Entuity® Network Analytics (ENA) for BMC TrueSight Operations Management

v17.0 Patch Notification

January 22nd 2019

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Version 2019.01.22

We are pleased to confirm the availability of **patch P04** for **ENA v17.0**, 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

Improvements and Fixes

Functional Area	Platform(s)	Description
Database	All	Fix to a bug in MariaDB that caused it to crash in Linux when additional open table caches were created.
ENA Help	All	Fix to broken help link when creating a custom dashboard.
Remedy SSO	All	Improvement so users can normalize usernames reported by the Remedy SSO integration. This allows users to strip off excessive information included in the username, making them more user-friendly and ensuring they fit within display limits.
Remote Terminal	All	Improvement in Internet Explorer 11 so that the Web UI remote terminal cut and paste will now use the system clipboard.
Security Updates	All	Critical security improvements, fixes and updates.
Topology Map	All	Fixed an issue whereby maps in any View would not load for users with uppercase letters in their Entuity or Remedy SSO username.

Notes

Please refer to the [Knowledge Base](#) on the ENA Help Center for help and information on functionality added in this patch.

Entuity recommends that all servers in a multi-server configuration run the same patch version.

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 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 BMC patches on the Entuity FTP site requires a valid username and password that can be obtained from BMC Support. For added security, the FTP site requires connection via SFTP.