

# Entuity® Network Analytics (ENA) for BMC TrueSight Operations Management v18.0 Patch Notification

July 10th 2020



# Technical Bulletin July 10, 2020

Version 2020.07.10

We are pleased to confirm the availability of **patch P03** for **ENA v18.0**, 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 v18.0 P03

Functional Area	Platform(s)	Description
Dashlets	All	Enhancement so that charts are now fully editable at runtime, including the ability to render thresholds. Settings will be saved to each user's preferences.
Drop Box	All	Introduction of new Drop Box functionality to aid the building of dashboards and reports, and charting multiple streams and objects. Users can drag objects, devices and attributes into the Drop Box for quick access whilst navigating around the UI.
BMC Helix Integration	All	New ENA integration with BMC Helix to push events and incidents from ENA to BMC Helix.

## Improvements and Fixes

Functional Area	Platform(s)	Description
Dashboards	All	<p>Fixed an issue whereby dashboards that had been disabled did not remain so after ENA was stopped and restarted.</p> <p>Fixed an issue whereby users could edit a dashboard layout from 'Fit to Window' to 'Scrolling', but could not change it back.</p> <p>Fixed an issue whereby static dashboards did not appear on the Dashboard Configuration page.</p>
Dashlets	All	<p>Improvement to the Attributes List dashlet to provide more meaningful values for counts of events, services and paths attributes.</p> <p>Fixed an issue affecting the Device Configurations Summary dashlet, whereby the 'Check Configuration Now' button was incorrectly disabled even when the selected device was set up for configuration monitoring.</p> <p>Improvements and fixes for Chart dashlets.</p> <p>Fixed an issue whereby the address specified in the URL dashlet would change the title of its parent dashboard.</p>
Data Backup	All	<p>Fixed an error whereby data backup and restore would throw an error after the process has successfully completed.</p>
Device Support	All	<p>Addition of a new StormWorks object type for wireless bridge devices.</p> <p>Improved support for Brocade and Foundry devices.</p> <p>Fix to device summary memory utilization calculation for certain device types.</p>

		<p>Improved support for Huawei devices.</p> <p>Updates to device support.</p>
Event Management System	All	<p>Fixed an issue that could prevent Device Unreachable events from being raised.</p> <p>Added support to trap forwarding to enable cross-launch to more object types, and to non-standard web ports.</p> <p>Fixed an issue that caused an error if a user deleted a condition from a rule and then tried to save the event project.</p> <p>Fixed an error caused by saving an Event Attribute Test.</p> <p>Fixed an issue whereby after deleting all previously created event rules, an error would arise upon reloading the project.</p>
General UI Improvements	All	<p>Fixed an issue that could potentially cause object status updates to be missed.</p> <p>General UI improvements.</p>
Configure	Linux	<p>Enhancement to the configure process.</p> <p>Addition of an option to install ENA as a systemd service in Linux.</p>
LDAP	All	<p>Fixed an issue that could cause LDAP to misconfigure and not correctly authenticate.</p>
Maps	All	<p>Improvement to the Geographical Map to ensure that all View markers are by default displayed on a single screen.</p>
Multi-Server Configuration	All	<p>Fixed an issue whereby objects could not be added to Views from different servers.</p> <p>Fixed an issue whereby the Geographical Map dashlet did not display a View if its location was</p>

		only specified on one server.
Remote Terminal	All	Improved performance of Remote Terminal upon signing in with SSH.
RESTful API	All	Fixed an issue that prevented the return of data for remote servers.
SurePath	Linux	Fixed an issue whereby SurePath was performing more traceroutes than intended on Linux.
SurePath	All	General improvements to SurePath.
Views	All	Enhancement so that when creating a View on a consolidation server, the available User Groups access list is now populated by all user groups from all servers, not just the user groups that are common to all servers.
User Account Management	All	<p>Various improvements to the behavior of ENA in an MSP environment.</p> <p>Addition of a Tool permission to hide the Preferences form from users.</p> <p>Change so that if there is no functionality available to a user on the Administration page, then the Administration option is removed from the Main Menu.</p>
User Defined Polling	All	Improved performance of dashlets containing user defined attributes.

## Notes

ENA is supplied with the RSSO client version 20.02.00. Your RSSO client version should not be greater than the RSSO server version. Please contact Entuity support if your RSSO server version is less than 20.x in order to obtain a compatible RSSO client.

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 BMC Helix 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/>), and the Product Downloads section of the BMC Support Central site (<https://www.bmc.com/support/support-central.html>).

The Entuity FTP 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.