

# Entuity® 14.0 Issues and Resolutions

## Technical Bulletin

Revision 1

December 17, 2013

We are pleased to confirm the availability of Entuity 14.0, which has now been certified for customer use. This technical bulletin details currently known issues for Entuity 14.0.

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.

## Open Issues and Resolutions

This section lists known issues that may impact on Entuity performance, and where possible suggested solutions.

Reference	Known Issue
1.	<p><i>Context:</i> Maps.</p> <p><i>Description:</i> If a web map contains a device that is subsequently deleted from Entuity's inventory, then the map will not be automatically updated to reflect the change. Users will still be able to invoke other features on the said device(s), such as Explorer, Events Viewer. These features will subsequently present data which is no longer valid.</p> <p><i>Workaround:</i> Close and re-open (or re-create) the map, and the deleted devices will not be re-added.</p>
2.	<p><i>Context:</i> Reports.</p> <p><i>Description:</i> Reports that take longer than five minutes to complete may result in a proxy error being displayed in the web user interface. This is because the web user interface has its own time-out period of 5 minutes.</p> <p><i>Workaround:</i> Schedule the required report.</p>
3. (2445)	<p><i>Context:</i> Install and Configure.</p> <p><i>Description:</i> Entuity Install removes preserved data when ENTUITY_HOME is a symlink.</p> <p><i>Workaround:</i> Do not use a symlink to the install directory.</p>
4. (2727)	<p><i>Context:</i> Inventory Snapshots.</p> <p><i>Description:</i> Inventory Snapshots Schedules are not removed when their associated view is removed.</p> <p><i>Workaround:</i> You should delete any associated schedules before deleting the view.</p>
5. (2787)	<p><i>Context:</i> Multi-server. Integrated Flow Analyzer (IFA).</p> <p><i>Description:</i> If the web port of an Entuity all-in-one server is changed during a run of configure the corresponding Assigned Flow Collector port will need to be modified in the Remote Entuity Servers page.</p> <p><i>Workaround:</i> From the Remote Servers page update the Assigned Flow Collector port.</p>
6. (3278)	<p><i>Context:</i> Multi-server.</p> <p><i>Description:</i> When selecting multiple individual servers in the Report Options page Entuity displays an error message. Upon selecting more than 1 server from the drop-down menu Entuity immediately displays the error message.</p> <p><i>Workaround:</i> Selecting the All Servers option will not exhibit this issue.</p>

Reference	Known Issue
7. (3224)	<p><i>Context:</i> Services.</p> <p><i>Description:</i> When adding components to a service, it is possible for the timing of the Explorer tree and View refreshes to result in the displayed content of the service in the Explorer Tree to become out of sync with the actual content.</p> <p><i>Workaround:</i> Manually collapse and expand the Explorer tree for each occurrence.</p>
8. (3291)	<p><i>Context:</i> Multi-server. Services.</p> <p><i>Description:</i> Entuity displays remote objects in a service as unknown (name=TBD, status=unknown) if the server does not have permission to access the remote server.</p> <p><i>Workaround:</i></p> <ol style="list-style-type: none"> <li>1. Delete the remote objects from the service.</li> <li>2. Add the remote server via multi-server administrator page.</li> <li>3. Re-add the remote objects to the service.</li> </ol>
9. (3290)	<p><i>Context:</i> Multi-server. Reports.</p> <p><i>Description:</i> When setting CIO Perspective Report Options if you select All Servers then the list of available views is not de-duplicated.</p> <p><i>Workaround:</i> Run the report only against the Entuity server on which the required view is defined.</p>
10.	<p><i>Context:</i> Tablet UI, iOS 7 only.</p> <p><i>Description:</i> If an Entuity server configured for SSL uses a certificate not certified by a publically known authority, then users can only log in once. When a user logs out or moves away from the web application, they cannot login again.</p> <p><i>Workaround:</i> The SSL Certificate must be issued by a publically known authority.</p>
11.	<p><i>Context:</i> Tablet UI.</p> <p><i>Description:</i> Logging out of Entuity does not delete the browsing history of that session. The next time a user logins the last page they visited is displayed and not their set home page.</p>
12.	<p><i>Context:</i> Tablet UI, iOS 7 only.</p> <p><i>Description:</i> When logging onto Entuity a single tap does not set the focus to the Username field.</p> <p><i>Workaround:</i> Tap twice.</p>
13. (3245)	<p><i>Context:</i> Tablet UI.</p> <p><i>Description:</i> The View Summary page device name sort is case sensitive. Entuity sorts by upper case (A-Z) and then lower case (a-z) rather than purely alphabetically (ignoring the case of the letter).</p>
14. (3203)	<p><i>Context:</i> Connected Hosts.</p> <p><i>Description:</i> The Explorer Summary tab for Connected Hosts currently displays incorrectly formatted Host IP and Display Name values.</p>
15. (3276)	<p><i>Context:</i> Tablet UI.</p> <p><i>Description:</i> The behavior of links called from generated reports is unreliable, for example links within the:</p> <ul style="list-style-type: none"> <li>▪ Device Health Summary report work on iOS and Windows tablets but not on Android tablets.</li> <li>▪ Event Details report do not work on iOS, Windows and Nexus devices (other Android devices may support links through the long tab).</li> </ul>

Reference	Known Issue
16. (3292)	<p><i>Context:</i> Reports.</p> <p><i>Description:</i> Switch Port Connectivity inventory report that lists access layer switches and their connected hosts does not populate the device port details tables.</p>

## More Information

Full details of how to operate the new release are contained in the Entuity 14.0 User Guides. All of these documents are available for your review in the Documentation section of the [Entuity Customer Portal](#). If you have any questions regarding these new features, the upgrade process, or need login credentials for the Customer Portal, please contact Entuity Support for assistance.

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