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

v17.0 Patch Notification

July 24th 2019

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Version 2019.07.24

We are pleased to confirm the availability of **patch P06** 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.

IMPORTANT NOTE BEFORE INSTALLING THIS PATCH: The move to OpenJDK11 will cause security certificates to be removed that had been loaded to the Java keystore when integrating with the following:

- External authentication system when using LDAPs;
- Event integration to third-party products (e.g. BMC TrueSight) when using HTTPs).

Before you install this patch, please follow the [instructions provided in this article](#) to ensure that you do not lose your certificates. These instructions will tell you how to export your certificates before patch installation using keytool, and then how to import them after installation using certtool.

Latest Patch Details

New in v17.0 P06

Functional Area	Platform(s)	Description
Dynamic Search	All	Addition of dynamic search to enhance existing search functionality in the UI, including: - Dynamic search on long lists e.g. when selecting an attribute for a chart. - Dynamic table filtering, so users can easily apply and see which filters have been applied to each table. - Dynamic search on a Map dashlet to highlight items for which you are searching.

		- Dynamic search in the Explorer so you can filter and reduce the displayed list of Views/objects. - Enhancement to the basic search functionality so users can search by pressing 'Enter'.
Live Ping Status	All	Addition of live ping functionality to context menus, so users can manually and immediately discover ping response times (in ms) for up to 10 multi-selected devices. Addition of port status functionality to context menus, so users can manually and immediately retrieve information on the operational status and the time of the last change of the port.

Improvements and Fixes

Functional Area	Platform(s)	Description
Account Management	All	Improvement so that the user session last seen time is updated only when the user interacts with the UI. Regular refreshing and updates will not update the last seen time. Fixed issues affecting SSO mode: - User timeout did not work in SSO mode. - User cookies remained active in SSO mode after session timeout, causing the user to reestablish connection. - ENA cookies were not cleared when the user logged out. Fixed an issue so that users who do not have Configuration Management Administration permission can no longer edit settings in configuration monitor, specifically disabling: 'Edit Settings' button on the Configuration

		Monitor dashboard for a View and in the Context Menu for this dashboard. ● 'Edit Settings' button in the Configuration Monitor Settings dashlet for a device. Fixed an issue whereby password expiry dates were not reset upon password expiry. Fixed an issue whereby global user settings were not being applied to new SSO users and external users. Change so that a timestamp is now generated when a maximum account age for a user account is specified. Fixed an issue whereby, if the 'Lock after X failed attempts' user setting is enforced, failed login attempts would cause the user account age to be reset.
Auto Discovery	All	Improvements to the Auto Discovery process so that: ● Profiles that are run without changes being made are not saved to the Audit Log. ● Auto Discovery cannot be started if any selected profiles are already running. ● Auto Discovery scheduler checks for a schedule every hour in which a schedule can be run, rather than just a fixed period time period. Improvement to the Auto Discovery profile dialog so that users can use Ctrl or Shift click when selecting multiple rows in the 'Included Addresses', 'Excluded Addresses', 'Authentication Details' and 'Excluded SysOids' tables. Enhancement to the Auto Discovery UI, so that when a user switches between the Inventory and Auto Discovery pages, and the server is managing multiple servers, the selected server choice will persist between the two pages.

		Fixed an issue when importing a device file, whereby the results dialog would incorrectly show discovered details. Fixed an issue whereby, if the zone option was enabled, the zone selection option would not appear in the Auto Discovery settings dialog. Fixed an issue that allowed users to add newly discovered devices to the root 'My Network' View using Auto Discovery. Users can now no longer do this. Fixed an issue affecting the creation or edit of an Auto Discovery profile, whereby the SNMP v3 Encryption Type dropdown selection was incorrect in the Enter Authentication Details dialog. Fixed the textual output from the Auto Discovery process, when it locates a device that has a configured IP address that already exists in the database. The device will now appear in the Candidate Devices list.
BMC TrueSight Operations Management Presentation Server Integration	All	Fixed an issue whereby the ENA redirect from the TrueSight Operations Management UI did not display appropriate data when the user did not have access to all objects.
Certificate Management	All	Improvement so that imported certificates are now merged correctly on upgrade.
Configuration	All	Fixed an issue whereby configure serverid did not work. Fixed an issue whereby upgrades to ENA v17.0 from Entuity 16.5 failed if the Autonomous WAP module was previously disabled.
Core Process	All	Fixed an issue whereby connectivity with SNMP v3 devices could be lost when their engine time or engine boots went backwards

Dashboards	All	Added new IPSec Tunnel dashboards at the View, device and IPSec tunnel object levels. Added a new VPN Summary dashboard at the device level. Fixed an issue affecting duplication of a system dashboard, whereby any 'Use Dashboard Top N' dashlet settings would be lost. Change to the Incidents dashboard so that, by default, its dashlets ignore the dashboard timeframe. Instead, all applicable dashlets in this dashboard will follow the timeframe set by the user in the UI. Fixed an issue whereby the drilldown from the 'Open Incidents' Pie Chart dashlet on the Incidents dashboard for a View was broken.
Dashlets	All	Improvement to the process of creating a chart dashlet, whereby streams that will only ever return a single sample cannot be selected as a chart attribute. Fixed issues that caused the View Contents, View Summary, Incident and Incident Summary dashlets to fail when the View contained incidents for stale objects. Enhancement so that, when selected, devices or objects on a Map dashlet can provide their context to other dashlets in the same dashboard. Fixed an issue whereby breakdown charts would retrieve the type of object from the url parameters. This could cause issues when pie charts don't have attributes or refer to multiple objects with different contexts. The context is now retrieved by the server. Addition of an 'Export Stream History as CSV' option to the Overflow menu and Context Menu on the Object Attributes dashlet, allowing users to

		export the history of selected streams in the dashlet table. Change to the table in the Incidents List dashlet so that the 'State' column is now displayed by default. Change to ensure that the device and service status colors are ordered correctly in the bar charts in the Subview Summary dashlet. Fixed an issue affecting the 'Unused Ports' Port Oper Status dashlet on the Ports dashboard, whereby clicking a timeframe on the pie chart would open an empty breakdown chart for that timeframe. The correct breakdown charts are now created for each timeframe. Fixed an issue affecting dashlets that take both a timeframe and a TopN value (Flow Data dashlet at View level; NBAR TopN Summary dashlet at port level), whereby the user could not provide a runtime value for either timeframe or TopN if the dashlet was configured to not use the dashboard-level value for one of them. This has now been fixed, so that both timeframe and TopN value can be configured. Fixed an issue whereby if the user chose to show hidden attributes in the Object Attributes dashlet, they would be displayed unformatted. General UI/UX fixes for dashlets.
Database	All	Fixed an issue that prevented events being raised where the event source port's interface description is part of the event Details.
Device Attributes	All	Improvement to make distinctions between the following device CPU and memory streams, meaning users can select them as chart attributes: ● Chain stream. ● 5 minute raw data stream. ● Hourly rollup.

		● Daily rollup. The same now also applies to all in/out port utilization stream options (except for the fast polling stream).
Device Support	All	Added vendor support for 420 new device models. Improved IP address support for Cisco 7706 devices. Enhancement to direct SNMP-based Meraki WAP support as individual AWAPs. Addition of new device type, Meraki Autonomous WAP, combining SNMP-polled data with RESTful API-gathered data. Removal of SNMP-based Meraki Wireless Controller support due to vendor lack of scalability. Removal of Threshold Settings from the context menu of Meraki devices, because Meraki devices do not have thresholds.
Events	All	Enhancement to the export mechanism for events and incidents so that it can use HTTP proxy. This benefits the ServiceNow, Moogsoft and BMC TrueSight integrations. Improved configurability of ENA EMS integrations, such as ServiceNow, Moogsoft and BMC TrueSight. Users can now specify the integration's destination port, protocol and whether to turn off SSL certificate checking. Fixed an issue causing loss of new-lines in the event action argument editor UI.
Flow	All	Fixed an issue whereby dashlets and reports were returning higher values than expected for VXLAN flows.
General UI/UX	All	General UI/UX improvements.

Improvements		
Licensing	Windows	Fixed an issue whereby the license activation key would only consider the first MAC address in the list returned by the operating system. This caused licenses to become invalid unnecessarily. It will now consider all MAC addresses.
MIB Browser	All	Added support for long OIDs.
Polling	All	Added support for polling VDSL (very high speed digital subscriber line) to measure VDSL port speeds. Added support for Cisco IPSEC tunnel monitoring. Improved performance when deleting VLANs, which previously could cause gaps in polled data at 5:30am.
Remedy Single Sign On (RSSO)	All	Added support for authentication via different Remedy SSO servers on ENA remote pollers. Update to the RSSO integration to work with RSSO version 19.02. Fixed an issue whereby RSSO settings were not preserved during an upgrade.
Remote Terminal	All	Fixed an issue whereby the Remote Terminal connection between the browser and the consolidation server would be closed by the browser.
Reporting	All	Improvement to allow custom report names, whereby users can insert values into report chart titles from a list of suggested placeholders. This means that users can insert values into titles without needing to write StormWorks statement language. Fixed an issue whereby clicking the Report Options button would give an error, on a report generated against ports and showing the device multi-select and port multi-select menus.

RESTful API	All	Fixed an issue whereby some options in the RESTful API method for changing a device's settings would cause changes to the device name.
		Fixed an issue whereby the RESTful API call to update a user failed when in LDAP mode.
		Change to give users the ability to omit the password argument to the Groovy RESTful API scripts (which prompts for a password).
Security Updates	All	General security improvements.
System	All	Moved to OpenJDK v11. Please see the important note at the top of this notification for further information.
Polling	All	Improved performance when deleting VLANs.
Preferences	All	Addition of the option to specify whether to show or not show unmanaged ports from the Preferences form.
Views	All	Improvement to allow longer View names (up to 385 characters).
		Fixed an issue whereby 'My Network' Views were not flagged as read only. This meant that operations could be allowed on them that should not have been.
		Fixed an issue whereby a Speed Value was incorrectly required when setting a port rule in a content filter. Speed Value is no longer a mandatory field.
		Fixed an issue whereby users could not create new Views when RSSO was enabled.

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.

If you encounter the following problem after installing the patch:

> [root@earth install]# ./configure
> <JAVA_HOME>/lib/ext exists, extensions mechanism no longer
> supported; Use -classpath instead.
> .Error: Could not create the Java Virtual Machine.
> Error: A fatal exception has occurred. Program will exit.

Then please delete the following specified directory: <ENA_HOME>/install/JRE/lib/ext.

OpenJDK11 has unbundled fonts and instead relies on OS-provided fonts. OpenJDK11 recommends installing the native OS package, which can be done with 'yum install fontconfig' on rpm-based systems. This is a requirement for running ENA on Linux.

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.