



# Entuity v19.0 Patch Notification

May 28th 2021



# Technical Bulletin May 28, 2021

Version 2021.05.28

We are pleased to confirm the availability of **patch P01** for **Entuity v19.0**, 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
Asset Management	All	Fixed an issue whereby adding uncertified devices to asset management would fail.
Configuration Monitor	All	Fixed an issue whereby existing devices that were set up for configuration management before upgrade to Entuity v19.0 were not automatically enabled for configuration management after upgrade.
Event Management System	All	Fixed an issue whereby the EMS rule 'Discard Events From Recently Added Devices' would fail, meaning that events from recently added devices were not filtered out. This also affected user-specified custom EMS rules, whereby the EMS could not get StormWorks attributes on objects other than devices.  Fixed an issue whereby port status events were not being raised.

## 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.

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/>

The site is arranged into separate directories for each Entuity 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 Entuity FTP site requires a valid username and password that can be obtained from Entuity Support. For added security, the FTP site requires connection via SFTP.

Support Contact Details	
<b>Phone Support - UK:</b>	+44 (0) 20 7444 4800 (London)
<b>Phone Support - US:</b>	+1 (866) 368-8489 (New York)
<b>Email:</b>	<a href="mailto:support@entuity.com">support@entuity.com</a>