remote servers (the Apache Tomcat service).
4. Shutdown the Central server (the Apache Tomcat service).
5. Backup the Central and Remote servers (including the database).
6. Run the Synchronizer installer to upgrade the Central server.
7. After the Central server upgrade is complete, login to the Synchronizer console to verify:
   a. The Apache Tomcat web service is running and can accept console connections.
   b. Synchronizer console login works.
   c. Synchronizer managed objects (Virtual Machines, Users, Computers, etc.) are still intact.
   d. Synchronizer Virtual Machines can be started.
   e. Clients registered to the Central server can check for updates.
8. Run the Synchronizer installer to upgrade a Remote server (one at a time).
9. After the Remote server upgrade is complete, verify:
   a. The Apache Tomcat service is running.
   b. Clients registered to the Remote server can check for updates.
10. Repeat steps 8 and 9 for any remaining Remote servers.
11. Eventually the Server Health dashboard in Synchronizer console should update and show an online status for all Remote servers, with all servers running the same version.

New Features

Enhanced Management of DesktopPlayer

With the release of DesktopPlayer Mac and Windows 2.1, Synchronizer can now be used to:

- Assign and manage over-the-air (OTA) Engine Updates (i.e., upgrade DesktopPlayer) for both types of DesktopPlayer clients (Mac and Windows). As a reminder, Synchronizer cannot be used to upgrade versions of DesktopPlayer Mac prior to 2.0 nor versions of DesktopPlayer Windows prior to 2.1.
- Cancel a previously initiated over-the-air Engine Update.
- Forcibly remove a Virtual Machine from a User's Computer. Virtual Machine Expiration and Lockout policies now include the option to delete the Virtual Machine from the computer when criteria are met (e.g., when an expiration date has passed).
- Assign a Virtual Machine Security Policy to:
  o Require encryption of a Virtual Machine's disks

- o Control clipboard sharing between a Virtual Machine and the host computer
  - o Control file sharing between a Virtual Machine and the host computer
- Configure an Engine Policy, Launcher setting to control whether the end-user must enter their corporate password each time DesktopPlayer is started (needed to access encrypted disks)

Computer Registration Whitelisting

Prior to Synchronizer 5.7, any Active Directory User could register a Computer to Synchronizer. Now, registration of Computers can be limited to those Users in specific Active Directory Groups. To enable this feature, check "Enable Registration Whitelisting" on the Synchronizer's Domain object. Then, check "Whitelist Registration" on each Group to allow Computer registration for Users belonging to the Group.

Creating Virtual Machines Using PXE

The Create Virtual Machine wizard now allows a Virtual Machine to be installed using the Preboot Execution Environment (PXE) standard.

User Interface Enhancements

This release of Synchronizer delivers:

- Engine Policy filtering by client type -- toggle buttons allow visual filtering of those settings applicable to only a particular client type (e.g., DesktopPlayer Windows).
- The Software Library / Engine Updates / Deployment Status table and pie chart now allow filtering by client type (e.g., DesktopPlayer Mac).
- The event table and details dialog now support direct hyperlink navigation to related objects.

Supported Browsers

Synchronizer is administered via a web console accessed at
https://server.company.com:8443/MgmtConsole/

Internet Explorer 8 is no longer supported. Please use Internet Explorer 9 or later, Google Chrome, or Mozilla Firefox.

Important: To access a running Virtual Machine from the Console tab (also known as the "glass console"), use Internet Explorer, run as administrator. The console does not work with the Microsoft Edge browser included with Windows 10.

Third Party Notices

Synchronizer's use of third party software is documented in CitrixSynchronizer-ThirdPartyNotices.docx, installed in the product home directory, typically C:\Program Files\Citrix\Synchronizer.

Known Limitation and Issues

For DesktopPlayer client, only PVD VM type is supported. Assigning Share or Custom VM to client will result no-opt at client side, meaning VM will not be downloaded.

There are no known Blocker or Critical issues in this release.

The ability to create a Windows 10 Virtual Machine has been removed from Synchronizer 5.7 as Windows 10 is not supported by DesktopPlayer. The creation of Windows 10 Virtual Machines will be restored in a future version of Synchronizer. Previously created Windows 10 Virtual Machines are still runnable in Synchronizer.

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