# Entuity v19.0 Patch Notification

July 23rd 2021

# Technical Bulletin July 23, 2021

## Version 2021.07.23

We are pleased to confirm the availability of **patch P02** 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

## New in v19.0 P02

| Functional Area | Platform(s) | Description |
|---|---|---|
| Asset Management | All | Addition of a ['Show New Associated' button](#) to the Managed Assets page, to quickly filter on newly discovered devices with associated assets.<br><br>Change so that when a [discovery profile](#) is run with no address range, the discovery profile will now automatically use the local network. |
| Asset Credential Management | All | Addition of an option to [push shared credentials to other servers](#). |
| Dashlets | All | Addition of a new [Service Status Hierarchy dashlet](#). |
| Dashboards | All | Addition of a new [Summary dashboard](#) for server device OS logical volumes. |

| Device Support | All | Addition of support for ssh and SNMP monitoring and reporting on NetApp storage devices.<br><br>Addition of support for SNMP monitoring and reporting on DataDomain storage devices. |
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| ICMP Monitor | All | Addition of a config setting to disable traceroutes. This can prevent Entuity from generating excessive numbers of ICMP retries, which is useful in cases when the network disallows ICMP TTL expired events from reaching the Entuity server and the server is not receiving the TTL expired responses. If set, a simple ping is performed instead. |
| Licensing | All | Update to the License Health page and Multi-Server Configuration page to display unlimited Configuration Management licenses and unlimited Associated Asset licenses if a license with an unlimited license key is installed.<br><br>Update to the License Consumption widget on the Asset Management tabs to display 'Unlimited' if a license with an unlimited associated device license key is installed.<br><br>Update to the Associated Assets page so that it displays 'Associated Licenses: Unlimited' if a license with an unlimited associated device license key is installed. |
| Live Status | All | Addition of live status functionality to context menus, so users can manually and immediately retrieve the following information about the object:<br>● Object status.<br>● Ping status.<br>● Polled status.<br>● Status over time.<br>● Incidents. |

|   |   | This replaces the existing live ping and port status functionality. |
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| SurePath | All | Addition so that users can [specify custom credential details for SurePath agents](#). |

## Improvements and Fixes

| Functional Area | Platform(s) | Description |
|---|---|---|
| Asset Credential Management | All | Fixed an issue whereby newly created credentials were not retained in the shared credential selection field after the form is closed. |
| Asset Management | All | Fixed an issue whereby the Npcap library would sometimes fail to install, which meant that Auto Discovery would fail to discover devices. This fix will now install the library by default if it is not already present.<br><br>Fixed an issue whereby adding uncertified devices to asset management would fail.<br><br>Fixed an issue on the Discovered Assets page that caused filtering by management protocol to fail.<br><br>Fixed an issue whereby some options in the right-click context menu did not populate on the Managed Assets page.<br><br>Fixed issues affecting Auto Discovery whereby masks in an address list would cause an error.<br><br>Fixed an issue whereby addresses containing subnets were not properly migrated from ENA v18.0.<br><br>Improvements to the UI of the Asset |

| | | Management pages. |
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| | | Improvement to the Auto Discovery functionality. |
| | | Change so that excluded devices are marked as Not Managed. |
| | | Improvement so that the associated assets count is updated across all open tabs. |
| | | Fixed an issue whereby the 'Connectivity Report' option in the right-click Context Menu would not launch correctly from the Managed Assets page. |
| | | Fixed an issue whereby changes to Meraki credentials were not detected during discovery of Meraki devices. |
| | | Fixed an issue affecting Auto Discovery whereby SNMPv3 would not work with Cisco AES256 or AES192 encryption. |
| | | Fixed some misconfigured SNMP settings. |
| | | Fixed an issue whereby the 'Add Asset' form did not offer users a zone selection when adding a Ping Only device. |
| | | Fixed an issue whereby if a device is managed by a shared SNMP v3 credential, or originally managed by SNMP v1/v2 and then modified so that it is managed by a shared credential, the user can then not make any further modification to the device. |
| BMC Patrol Entuity Knowledge Module | All | Fixed an issue whereby the RESTful API call to api/dataAccess/TSOM did not return all required fields. |
| Configuration Monitor | All | Fixed an issue whereby the configuration management options in the right-click context menu did not fully populate for devices on remote servers.

Fixed an issue whereby the Configuration |

| | | Management dashboard would display an error if the users added extra values to the CMReportingStream attribute. |
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| Configure | All | Fixed an issue whereby if the web server SSL setting is changed on the Modify Ports page in configure, and the user navigated away and back to that page, the incorrect Web Port was displayed. |
| Dashboards | All | Fixed an issue affecting dashboards whereby object incident status data would not appear in Table dashlets for users who did not have access to the All Objects View. |
| Dashlets | All | Fixed an issue whereby the Key Info dashlet incorrectly reported the Active Oper% attribute for ports.<br><br>Fixed an issue whereby the Device UpTime Known attribute on the Objects Attribute dashlet would show incorrect values.<br><br>Fixed an issue whereby if a user opened a Chart dashlet with a specified timeframe in a new tab, the timeframe's start and end would be reset to the current day.<br><br>Improvement to the Object Associations dashlet so that its contents are by default sorted by display name.<br><br>Addition to incident icons in the Object Associations and Table dashlets of tooltip information displaying the name of the worst incident therein.<br><br>Change to the Object Associations dashlet so that clicking on an incident icon will navigate the user to the Incidents dashboard for that object.<br><br>Addition of seconds to the time/date format in the Incidents List and Events List dashlets, so that the times of incidents/events are displayed HH:mm:ss, dd MMM yyyy. |

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| | | Fixed an issue whereby the Flow TopN Summary dashlet would fail to load when a fixed object was used for the dashlet source.<br><br>Fixed an issue affecting the Chart dashlet whereby it was not possible to toggle the 'Use Dashboard Timeframe' option. |
| Device Support | All | Update to support for HP Proliant Gen 6 iLO servers. |
| Event Management System | All | Change to the Events List dashlet and the Incident Details form, whereby events with the same timestamp are now listed according to their event number.<br><br>Fixed an issue whereby recurrent weekday event suppressions were broken, e.g. a recurrence of every Monday was instead treated as the 1st day of each month.<br><br>Addition of an 'All Servers' option to the server selection dropdown field on the Event Suppressions page. |
| Flow | All | Fixed an issue affecting the Flow dashboard whereby users could not filter hosts by IP address in the range above 128.X.X.X. |
| General UI/UX Improvements | All | General UI and UX improvements.<br><br>Corrected the color used for services in the state 'None' in the 'Service Summary' chart on the Services dashboard from gray to light blue.<br><br>Fixed an issue whereby form fields that accepted decimal numbers would accept more than one decimal.<br><br>Fixed an issue whereby hover tooltips on small charts did not display.<br><br>Fixed an issue whereby some chart tooltips did not display the correct background color in dark |

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| | | mode.<br><br>Fixed an issue whereby the formatting for temperature sensor values (in degrees celsius) was sometimes displayed incorrectly. |
| Licensing | Linux | Fixed an issue whereby issuing or revoking license credits from a central licensing server on Linux would cause Entuity not to restart. |
| Maps - Geographical Maps | All | Fixed an issue affecting new Map dashlets, whereby if a Map Overlay type was not specified when creating the dashlet then the 'Overlay' button would by default display 'Invalid'. It now correctly defaults to 'Status'. |
| Polling | All | Fixed an issue whereby a port could be incorrectly identified as virtual.<br><br>Fixed an issue whereby unwanted logical volumes were monitored for WinRM OS servers.<br><br>Fixed an issue affecting Meraki devices whereby device polling status was not updated as intended after 5 minutes in the case of a failure during polling. |
| Reporting | All | Fixed an issue affecting 'From' and 'To' calendars when generating Flex Top N reports, whereby if a month-end date is selected then it might be changed to the first date of the following month. This would only happen if the month the user is currently in has fewer days than the month they were selecting.<br><br>Fixed an issue whereby Spanning Tree reports could fail due to changes in the behavior of Jasper reports and Groovy script.<br><br>Fixed an issue affecting the Network Delivery Summary report whereby integer overflow for large periods could produce negative values.<br><br>Fixed an issue affecting Reporting Styles, whereby editing the default style without |

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| | | providing a custom logo, would cause both the Reporting Styles page and reports themselves to fail to load. |
| RESTful API | All | Improvement to dataAccess RESTful API GET call so that parameters can be passed to the Data Access template.<br><br>General RESTful API enhancements. |
| Remedy Single Sign On (RSSO) | All | Fixed a certificate issue that would cause RSSO authentication failure. |
| SDN Controller | All | Fixed an issue whereby the memory utilization percentage of Cisco APIC controllers could be incorrect. |
| Search | All | Removal of hyperlinks from search results for unmanaged ports, which created errors when clicked on because they had no destination. |
| Security Updates | All | General security improvements.<br><br>Upgrade to the SSH library used by Remote terminal, configuration management and collection engine. |
| System | All | Fixed an issue whereby rolled logs were recorded in the incorrect order. |
| Third Party Integrations | All | Fixed an issue whereby the originating Entuity server for events forwarded to third party products was incorrectly named as 127.0.0.1 rather than its actual name. |

# 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/](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 | |
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| **Phone Support - UK:** | +44 (0) 20 7444 4800 (London) |
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