



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

January 12th 2022



Technical Bulletin January 12, 2022

Version 2022.01.12

We are pleased to confirm the availability of **patch P11** 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

Improvements and Fixes

| Functional Area | Platform(s) | Description |
|------------------|-------------|---|
| Security Updates | All | Updated Log4j v2 libraries to latest version (2.17.1) to address further vulnerabilities identified in relation to the Log4shell issues addressed in previous patch in December 2021. |

Notes

Important: Entuity recommends upgrading to this latest patch as soon as possible to fix further vulnerabilities identified in the Log4j v2 library that were addressed in December 2021's ENA v18.0 P10.

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

Please refer to the [Knowledge Base](#) on the Entuity 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/>), 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.

| Support Contact Details | |
|----------------------------|--|
| Phone Support - UK: | +44 (0) 20 7444 4800 (London) |
| Phone Support - US: | +1 (866) 368-8489 (New York) |
| Email: | support@entuity.com |