**Citrix ADC (Netscaler) Monitoring Module**

Goliath’s ADC Module (previously known as Netscaler from Citrix) lets you monitor the health and performance of your Citrix ADC devices using alerts, dashboards, and reports available within the existing GPM interface.

**To obtain Goliath's Citrix ADC Monitoring Module, contact your sales representative**

**What’s Monitored?**

Goliath's Citrix ADC Monitoring covers the following health, performance, and security areas for your ADC devices:

* ADC device configuration changes
* CPU, Disk, and Memory usage exceeding high thresholds
* GSLB MEP flaps and synchronization failures
* High Availability: secondary device is down/unresponsive, HA state changes from primary to secondary, version mismatches
* Hard disk errors and IP conflicts
* Login failures
* Packet loss
* An Interface, vserver, physical server or service group goes down
* Power supply failures, restarts

**Prerequisites**

Before getting started, please makes sure to review the following for important configuration and support.

* This module requires GPM v11.9.2.1 or later (to include all SNMP OID details with import).
* VPX (virtual) and MPX (physical) ADC devices are supported for this release.
* Ensure SNMP traffic, UDP 162, is allowed outbound from the ADC devices inbound to the Goliath Server
* Windows Server VMs on Microsoft Azure do not support SNMP services, which is required for the Netscaler module to operate. If your GPM Server is hosted on Azure, the module will not work as expected and is not supported. Review this [Microsoft KB](https://docs.microsoft.com/en-US/troubleshoot/azure/virtual-machines/server-software-support) for details.

1. Identify/assign the community string on the individual ADC devices (on the ADC device in System > SNMP > Community). Refer to your specific Citrix documentation for details
   1. (this will be needed later during configuration)
2. On the individual ADC devices, add the GPM Server as a **specific** Destination (on the ADC device in System > SNMP > Traps). Refer to your specific Citrix documentation for details
   1. Be sure to note the "source ip" for the traps as that is what will be needed later

**Prepare Goliath for SNMP Monitoring**

1. Connect to the Goliath Server via RDP or a console session
2. Open **Server Manager** and go to **Manage>Add Roles & Features**
3. Proceed through the Add Roles & Features Wizard, on the **Features** pane, ensure the **SNMP Service** is installed
   1. If not, please check the box and install the feature
4. Once the SNMP Service is installed, open Windows Services and go to the properties of the **SNMP Service**
5. Navigate to the **Traps** tab of the SNMP Service properties
6. Add the community string(s) you would like the technology to accept and click **apply**
7. Navigate to the **Security** tab of the SNMP Service properties
8. In the bottom section of the Security tab, ensure the radio button for **accept SNMP packets from any host** is selected
9. Click **Apply** and restart the SNMP Service
10. Close Windows Services

**Apply the Module**

**To apply the Goliath Citrix ADC Module**

1. Ensure your GPM Server is version 11.9.2 or later.
2. On the GPM Server, add the Citrix MWA file to the WatchImExp folder within the Goliath Install Directory which is one of the following:
   1. C:\Program Files (x86)\MonitorIT\WatchImExp
   2. C:\Program Files\MonitorIT\WatchImExp
3. Log in to GPM and ensure the Citrix ADC(s) are listed on the **Configure** - **Inventory.** 
   1. Specifically, we need an inventory entry that matches the trap definition(s) "source ip"
      1. If not listed, click **New** at the top of the page to add the entry(s) by defining a hostname and IP Address to match the "source ip".
4. Go to **Configure** - **Monitoring** **Rules**.
5. If there is an existing monitoring rule named **Monitor All Received SnmpTrap Messages**, select and **Delete** it
6. Click the menu button and then chose the submenu option **Import/Export Rules**.
7. In the dialog that opens, select **Import Monitoring Rules** and click **OK**.
8. Select **Citrix** **ADC** from the list, keep all default checkboxes enabled and click **OK**.
9. New rules are imported and added to the rules list. All prefaced with "Citrix ADC" (you may need to refresh page to see them).
10. Go to the **Configure - Groups** page, select & edit the group named "Citrix ADC" and assign your ADC devices to enable monitoring.
11. To enable alert notifications, see [Configure Email and Text Alert Notifications](https://support.goliathtechnologies.com/hc/en-us/articles/360024446933)

**Note:** in some cases you may need to enable Alarms on the Netscaler devices.  
Required Alarms:  
• CONFIG-CHANGE  
• CPU-USAGE  
• DISK-USAGE-HIGH  
• ENTITY-STATE  
• GSLB-SITE-MEP-FLAP  
• GSLB-SYNC-STATUS-FLIP  
• HA-BAD-SECONDARY-STATE  
• HA-NO-HEARTBEATS  
• HA-PROP-FAILURE  
• HA-STATE-CHANGE  
• HA-VERSION-MISMATCH  
• HARD-DISK-DRIVE-ERRORS  
• IP-CONFLICT  
• LOGIN-FAILURE  
• MEMORY  
• PR-RL-PPS-PKTS-DROPPED  
• POWER-SUPPLY-FAILURE  
• RATE-LIMIT-THRESHOLD-EXCEEDED  
• WARM-RESTART-EVENT