

Entuity® for TrueSight Operations Management 16.5 Patch Notification

Technical Bulletin

Version 2017.12.22

December 22, 2017

We are pleased to confirm the availability of patch **P03** for **Entuity for TrueSight Operations Management 16.5**, 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:

Functional Area	Platform(s)	Problem Description
Application Monitor	All	Update so that Application Monitor will correctly handle “Destination unreachable” responses from devices being pinged.
Audit Log	All	Amendment so that when a user account password is changed, the user who executes the change is now given in the User column of the Audit Log.
Configuration Management	All	Fixed an issue whereby ScriptEngine failed to connect to recent versions of OpenSSH. Fixed an issue whereby a '\` character in the configuration file would cause it's display to be truncated in the web UI. Fixed an issue that prevented users from viewing or comparing configuration files for a device on a remote server.
Device Support	All	Enhanced support added for devices from Cisco, Huawei, Netscaler, and Zyxel.
Event Management System	All	Performance enhancements to improve the stability and efficiency of event archiving.
Explorer	All	Fixed an issue on Object Summary tables, whereby errors on a single row would cause the whole column to vanish. Fixed an issue whereby the Summary Page for a view that has event suppression enabled would fail to display if it contained a service consisting of a remotely managed object.
Polling Engine	All	Enhancement to pick up device name changes more quickly.
Reporting	All	Fixed issue whereby Memory Utilization Reports would fail when "All Servers" option selected.

		<p>Fixed an issue that was introduced in 16.5 GA whereby Device CPU Capacity Planning Trend reports would fail due to change of device display name from "Device" to "Fully Managed Device".</p> <p>Fixed an issue causing the interval to populate incorrectly when editing report schedules with a simple recurrence.</p> <p>Addition of a QoS Heatmap report that provides insight into patterns and bottlenecks at the traffic and application type level.</p>
RESTful API	All	<p>Various enhancements to the RESTful API:</p> <ul style="list-style-type: none"> - Allow devices with duplicate IP address to be added to the inventory. - Added Flow data features to list devices sending flow, list flow application names, and retrieve flow history. - Added query parameters to enable events/incidents filtering based on their opening/closing UNIX timestamps. - Various updates to DataAccess.
Security Updates	All	<p>Updates to include the latest security fixes and updates:</p> <ul style="list-style-type: none"> - MariaDB updated to version 10.0.31 - MariaDB-java-client updated to version 1.5.9 - Tomcat updated to version 7.0.82 - Apache HTTPD updated to version 2.4.29
ServiceNow Integration	All	<p>Fixed an issue whereby the Callback URL in the ServiceNow integration would not always lead back to the object from which the event or incident came.</p>
SurePath	All	<p>Fixed an issue that could cause SurePath to fail with snmpV3 devices when the community string is not populated.</p>
BMC TrueSight Intelligence Integration	All	<p>Addition of support to enable users to send raw and pre-processed network metrics and events to TrueSight Intelligence.</p>
BMC TrueSight Operations Management Integration	All	<p>Fixed an issue whereby users were unable to log in to the Entuity component inside TrueSight Operations Management on Windows 7 systems using Internet Explorer.</p>
Virtualization	All	<p>Fixed AWS support from issues introduced in v16.5 GA.</p>
Web UI	All	<p>Fixed an issue that caused pages to be loaded with an error after login, if a user had already tried to load the page before login.</p>

Configuration help:

- ServiceNow integration: Fixed an issue whereby the Callback URL in the ServiceNow integration would not always lead back to the object from which the event or incident came.

To configure, users need to apply the patch and restart Entuity. Then, merge the 'ServiceNow' action from the latest events projects into the 'Live' project.

- BMC TrueSight Operations Management Integration: Fixed an issue whereby users were unable to log in to the Entuity component inside TrueSight Operations Management on Windows 7 systems using Internet Explorer.

To configure, p3p headers need to be enabled by modifying the [p3p_header] section in entuity.cfg as follows:

```
[p3p_header]
```

```
enabled=true
```

Then run configure.

Important Notice

Before installing this patch, please check whether the server's *sw_site_specific.cfg* file is empty. If not, please send its contents, together with copies of any referenced files, in a request to BMC Support who will ensure their compatibility with P03 and, if necessary, provide new files to be applied before installing the patch.

Downloading Patches:

Patches for all supported platforms are available from the Entuity FTP site: ftp.entropy.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.