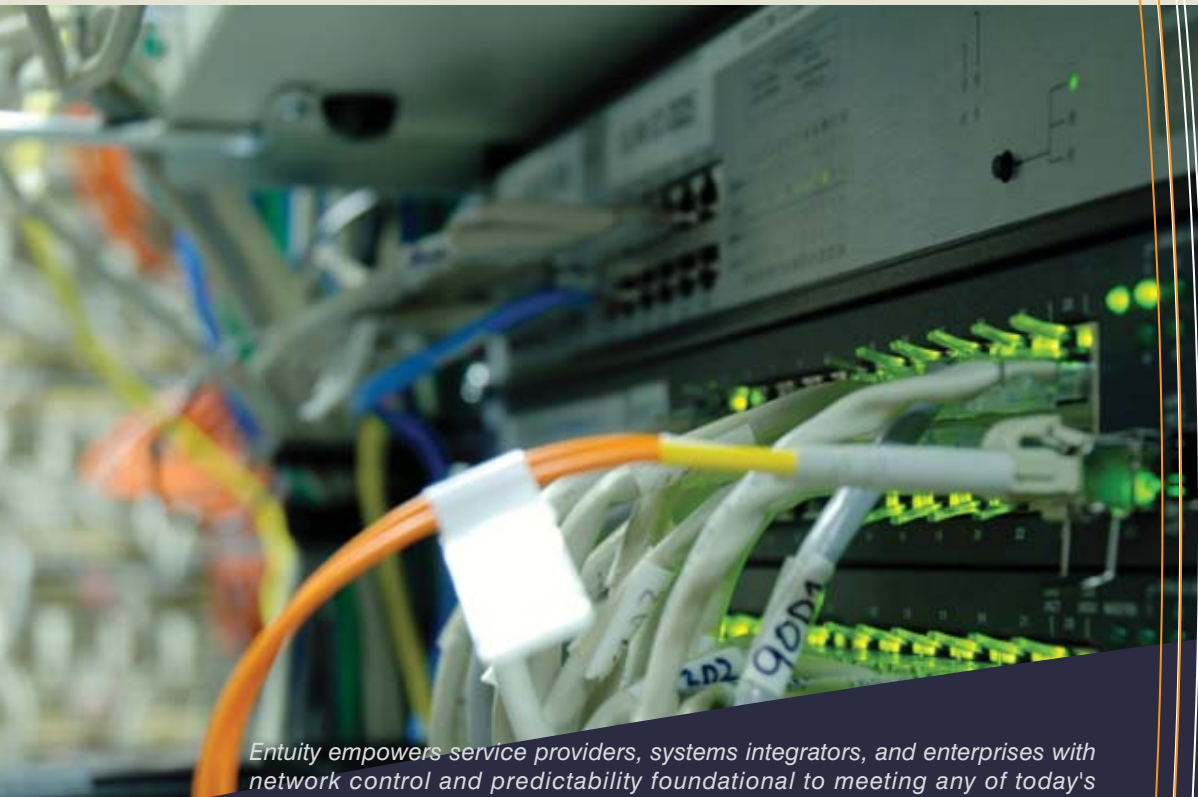




Entuity[®] 14.0

Release Notes



Entuity empowers service providers, systems integrators, and enterprises with network control and predictability foundational to meeting any of today's complex IT infrastructure challenges. Entuity provides a succinct suite of the most important functionality for network management – inventory, fault, and performance management – but presented in an easy to use, quick to deploy format.

North America Headquarters

4 Mount Royal Avenue
Suite 340
Marlborough, MA 01752
Tel: +1 508 357 6344
Fax: +1 508 357 6358

EMEA Headquarters

9a Devonshire Square
London,
EC2M 4YN
Tel: +44 (0)20 7444 4800
Fax: +44 (0)20 7444 4808

Entuity

Entuity

The Entuity product and its related documentation are protected by copyright and distributed under licenses restricting use, copying, distribution, and decompilation. Unless you have negotiated with Entuity specific terms and conditions for using its product and associated documentation, such use shall be governed by Entuity's standard licence terms, a copy of which is distributed with the product.

Entuity may make improvements and/or changes to the product(s) and/or program(s) described in this publication at any time. These changes will be incorporated into new editions of the relevant publication.

Entuity®, Eye of the Storm®, InSight Center®, Green IT Perspective™, Network Delivery Perspective™ and Service Delivery Perspective™ are registered trademarks of Entuity. All other trademarks are the property of their respective owners.

License terms and conditions of use for Entuity and included third party software can be found on the Entuity server at [entuity_home/licenseTerms/](#). A listing of these third party trademarks, references and software included with Entuity is available through its web UI.

Contents

1 What is New	
Tablet UI	1
Enhanced Services	2
Data Collection through the XML API	2
Enhanced Integrated Flow Analyzer	3
Enhanced View Filtering	3
Enhanced Inventory Management	3
Dual Level Thresholds	4
Reports Enhancements	4
2 What has Changed	
Port Polling Enhancements	5
Miscellaneous Enhancements	6
3 Open Issues and Resolutions	
4 Corrected Problems	
5 Product Documents	
6 Customer Support	

Entuity 14.0 Release Notes

Entuity 14.0 is a new release offering significant new functionality on earlier versions of the product. A summary of the principal features of Entuity is contained in the User Guide.

For users upgrading to Entuity 14.0 from older versions of Entuity please ask your representative for the Entuity Migration Guide. You must also obtain from your Entuity representative a valid Entuity 14.0 license, licenses that worked with earlier versions of Entuity are not valid for Entuity 14.0.

What is New

Tablet UI

Entuity 14.0 introduces multi-vendor tablet support in addition to the existing desktop browser support. Entuity auto-detects whether user access is from a tablet versus desktop web browser and presents the appropriate interface. Tablet screens include support for popular tablet gestures.

Entuity 14.0 tablet UI delivers a subset of the functionality delivered through the main interface. It includes the key features required to monitor the state of your network and is comprised of:

- The Status Summary dashboard.
- View, Device and Port Summary pages (accessible from the Status Summary page).
- Incident and Event Viewer.
- Reports you can configure, run and view.

The tablet interface is certified for use with the following combinations of hardware, operating system and browser.

Devices	O/S	Browser
iPad 4 or higher	IOS 7.0.3	Safari
iPad mini or higher	IOS 7.0.3	Safari
Nexus 7 or higher (or equivalent)	Android Jelly Bean 4.3	Chrome
Nexus 10 or higher (or equivalent)	Android Jelly Bean 4.3	Chrome
Microsoft Surface (or equivalent)	Windows 8.0	IE 10

Documentation Location

Document Name	Update Details
Tablet Help	Help called from the tablet.

Document Name	Update Details
Getting Started Guide	Chapter 1 Introducing Entuity

Enhanced Services

For Entuity 14.0 its services functionality is redesigned:

- Services are managed through the web UI.
- Summary and Advanced pages are available in the web UI in addition to the Service Summary dashboard.
- There is an additional server state, Degraded, useful when wanting to identify services which are currently up but may not be operating optimally, or have lost redundancy, or be approaching a condition in which they will fail. This requires the setting of the service type to use the At Least operator which allows you to set dual level thresholds (the second threshold represents the degraded state and is optional).
- You can set the service to not return a state.
- Each service is defined on 1 server however it can include components that are managed by remote Entuity servers.
- Services can now be included in multiple different views, by reference.

Documentation Location

Document Name	Update Details
System Administrator Guide	Chapter 4 Entuity Services

Data Collection through the XML API

Entuity can access the XML API of managed devices, query their database and integrate returned data into its database. Entuity XML Data Collection accesses the device's `xmlagent`. Although currently implemented only for Cisco devices it is extendable to other manufacturers.

The first implementation of this functionality is the retrieval of connected MAC addresses from the Nexus range of Cisco devices, for improved end host location and managed host topology around Nexus devices.

Documentation Location

Document Name	Update Details
System Administrator Guide	Chapter 3 XML Data Collection

Enhanced Integrated Flow Analyzer

Entuity 14.0 extends the Integrated Flow Analyzer (IFA) adding support for:

- Sampled NetFlow v5 and NetFlow v9.
- sFlow v4 and sFlow v5.
- Enhanced on-screen filter controls.

Entuity IFA also includes support for Flexible NetFlow.

Documentation Location

Document Name	Update Details
System Administrator Guide	Chapter 21 Set-up and Manage Flow Data Chapter 22 View and Report on Flow Data
System Administrator Reference Manual	Chapter 3 Entuity System Files

Enhanced View Filtering

Views are an important tool in controlling the representation of the your managed network in Entuity. Entuity 14.0 includes enhancements to improve that control with extensions to the existing filter mechanism that allow:

- Filtering of ports and applications within the context of their parent device's device type.
- IP range filtering for device, port and application filter rules.
- Regular expression (regex) matching against device name, device description, system location, system name and port description.
- More flexible filtering of system level events.
- Filtering of traps and syslog events sent from unmanaged devices.

Documentation Location

Document Name	Update Details
System Administrator Guide	Chapter 6 Managing Events within Entuity Chapter 15 Entuity Views

Enhanced Inventory Management

Entuity 14.0 extends inventory support:

- Separation of device display name from the polled name Entuity uses to manage the device.

Displayed device name can be the same as the polled name or be switched to show IP, hostname, fully qualified DNS name, sysName or a custom entered name.

- To allow greater control over the maximum SNMP packet size Entuity uses when polling devices. The maximum size of SNMP PDUs can be limited on a per-device basis to accommodate SNMP agents with abnormally low PDU size limitations. By default the maximum SNMP PDU size is 1408bytes, configurable through `entuity.cfg`. For some devices this is too large and causes polling to fail. Entuity 14.0 includes a new configuration file, `snmpMaxPDUOverrides.cfg`, which contains a list of sysOids each with their own PDU size. These settings are automatically applied to all matching devices. You can amend and extend the shipped settings through a site specific file. Individual devices can have their maximum SNMP PDU size limit set via the web UI. Control over the maximum SNMP packet size is particularly relevant when managing Cisco ASA devices.
- To allow polling of SNMPv3 managed devices for the MAC addresses on VLANs; providing discovery of end hosts and uplink connectivity in a SNMPv3 environment.

Documentation Location

Document Name	Update Details
System Administrator Reference Manual	Chapter 3 Entuity System Files
Getting Started Guide	Chapter 6 Place Devices Under Entuity Management

Dual Level Thresholds

Device Average CPU Usage and Device Average Memory Usage events now have dual level thresholds which are associated with warning and critical level events. The Explorer gauges and mini-charts are able to show thresholds, if set.

Documentation Location

Document Name	Update Details
User Guide	Chapter 2 Explore the Managed Network

Reports Enhancements

Entuity 14.0 adds prime time support to 4 Availability and Outage reports:

- Outages Report enhancements include:
 - For each device the total time of the outage during the reporting period and also during prime time within the reporting period.
 - For each device outage the length of that outage and also the length of that outage that occurred within prime time.

- Listed items now sorted by device name with a secondary sort on server name.
- Infrastructure Availability report enhancements include:
 - Availability bar with reachability and uptime values, prime time values in brackets.
 - Duration column with reachability and uptime values, prime time values in brackets.
- Server Availability report enhancements include:
 - Availability bar with reachability and uptime values, prime time values in brackets.
- Device uptime, reachability and last reboot report enhancements include:
 - Uptime % column with percentage of time the device was up during the report period values, with its percentage uptime during prime time in brackets.
 - Reachability % column with percentage of time the device was reachable during the report period, with its percentage reachability during prime time in brackets.

Administrative set of reports are diagnostic reports intended for use under guidance of your Entuity representative. Entuity 14.0 include 2 new administrative reports:

- Devices SNMP Response Time report details the responsiveness of devices to requests from Entuity. Entuity server CPU performance.
- Process Diagnostics report provides information useful for diagnostic investigation of irregularities in Entuity processes.
- Devices SNMP Response Time and Process Diagnostics report are also revised.

Documentation Location

Document Name	Update Details
Reports Reference Manual	Chapter 3 Administrative Reports Chapter 4 Availability Reports

What has Changed

Port Polling Enhancements

Entuity 14.0 allows you to prevent the raising of events and incidents on ports with low packet throughput. The behavior of the port discard and fault events (both static and dynamic) can now be amended through an additional filter applied as a threshold. The Port Minimum Packet Rate for Discards and Port Minimum Packet Rate for Faults allow you to set a packets per second threshold; only when this threshold is crossed could Entuity potentially raise the associated fault or discard events.

For example, if Port High Inbound Discards is set to 1% and Port Minimum Packet Rate for Discards is:

- Not enabled then if inbound discards for the port is 2% Entuity would raise the Port Inbound Discards High (Device Congestion) event.

- Enabled and set to 100 then only if the inbound packet rate is above 100 and the inbound discards for the port is over 1% would Entuity raise the Port Inbound Discards High (Device Congestion) event. If subsequently the inbound packet rate dropped below 100 then Entuity would close the event even when inbound discards was still above the 1% threshold.

You can set the Port Minimum Packet Rate for Discards and Port Minimum Packet Rate for Faults thresholds to 3 decimal places.

The hourly and daily rolled up fault and discard data is also weighted, taking into account the underlying packet rate at the time of the data sample.

Documentation Location

Document Name	Update Details
Event Reference Manual	Chapter 1 Events
Getting Started Guide	Chapter 6 Place Devices Under Entuity Management

Miscellaneous Enhancements

- Port channels aggregate multiple physical interfaces into one logical interface which Entuity 14.0 identifies as upper layer ports, and where physical ports are assigned into a channel Entuity 14.0 identifies them as lower layer ports.
- Improvements to the LDAP administration including improved labeling of the interface and command line prompts.
- The number of custom dashboards available to a user from the Custom Dashboards menu is now configurable, both the potential maximum available to a user and the actual maximum within that assigned to a user. The defaults are 5 and a potential maximum of 50.
- Custom Poller includes revised counter support useful when developing events with threshold capability.

Open Issues and Resolutions

For the current list of known issues please visit the Entuity Customer Portal (www.support.entuity.com/login.php)

Corrected Problems

Entuity 14.0 incorporates all of the error corrections and product enhancements released up to and including patch 1 for Entuity 13.5. A full set of Patch Notifications for all certified

Entuity patches is stored in the Entuity Customer Portal and can be accessed by logging in to: <http://www.support.entuity.com/login.php> If you do not yet have the login credentials for this site or have any questions regarding Entuity patches, please contact Customer Support.

Product Documents

Entuity documentation is delivered as a set of Adobe Acrobat PDF files and online web help. To view the latest Entuity documentation and release notes, visit the Entuity Customer Portal at <http://www.support.entuity.com/login.php>.

All Entuity documentation content and their PDF filenames are updated to reflect changes to the product. The naming convention continues to indicate the content of the document:

- core, covers key functionality of the product.
- report, details the reports and reporting tools.
- integ, details how Entuity integrates with third party software.

Updated Documentation

User Guides	Filename / Comments
Getting Started Guide	entuity_core_getting_started.pdf
Release Notes	entuity_core_release_notes.pdf
System Administrator Guide	entuity_core_system_administrator.pdf
User Guide	entuity_core_user.pdf
Managing Reports Guide	entuity_report_managing.pdf

User Manuals	Filename / Comments
Events Manual	entuity_core_events.pdf
Reference Manual	entuity_core_reference.pdf
User Reference Manual	entuity_core_user_reference.pdf
Reports Reference Guide	entuity_report_reference.pdf

Integration Guides	Filename / Comments
Integration Module for BMC Atrium	entuity_integ_atrium.pdf
Integration Module for BMC ProactiveNet Performance Management	entuity_integ_bppm.pdf
Foundation Level Integration Module for Netview	entuity_integ_netview_foundation.pdf
Integration Module for Remedy	entuity_integ_remedy.pdf

Integration Guides	Filename / Comments
Network Management Plug-in for Oracle Enterprise Manager	entuity_integ_oracle_enterprise_manager.pdf

Removed Documentation

Documentation Name	Filename / Comments
BladeCenter Module Guide	entuity_module_bladecenter.pdf
Cisco UCM Module Guide	entuity_module_cucm.pdf
Configuration Monitor Module Guide	entuity_module_configuration_monitor.pdf
Data Export Server Module Guide	entuity_module_data_export.pdf
Executive Report Guide	entuity_report_executive.pdf
Firewall Module Guide	entuity_module_firewall.pdf
HA Compatibility Module Guide	entuity_module_high_availability.pdf
Integration for Fluke NetFlow Tracker	entuity_integ_netflow.pdf
IPSLA Module Guide	entuity_module_ipsla.pdf
KPI Reports Guide	entuity_report_kpi.pdf
Load Balancer Guide	entuity_load_balancer.pdf
Managing Flex Reports Guide	entuity_report_flex.pdf
MPLS IPVPN Module Guide	entuity_module_mpls.pdf
Power Over Ethernet (PoE) Module Guide	entuity_module_poe.pdf
Quality of Service (QoS) Module Guide	entuity_module_qos.pdf
Routing Protocol Extension Guide	entuity_module_routing_protocols.pdf
SSL Services Module Guide	entuity_module_ssl_proxy.pdf
VPN Module Guide	entuity_module_vpn_gateways.pdf
Wireless Module Guide	entuity_module_wireless.pdf

Customer Support

If you have problems with or questions about Entuity, go to the Entuity Customer Support site at <https://www.entuity-helpdesk.com> or contact our support team by phone or email, using the following details.

- UK: +44 (0) 20 7444 4800 (London)
- US: +1 (866) 368-8489 (New York)
- Email: helpdesk@entuity.com