

Entuity 14.5 Patch Notification

Technical Bulletin

Version 2014.12.22

December 22, 2014

We are pleased to confirm the availability of patch **P02** for Entuity 14.5, which has now been certified for customer use; further details of the benefits to be gained from this patch are set out in the table below.

Latest Patch Details:

Functional Area	Platform(s)	Problem Description
Configure	All	A fix to prevent the loss of 3rd Party integration specific configuration data when running the Configure wizard using the Defaults option.
Data Export	All	A fix to prevent View Membership Data Export operations failing when more than one view has been created with the same name.
Device Support	All	Numerous changes and fixes have been made to improve the support for Dell, Force10, Nokia, HP, Cisco, Juniper, Huawei, Trapeze, and other devices. An enhancement to improve support for some SNMPv3 device types.
Event Forwarding	All	A fix to prevent event forwarding integrations (snmpforward and forkevent) from having to restart after forwarding a certain number of events.
Event Management System	All	The Event Management System has been enhanced to prevent the possibility of a dead-lock situation occurring when loading event projects.
Flow	All	It is now possible to collect Flow data for Virtual Ports.
Polling Engine	All	A fix to ensure historical data retention for temporarily disabled ports (e.g. due to temporary power down of hot-swappable modules). A fix to the PortModify feature (i.e. feature to override access/trunk/uplink port classification), to overcome a problem introduced in v14.5 GA release.
Reporting	All	A number of Reports have been updated to show the correct percentage value for availability and uptime in relation to the specified Primetime. A fix to prevent a Java Out Of Memory error from occurring when generating custom Multi-Chart Reports using the report Builder feature.
Security Updates	All	The insecure SSL3 protocol has been disabled, providing protection against the Padding Oracle On Downgrade Legacy Encryption (POODLE) vulnerability. Updated versions of JRE (7u72), OpenSSL (1.0.1j), Apache (2.4.10), Tomcat (7.0.56), and MySQL (5.6.21) to include the latest security fixes and updates.

Third-Party Integrations	All	An enhancement to allow the mapping of Entuity Event Levels to AR System Impact Levels, when integrated with BMC Remedy.
Topology Map	All	A change to improve the loading times of saved maps in multi-server environments..
Web User Interface	All	A change to reduce the time taken to query the number of incidents associated with a view on larger installations. A tooltip has been added to allow display of long view names for the Event Notifications UI in the Preferences and in the Options pages for Reports. Parent names are displayed for objects placed into the DropBox for use with Charting and Custom Reports.

Important Notice

Before installing this patch, please check whether the *sw_site_specific.cfg* file refers to any configuration files that were provided by Entuity. If so, please contact Entuity Support who will ensure the compatibility of any such files and, if necessary, provide new files to be applied before installing the patch.

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 Entuity Support who will be pleased to assist.

Support Contact Details	
Phone Support - UK:	+44 (0) 20 7444 4800 (London)
Phone Support - US:	+1 (866) 368-8489 (New York)
Email:	helpdesk@entuity.com
Web Site:	https://www.entuity-helpdesk.com

Downloading Patches:

Patches for all supported platforms are available from the Entuity FTP site: <ftp.entuity.com/>

The site is arranged into separate directories for each Entuity version, operating platform and patch number. Each directory also includes a readme file and any other relevant documents, including checksums, which you are advised to verify before applying each patch. Patches must always be applied via the Patch Installer, which will ensure they are applied in a consistent and reliable manner.

Access to the Entuity FTP site requires a valid username and password that can be obtained from Entuity Support.

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