Entuity⬧ 15.0 Patch Notification

Technical Bulletin
Version 2015.04.02
April 02, 2015

We are pleased to confirm the availability of patch **P01** for Entuity 15.0, 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
Configuration Monitor	All	Unsaved Configuration events are no longer raised erroneously for devices when lines excluded from policy checks only appear in one configuration file.
Database	Windows	Windows installations will no longer allow the Server OS to reboot or shutdown before the Entuity database has correctly shutdown.
	Linux	A change was made to the database configuration to reduce overall CPU consumption.
Data Export	All	A fix to ensure View Membership based Data Exports operate as intended in conjunction with non-unique view and sub-view names.
Device Support	All	A fix to handle collectors defined with duplicate priorities. Warning messages such as "WARNING: Multiple instances at priority XXX" will no longer be seen in DsKernel log files. Numerous changes and fixes have been made to improve the support for Dell, A10 AX Series, Allied Telesis, Brocade, Cisco, HP, Checkpoint, Extreme, F5, Enterasys, and other devices. Modifying a device does not result in Audit log entries erroneously claiming that the Community String for the device has changed.
Event Management System	All	Fixed issue where Event suppression failed for Network Outage events raised on ports. For a port with multiple configured IP addresses, Event Suppression can be specified against one or all IP addresses on that port. A fix to ensure there is no delay in raising "Module Discovered" and "Module Disappeared" events. Corrections to EMS Administration page when adding trap rules. Fixed error where "condition" setting is not presented when editing N of M Suppression, Flapping detection, and Event Set Detection rules. When choosing the setEventType action in an EMS project, user can now opt to update the event name and severity.

		A fix to allow edited Event Filters to be saved without requiring a change to the filter name.
Flow	Linux	Fixed invalid reference to Java library path in script that runs flow collector.
ICMP Monitor	All	Added the ability to configure applicationMonitor log file size via entuity.cfg. ICMP Monitor settings are now recorded to db-queries.log file by the inventory utility.
Insight Centre	All	The Branch Office Perspective & Multiple Branch Office Perspective now provide support for remotely monitored service components. The CIO and Branch Office Perspectives will operate correctly with the My Network View. The CIO Perspective will correctly represent remotely monitored component availability when drilled down to the component availability sub-report.
Polling Engine	All	A change to improve data collection when SNMP agents intermittently send unexpected responses to get-next requests. A fix to ensure the correct retrieval and storage of Management IP Address where devices have no data at 1.3.6.1.2.1.4.20.1 or 1.3.6.1.2.1.4.34.1. User-Set Names for IPSLA Poller objects are now maintained across Entuity server restarts. Enhanced duplex support to additionally display correct duplex state for any devices using a dot3MauType in the range 1.3.6.1.2.1.26.4.31 to 1.3.6.1.2.1.26.4.78.� A fix to ensure that demoting trunk ports to access ports operates as expected.
Reporting	All	Selections made in report options and schedules are retained when the option or schedule is subsequently edited. Changes were implemented to improve the speed of loading report options where reports have a large number of objects available for selection. Fixes were made to ensure accurate reporting of Availability and Uptime values in Infrastructure Availability, Server Availability, and Uptime Reachability Reports, when prime time is enabled. A fix to prevent a Java OutOfMemory error occurring when running custom reports in some configurations.
Security Updates	All	Updated versions of OpenSSL (1.0.2a), Apache (2.4.12), and Tomcat (7.0.59) to include the latest security fixes and updates. Updated MariaDB (server version 10.0.16, libmariadb version 2.1.0, java client version 1.1.8), to include the latest security fixes and updates.

Third-Party Integrations	All	A fix to the configuration for BEM integrations using a version of IIWS prior to 7.4. Remedy integrations now support export of Event Severity Level, and source Entuity server name. Enhanced ability to forward Events and Incidents as SNMP traps to third party management systems.
Trap Processing	All	The MIB tree used by the MIB browser is now indexed on OID instead of name, negating issues where 2 MIBs contain traps with duplicate names. Old (pre-15.0) OTR events are deleted as part of the upgrade to version 15.0.� Incidents related to old OTR Events are now preserved and displayed after upgrade, and are highlighted for convenience. Rules referring to old (pre-15.0) OTR Events that have been deleted as part of the upgrade to version 15.0 are now highlighted after upgrade to indicate that they require attention.
Web User Interface	All	Configure Columns settings for the Explorer Ports tab will remain persistent when navigating away from the tab and back to it again. Fix issue where My Network view is hidden when Preferences are set to show only a subset of available views. A fix to stop error message pop up dialogs being displayed when active charts are displayed in custom dashboards. A fix to ensure that the Consolidate Servers toggle button is not incorrectly switched when saving changes in the Preferences dialog. The Select All, and Clear All buttons on the Servers & Views tab of the Preferences dialog will now function correctly. A fix to ensure previously opened context menus are closed when a user clicks within the Explorer tree. The Servers listbox in the Preferences, Servers and Views tab will display all Entuity servers and Surepath servers. Hidden or unlicensed Entuity servers are not displayed. The Servers listbox in the Preferences, Events & Incidents, Event Notification Configuration dialog will only display polling servers. Hidden or unlicensed Entuity servers and SurePath servers are not displayed. Last State Change column made available for use on the Device Level Explorer Ports tab, providing the time since the last state change for each port. A fix to ensure that Exclude Private Views settings are correctly adhered to throughout the Entuity Web UI.

		Fixed the Edit Service context menu option when launched from the Explorer tree for a View. 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.

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.

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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. The FTP site employs FTPS which uses encryption over SSL/TLS for added security.