Entuity® 16.0 Patch Notification

Technical Bulletin
Version 2016.10.14
October 14, 2016

We are pleased to confirm the availability of patch **P02** for Entuity 16.0, 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
Application Monitor	All	For excluded IP addresses, events will no longer be raised or status of ports changed for ports associated with the excluded IP addresses. For custom ICMP Monitor settings, checking the 'Management' box will ensure that the management IP address of the device will be pinged even if the associated port is unmanaged.
Configuration Manager	All	Fixed issue that could cause Configuration Manager tasks to fail when log files are rolled. Fixed issue that could cause Configuration Manager tasks to fail when executed in a multi-server installation.
Device Support	All	Various device support improvements: - Over 130 new devices supported. - Improved support for over 30 devices. - Added support for HA State in Cisco ASA Firewalls.
Flow	All	The flow collector now includes sampled flows when calculating the sample rate. Fixed issue that could cause the flow collector to crash if it fails to parse unrecognised NetFlow packets. Added a workaround to enable flow data collection from Cisco Nexus 7000 devices.
IP SLA Module	All	Fixed issue that prevented IP SLA Test High Latency events being generated on non-jitter IP SLA operations.
Reporting	All	Fixed issue that prevented Report Builder's Single Chart reports from working for non-administrator users. Fixed issue that could prevent the user accessing the Green IT report's options. Fixed issue with the Report Options page that prevented the "Busy" icon from clearing.

		The CIO, SLA Summary and Branch Office reports have been updated: - "Service Tag" introduced to specify the type of service. - The CIO and SLA Summary reports now run on a single service. - The Branch Office reports now run on a single service.
Security Updates	All	Updates to include the latest security fixes and updates. - Tomcat updated to version 7.0.70 - Apache HTTPd updated to version 2.4.23 - OpenSSL updated to version 1.0.2 - MariaDb updated to version 10.0.26 - Java updated to version 8u101
Services	All	Enhancement of Services to support port traffic data aggregation across multiple ports within a service.
System Executables	All	Fixed issue that could cause DsKernelStatic to crash when attempting to send emails with an invalid attachment. Fixed an issue that could cause the eyepoller process to miss some data samples.
System Utilities	All	Fixed issue causing deviceDelete utility to crash. Fixed issue that could cause the updateNames process to crash.
Third Party Integrations	All	BMC Atrium integration updated. URL links reference the web UI instead of Component Viewer.
Web User Interface	All	Web UI updated for compatibility with Google Chrome 53. Fixed issue with nested sub-services appearing incorrectly in the Explorer tree.

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 Training Academy and can be accessed by logging in to: https://training-academy.entuity.com. If you do not yet have login credentials you can request a login on this site. If you 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.