



ENTUITY
SOFTWARE™

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

May 3rd, 2022

Technical Bulletin May 3, 2022

Version 2022.05.03

We are pleased to confirm the availability of patch P12 for Entuity 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

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

Functional Area	Platform(s)	Description
Configure	All	Fixed an issue whereby CA certificate files were not copied in the JRE key store during configure. As a result of this fix, the JRE store will always be updated upon upgrade as expected.
Dashlets	All	<p>Fixed an issue affecting some charts that were opened in a new tab, whereby editing the time frame to a range (from – to) would by default incorrectly display dates from 2018/19.</p> <p>Fixed an issue whereby the Service Summary dashlet did not by default sort by name in ascending order (A-Z).</p> <p>Fixed an issue whereby the legend for a Port Utilization chart dashlet did not display port bandwidth.</p>

Device Inventory	All	<p>Fixed an issue whereby a device would fail to add if its credentials contained escape characters such as:</p> <ul style="list-style-type: none"> • \ • “ • ‘ <p>As a result of this fix, a device with credentials containing these characters will be successfully added.</p>
Device Support	All	<p>Fixed an issue whereby Meraki cloud controllers would incorrectly display a 'down' status if the VPN Peer returned a list of private subnets too long for the database column.</p>
Flow	All	<p>Addition so that Entuity flow collectors can now interpret deltas as an absolute flow value.</p> <p>General multi-server improvements for display of Flow data.</p>
Maps – Topological Maps	All	<p>Fixed an issue affecting the Topological Map whereby utilization links for objects on remote servers were incorrectly always displaying the lowest color band.</p>
Polling	All	<p>Fixed an issue affecting the formatting of IPv6 addresses.</p>
Reporting	All	<p>Fixed an issue affecting the Infrastructure Availability report, whereby incorrect values for device reachability and uptime were displayed when running the report for multiple devices.</p> <p>Addition to the 'Port Bandwidth Capacity Planning Heat Map' report of an option to exclude</p>

		ports with no data, which is by default selected. This means that with all 'exclude' options unticked, this report will now display all ports (including those that are virtual, admin down, and that have no samples with data).
Security Updates	All	Apache HTTPD updated to latest version 2.4.53.
System	All	Updated to openjdk v11.0.13. Updated to jquery library v1.12.4.
Zones	All	Fixed an issue that could cause Meraki polling to fail when a Meraki device was assigned to a zone.

Notes

Entuity 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.

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.

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