

# Entuity® Network Analytics (ENA) for BMC TrueSight Operations Management v17.0 Patch Notification

October 2nd 2019



# Technical Bulletin October 2, 2019

Version 2019.10.02

We are pleased to confirm the availability of **patch P07** 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

New in v17.0 P07

Functional Area	Platform(s)	Description
Reporting	All	Various enhancements and additions to the reporting functionality in ENA: <ul style="list-style-type: none"><li>• Users can now save user-defined reports to directories, and create new directories in which to save reports.</li><li>• Users can now duplicate existing custom reports.</li><li>• Addition of event breakdown reports to show events by type: Event Categories by View, Event Categories by Device, Event Distribution.</li><li>• Users can now browse for objects to add within the Find Attributes panel when creating a report.</li><li>• Improvements to the report builder, including addition of an Edit permission for user groups on a report-by-report basis.</li></ul>
Slack Integration	All	New ENA integration with Slack to forward event and incident data to specified Slack

		channels.
Splunk Integration	All	New ENA integration with Splunk to push events to specific ENA dashboards in Splunk.

## Improvements and Fixes

Functional Area	Platform(s)	Description
Account Management	All	Fixed an issue whereby if a user attempted to remove another user from the 'All Users' group, they would receive a success message even though this action is not possible. This action will now instead generate an error message.
Auto Discovery	All	<p>Improvement that allows an empty profile field and an empty options field when a user is modifying an Auto Discovery profile via RESTful API.</p> <p>Improvements to the Auto Discovery page, including:</p> <ul style="list-style-type: none"> <li>• If any selected profiles are running, the 'Rename' button is disabled.</li> <li>• Addition of errors to the 'Status' column in the table when invalid settings are found in the configuration file, e.g. Invalid type, Missing zone IDs.</li> <li>• The zone option will be available in the Profile Settings dialog if there are zones, or if the profile has a zone set.</li> <li>• When profiles finish, they will have the status of 'complete'.</li> </ul> <p>Fixed an issue in the Candidate Devices dialog, whereby the number of devices in 'Showing X of Y devices' would not match the number of devices actually shown.</p> <p>Fixed an issue whereby the 'Add to inventory'</p>

		button did not work in Internet Explorer.
Authtool	All	Improvement to the messaging when a user tries to login with an expired password.
BMC Atrium Integration	All	Fixed an issue where duplicate locations containing different cases would only register one CMDB instance in Atrium Explorer.
BMC Remedy Integration	All	Addition of a new EMS action, 'Send to Remedy ITSM', that can raise Remedy ITSM incidents from ENA incidents or events.
BMC TrueSight Operations Management Presentation Server Integration	All	Fixed an issue affecting the list of Views at the top of the Network > TopN page, whereby if there were more than 5 Views available, there would be no scrollbar and therefore the user could not scroll to select the View further down. There is now a scrollbar.
Configuration	All	Improvement to the Configure process so that web ports will now check for the SSL option.
Configuration Management	All	Fixed an issue that caused configuration management tasks to fail if the IP address of a device that had been taken under management by name was changed.
Dashboards	All	Change to the display of dashlet options in system dashboards containing multiple dashlet to prevent confusion as to which dashlet each option refers. Options for each dashlet will no longer be promoted to the dashboard Overflow menu, and instead will remain in the individual dashlet's Overflow menu..
Dashlets	All	<p>Fixed an issue impacting the Object Attributes dashlet, whereby text that was longer than the width of the 'Value' column would overlap the edit icon. Longer text is now truncated with an ellipsis.</p> <p>Fixed an issue whereby number filters in dashlets would incorrectly handle comparison operators (&gt;=, &gt;, &lt;=, &lt;).</p> <p>Addition of a Physical/Virtual column to the Port</p>

		<p>Summary dashlet.</p> <p>Fixed issues affecting the 'Events Over Time' Chart dashlet on the Incidents dashboard:</p> <ul style="list-style-type: none"> <li>• New time settings were ignored upon the chart redrawing.</li> <li>• There was a superfluous option to set the dashlet time frame in the dashlet Overflow menu.</li> <li>• The tooltip displayed when hovering over the chart would unnecessarily default to a value with decimal places, despite this value being a count.</li> </ul> <p>Fixed issues affecting the Incidents List dashlet:</p> <ul style="list-style-type: none"> <li>• System-level incidents relating to the Entuity server (e.g. Process Failure, license issues etc.) did not correctly link back to the source of the incident.</li> <li>• Expired incidents were not being removed from the list, causing duplicate entries.</li> </ul> <p>Fixed an issue affecting the Incidents List dashlet and the Events List dashlet, whereby the drilldown from an incident or event would fail if the source of the incident/event was a View.</p> <p>Fixed an issue whereby changing the Dashlet Source when creating a Pie dashlet would disable error messages in the Group Objects By Type field.</p> <p>Fixed formatting of MAC addresses in the Hosts column of the Port Summary dashlet for consistency with elsewhere in the UI.</p> <p>General UI/UX fixes for dashlets.</p>
Device Attributes	All	Fixed an issue affecting the portVirtualIndicator attribute, whereby virtual ports were not being recognised as virtual.
Event Management System	All	Fixed an issue whereby View membership tests would cause an event rule to fail.

		<p>Fixed issues affecting event suppressions:</p> <ul style="list-style-type: none"> <li>• The wrong time was being set when users click 'Now' in the 'Show active Event Suppressions' time period filter.</li> <li>• Clicking 'Cancel' would not preserve the previous specified time period.</li> </ul> <p>Fixed an issue whereby the Events Over Time chart dashlet would fail when the time the event was raised time differed to time the event was stored. The dashlet will now work when these two times are different.</p>
General Performance Improvements	All	<p>Fixed an issue whereby excessive logging while processing null SNMP responses would impact performance.</p> <p>Improvement to ticker performance, whereby ticker timeout has increased to give devices time to respond. This results in fewer ticker requests being sent.</p> <p>General performance and stability improvements.</p>
General UI/UX Improvements	All	<p>Improvement so that if a search filter produces no results, the message 'No items to display' is now displayed.</p> <p>Improvement so that a table will always fill the width of its container, regardless of the number of columns and the width of those columns.</p> <p>Improvement to lists of servers throughout the UI, whereby they are now sorted alpha-numerically by hostname. Previously, servers were listed in no specific order.</p> <p>Change so that when a user hovers over a red cross icon in a table, the tooltip message 'Down' is displayed instead of 'Error'.</p>
Polling	All	<p>Fixed an issue whereby ports that have a duplicate IP address, which ENA therefore no longer traceroutes to, were not showing as ICMP disabled.</p>

Remedy Single Sign On (RSSO)	All	Addition of the latest libraries for BMC RSSO.
Remote Terminal	All	<p>Fixed an issue whereby the close buttons for the remote terminal dialogs only closed those dialogs and not the remote terminal tab as a whole. The close buttons will now close the whole tab.</p> <p>Fixed an issue where any pre-login banner that can be configured to appear when logging in to a device was not being displayed in the ENA remote terminal.</p>
Reporting	All	<p>Fixed an issue that caused Branch Office Details reports and CIO Perspective reports to fail when non-admin users attempted to run the reports.</p> <p>Fixed an issue whereby the Process Diagnostics report would run blank if the two flex reports that it runs to get data were generated with the same timestamp.</p> <p>Fixed an issue whereby a sufficiently complex custom report would fail. This was caused by the URL exceeding the limits set by the browser and/or the network.</p> <p>Fixed an issue affecting single table custom reports, whereby selecting 'Ignore selection, and use objects from View' would not display objects within the View but instead display all objects to which the user has access.</p>
SDN Controller	All	<p>Enhancement so that the SDN Controller status is correct in the Key Info dashlet.</p> <p>Fixed an issue whereby all fabric nodes were displayed for every Cisco ACI pod. Now only the correct fabric nodes are displayed for the pod.</p>
Security Updates	All	<p>Security improvements to guard against cross-site script injection.</p> <p>General security improvements.</p>

Topology Map	All	Fixed an issue affecting the Map dashlet whereby deselecting all links in the dashlet settings form would initially result in all links being drawn.
Views	All	Fixed an issue whereby the Explorer would not refresh when a View is deleted.

## 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.

The ENA Slack integration, ENA Splunk integration and update to the BMC Remedy integration will only become available if you merge the new default Event Management System (EMS) project with your own live EMS project.

## 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.

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