

Entuity 15.5 Patch Notification

Technical Bulletin

Version 2016.03.17

March 17, 2016

We are pleased to confirm the availability of patch **P02** for Entuity 15.5, 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
Availability Monitor	All	Fix to ensure that devices retain their correct status and associated network outage events are cleared, if appropriate, following a restart of the Entuity server.
Device Support	All	Fixed an issue with data collection of model number for Check Point devices. Refine Data Model so that UPS Devices are modelled with a unique UPSDevice object. Added a new device type for Satellite Base Station devices. Fixed an issue whereby Entuity was not correctly honoring the maximum SNMP packet sizes specified in snmpPduMaxOverrides.cfg, when collecting data for utilization, fault and discards, resulting in SNMP poll failures for these metrics.
Reporting	All	Fixed an issue that caused the 'Port Rate Chart' activity report and similar activity reports to fail to run when scheduled.
Trap Processing	All	Fixed an issue where MIBs containing SMIV1 traps with their enterprise OID ending in .0 are parsed incorrectly.
User Defined Polling	All	Fixed an issue whereby the User Defined Polling wizard would leave filter fields blank.

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. For added security, the FTP site requires connection via SFTP or FTPS.

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