

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

April 27th 2020



# Technical Bulletin April 27, 2020

Version 2020.04.27

We are pleased to confirm the availability of **patch P01** 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 P01

Functional Area	Platform(s)	Description
Dashboards	All	<p>Addition of a Summary dashboard for the CUCM device type, and new system dashboards for CUCM application to CUCM managed hosts:</p> <ul style="list-style-type: none"><li>● CUCM Infrastructure dashboard.</li><li>● CUCM Phone Inventory and Status dashboard.</li></ul> <p>Addition of new VPN Sessions dashboard at both View and device level.</p> <p>Renamed the VPNs dashboard to Cisco IPsec VPNs dashboard, and IPsec Tunnels dashboard to Cisco IPsec Tunnels dashboard.</p>
Device Attributes	All	<p>Addition of new VPN metrics:</p> <ul style="list-style-type: none"><li>● Max tunnels allowed</li><li>● Number of active tunnels</li><li>● Tunnels utilization %</li><li>● Number of current users</li></ul>

Device Support	All	Addition of support for Cisco, Palo Alto, Checkpoint, Fortinet and Citrix Netscaler VPNs.
Event Management System	All	Addition of new VPN event and incident - High Active Tunnels.

## Improvements and Fixes

Functional Area	Platform(s)	Description
Auto Discovery	All	<p>Fixed an issue whereby it was possible for a user to see a View on a server that was not directly managed by the current server.</p> <p>Change so that Auto Discovery profiles can now be selected by clicking on the profile's progress bar.</p>
BMC TrueSight Operations Management Presentation Server Integration	All	Fixed an issue whereby drilldown charts on the device and port summary pages in TSOM failed to render.
Configuration Management	All	<p>Removed the Configuration Management option from the context menu of an unmanaged port.</p> <p>Fixed an issue whereby clicking 'View Running Configuration' or 'View Starting Configuration' from the context menu of a device that had its configuration retrieved by the local server would open a new blank tab. These options now function correctly.</p>
Dashboards	All	Fixed an issue whereby events for objects in newly created Views would not be displayed in the Events Dashboard when there have been database connectivity issues.

		<p>Change to the Dashboard Configuration page, whereby dashboards that are applicable to more than one context (e.g. devices and Views) are now shown in each list when the 'Showing Dashboards Applicable To' field is changed. Previously, dashboards that were applicable to multiple contexts only appeared in one list.</p> <p>Fixed an issue that occurred when creating a new dashboard from the Dashboard Configuration page, whereby the Dashboard Settings form would not immediately appear on the right of the screen.</p>
Dashlets	All	<p>Improvement to the load time of the Subview Summary dashlet, particularly in instances where there are large numbers of Subviews.</p> <p>Change to the Geographical Map dashlet whereby 'Green mode' is now renamed to 'Marker color control'. The functionality remains unchanged.</p> <p>Addition of a hex value tool alongside the existing RGB tool when selecting colors for streams and thresholds in charts.</p> <p>Addition of an option to format timestamps to return a date timestamp when exporting tables that have a date column. Previously, date information would be exported only as a unix timestamp.</p> <p>Addition to the Objects Attributes dashlet of a Chartable column to inform the user if an attribute can be displayed in a chart.</p> <p>Improvement to the Incident List dashlet so that users can now filter by unassigned users, as well as any/specific users.</p> <p>Change so that if a user sets a dashboard type to 'static', this dashboard context will then be visible in the Dashlet Settings form for dashlets within</p>

		<p>that dashboard.</p> <p>Correction to the context menu for a Subview displayed in a Map dashlet, so that the 'Add to View' option has now been changed to 'Copy/Move to Another View'.</p> <p>UI improvements to the Object Attributes dashlet, including sorting the Name column by default.</p> <p>Fixed missing titles for some dashlet forms.</p> <p>Fixed an issue whereby adding or editing an attribute to a chart that has been opened in a new tab would then show a blank page.</p>
Device Inventory	All	<p>Fixed an issue whereby the 'Connection User' field did not display in the 'Modify Device' dialog on the Device Inventory page for VMware vCenter ESXi, Oracle VM Manager or HyperV VM platforms, or Cisco APICs.</p> <p>Fixed an issue that prevented devices being added.</p> <p>Fixed an issue whereby modifying multiple devices that have custom names at the same time would cause the 'Modify Devices' dialog to fail.</p> <p>Minor improvements to module discovery for devices where the entity MIB returns no modules.</p>
Device Inventory	Linux	<p>Fixed an issue impacting the discovery of Cisco Viptela devices.</p>
Device Support	All	<p>Improved spanning tree connectivity for layer 3 switches.</p> <p>Fixed an issue whereby the status of Cisco Viptela vManage cloud controller would remain green even after certain polling failures, e.g. authentication failure.</p> <p>Improvements to Cisco Viptela event and error</p>

		<p>handling.</p> <p>Addition of the CUCM Managed Host device type, which extends a managed host if it has a CUCM application as an association.</p>
Event Management System	All	<p>Addition of an option to expire closed incidents via the context menu.</p> <p>Change to the process of assigning incidents to users, whereby the user is now warned via an error message when attempting to assign multiple incidents that are already assigned to different users.</p> <p>Fixed an issue whereby an error would occur when opening the context menu on some events that are not linked to an incident.</p> <p>Fixed an issue whereby if one event condition failed in an event project, then all created conditions would fail.</p>
Flow	All	<p>Fixed an issue whereby flow collectors did not recognize Proprietary Enterprise Number (PEN) field codes in Netflow v9 and IPFIX, which could break flow collection.</p> <p>Fixed an issue whereby certain flow records were causing flow collectors to crash.</p> <p>Fixed an issue whereby a user could not add custom flow breakdowns if their license did not have an expiry date.</p>
General Performance Improvements	All	<p>General performance improvements.</p>
General UI/UX Improvements	All	<p>General UI and UX improvements.</p> <p>Improvement to the Attributes dashlet so that users can now open the 'Edit Attribute' form by clicking on the pen icon.</p>

		<p>Fixed issues whereby long text would run over the edge of form dropdown lists.</p> <p>Improvement across all dashlets so that activity buttons are highlighted or grayed out as appropriate when dashlets are first loaded.</p> <p>Improvement to error messages to make them more meaningful to users.</p> <p>Fixed an issue whereby the help button on a number of forms would move when an error and/or warning occurs in the form.</p> <p>Improvement to the functionality of dragging attributes into the Report Builder or the attribute dropbox in the New/Edit dashlet form of the Dashboard Builder. It is now possible to drag attributes from the title bar or series value parts of a Chart dashlet, and from the Key Info dashlet.</p>
IP SLA	All	<p>Fixed an issue whereby the 'Delete IP SLA' button did not work on the IP SLAs dashlet.</p> <p>Removal of source port as an attribute of IP SLA echo and echo paths.</p>
Maintenance Mode	All	<p>Addition of help text when the 'Selected Devices' field is disabled due to the user lacking the inventory permission needed to access it.</p>
Maps	All	<p>Improvements to event handling, link drawing and the performance of clustering in Geographical Maps.</p> <p>Addition to Geographical Maps of a fit-to-view zoom option to display all markers within the View.</p> <p>Fixed an issue affecting Geographical Map mode whereby zooming out would create multiple</p> <p>Fixed an issue affecting Topological Map mode whereby the highlighting a View might sometimes also highlight an unselected and empty View.</p>

Polling	All	<p>Change to the ICMP Monitor page to allow more space for IP ranges and comments for the 'Included Addresses' and 'Excluded Addresses' settings.</p> <p>Change so that Meraki port information will not be polled by default so as to improve system performance. Config values have been added to control logging of RESTful API requests.</p>
Remedy Single Sign On (RSSO)	All	<p>Updated RSSO to version 20.02.00. Please see the Notes at the end of this document for installation information.</p> <p>Change so that multiple RSSO groups can be mapped to the All Users group or Admin group in the rso-agent.properties file.</p> <p>Fixed an issue whereby the user would not be redirected to a specified home page when authenticating via RSSO.</p> <p>Fixed an issue whereby Remote Terminal SSH would not work when accessing a device on a remote server when RSSO is enabled.</p>
Remote Terminal	All	<p>Fixed an issue whereby attempting to SSH connect via the Remote Terminal into a device on a remote server would fail if the device is configured to display a message upon login.</p>
Reporting	All	<p>Improvement to report load times, in particular for the following reports:</p> <ul style="list-style-type: none"> <li>● CPU Utilization Trend</li> <li>● Event Details</li> <li>● Event History</li> <li>● Event Summary</li> <li>● IP SLA Details</li> </ul> <p>Improvement to the consistency of colors used between dashboard flow charts and flow reports.</p> <p>Fixed an issue affecting the Spanning Tree VLAN Config report, whereby the STP Connectivity section would be blank.</p>



		<p>Fixed an issue affecting the generation of an Inventory report on fabric nodes, whereby the associated SNMP device would not be available from the Find Attributes field of the report builder.</p> <p>Fixed an issue whereby the 'Please select a View' dropdown list did not populate correctly on the report options page for a selected report.</p>
Security Updates	All	General security improvements.
SurePath	All	<p>Fixed an issue that would cause unexpected failures in traceroute batches when using Windows.</p> <p>Fixed an issue whereby an invalid destination port would create an 'OK' status for the path.</p> <p>Fixed an issue whereby latency incidents on paths disappeared after 24 hours.</p> <p>Fixed an issue whereby running configure defaults would set the SurePath agent to disabled even if it was previously enabled.</p> <p>Fixed an issue causing variation in the SurePath polling cycle.</p>
System Information	All	Fixed an issue that would cause an error when clicking the Event Management System status on the System Information page.
Thresholds	All	<p>Fixed the minimum/maximum values for Port Low Inbound Utilization (Dynamic) and Port Low Outbound Utilization (Dynamic) thresholds, so that the minimum value is -100 and the maximum value is 0.</p> <p>Fix so that thresholds can be added to appropriate attributes when a chart is opened in a new tab.</p>
User Account Management	All	Addition of an option for administrators to set an unlimited timeout on user accounts.

		<p>Change so that the user account status is checked when determining if a user session should be expired. For example, if an administrator changes the password of a user account whilst that user is logged in, the user will now be forced to the login page.</p> <p>Fixed an issue so that the 'Last Logged In Time' and 'Last Active Time' columns on the Account Management page now sort chronologically rather than lexically.</p>
User Defined Polling	All	Fixed an issue that caused the import of a user defined polling attribute to fail.

## 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.

## Downloading Patches

Patches for all supported platforms are available from the Entuity FTP site (<ftp://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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