



Entuity for BMC TrueSight Operations Management v19.0 Patch Notification

October 6th 2021



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Version 2021.10.06

We are pleased to confirm the availability of **patch P03** 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 P03

Functional Area	Platform(s)	Description
BMC Helix Integration	All	Change so that the ‘Send to BMC Helix’ event action sends configuration management-related events to a different Helix class.
Dashlets	All	Addition of a new Gauge dashlet to the dashboard creator so that a user can display attributes in bar, meter or dial gauges. This is particularly useful when creating a custom dashboard that displays a large number of metrics vs thresholds at-a-glance.
Device Support	All	Addition of ssh and REST API storage monitoring and support for Dell Isilon devices. Addition of SNMP storage monitoring and support for Dell EqualLogic devices . Addition of REST API storage monitoring and support for Pure Storage devices .

		Addition of support for OS Service monitoring from WinRM devices , with monitored services filtered by a user-specified whitelist, and a new OS Services dashlet to list the OS Services monitored. Users can also manage and modify OS Services rules via the Entuity RESTful API functionality.
Event Management System	All	Addition of 'Closed By' and 'Annotated By' fields to the Incident Details form and columns to the Incidents List dashlet . Addition of option to set a 'Release Event' for Flapping Detection rules. This will be processed when the Flapping Rule stops suppressing the related events.
Maps - Topological Maps	All	Addition of ability to display stream attributes in tooltips alongside the existing functionality to display non-stream attributes.
SurePath	All	Addition of a user tool permission for SurePath administration.

Improvements and Fixes

Functional Area	Platform(s)	Description
Asset Management	All	Fixed an issue whereby attempting to modify multiple SNMP v3 devices where one device is unclassified could cause an error. Improvement to the Managed Assets page

		<p>so that a newly-added device does not display a link to the Summary dashboard until the device is fully discovered.</p> <p>Fixed an issue whereby the Asset Management page might display a 'Service not found' error.</p> <p>Improvement to discovery of logical volumes.</p> <p>Fixed an issue whereby if a user modifies a server device of the OS Only type via the asset management page, then no credentials would appear in the form.</p> <p>Fixed an issue whereby adding a credential to a device via the Configuration Monitor Settings form would fail if the device was originally added using a local credential.</p> <p>Fixed an issue affecting device discovery, whereby if multiple SNMP v3 credentials are created with the same username, one with an invalid password would be identified as correct.</p> <p>Fixed an issue whereby adding devices with SNMP v3 would fail.</p>
Asset Management	Linux	Fixed an issue affecting auto discovery in Linux that arose if zones were configured using source-based routing rules.
BMC Atrium Integration	All	Fixed an issue whereby BMC Atrium exporter would fail to run due to a lack of support from a third party CMDB Java library.
BMC TrueSight Operations Management Events Integration	All	Improved error reporting and logging when BMC Event Manager (BEM) is configured incorrectly.
Configure	All	Fixed an issue whereby Entuity startup would fail if the Wireless Controller module

		was disabled. As a result of this fix, startup will proceed regardless of whether the module is enabled or disabled.
Dashboards	All	Fixed an issue whereby an error would be thrown if a user attempted to create a custom dashboard from the Dashboard Configuration page when the 'Showing Dashboards Applicable To' option is set to 'Other'.
Dashlets	All	<p>Addition of 'go to first' and 'go to last' buttons for navigating the time period samples in the History section of the Path Discovery dashlet.</p> <p>Fixed an issue whereby it was possible for multiple timeframe controls to appear.</p> <p>Fixed an issue whereby a user could not turn off the 'Use Dashboard Timeframe' option when creating a Chart dashlet.</p> <p>Fixed an issue whereby objects of a non-reportable type were excluded from the View Contents dashlet.</p> <p>Fixed an issue whereby opening a Chart dashlet with 6 or more series in a new tab would cause the chart to fail to render.</p> <p>Fixed an issue whereby changing the Sort Direction of a Table dashlet in a custom dashboard was not retained after saving.</p> <p>Update to the following dashlets whereby they now display data over a longer period (6 months):</p> <ul style="list-style-type: none"> ● CPU Utilization and Memory Utilization dashlets on Summary dashboard for an Operating System type object. ● In/Out Utilization and In/Out Traffic Rate on the Summary dashboard for

		<p>a Network Adapter.</p> <p>Fixed an issue affecting charts whereby trend lines could be incorrectly enabled with stacked chart columns, which is an incompatible combination.</p> <p>Fixed a memory leak in the Service Status Hierarchy dashlet.</p>
<p>Device Support</p>	<p>All</p>	<p>Improvement to consistency of attribute names returned for the following devices:</p> <p>Server devices:</p> <ul style="list-style-type: none"> ● Dell iDRAC ssh ● Dell OpenManage SNMP ● HP Insight Manager SNMP <p>Storage devices:</p> <ul style="list-style-type: none"> ● Dell VNX and VNXe ● DataDomain SNMP ● Nimble ssh ● NetApp ssh and SNMP <p>General performance improvement for collecting attributes on server and storage devices.</p> <p>Addition of Cisco Nexus 9K vendor files for improved device support.</p> <p>Addition of Aruba vendor files for improved device support.</p> <p>Enhancement to support of Cisco Meraki objects, including:</p> <ul style="list-style-type: none"> ● Change to use the Meraki dashboard RESTful API v1 instead of v0 for polling Meraki Cloud Controllers. ● New configuration variables to offset polling. ● Detailing of Meraki Uplinks and callback URLs. ● New events (Meraki Uplink Status

		<p>Active/Inactive) and incident (Meraki Uplink Status Change).</p> <p>Addition of a new model for wireless controllers and wireless access points (APs), such that where wireless controllers are clustered and operating in failover mode resulting in an AP being configured on more than one controller, a single AP object will be created in Entuity and associated with all controllers where it is seen. This prevents the existence of wireless access point duplicates in the Entuity model. Further enhancements to support for wireless controllers include:</p> <ul style="list-style-type: none"> • New AP Reachability events, generated by ICMP ping to the AP's IP address. • Replacing AP Associated and AP Disassociated events with AP Active Controller Change and AP Standby Controller Change events (AP Controller Change incident). • AP dashboards now display dashlets detailing Latency and registered Controller names.
Drop Box	All	Fixed an issue whereby right-clicking on an unselected object in the Drop Box would not result in that object being selected and nor would the right-click context menu open for it. Now the object will be selected and the context menu opened for it.
Event Management System	All	Fixed an issue whereby the 'Discard Events From Recently Added Devices' event rule continued to suppress events from Cisco APIC devices even after the first 24 hours. As a result of this fix, the event now ignores Cisco APIC events (thus allowing them during and after the first 24 hours) whilst behaving as expected for other device types.

		<p>Fixed an issue whereby OS Polling Events source names specified only the name of the OS but not the affected device, which caused difficulties in identification. Now the source name includes both OS and device names.</p> <p>Improvement to prevent large numbers of Viptela alarms flooding the EMS by sending alarms in batches, and limiting the number of consumed events in the event details. The user can now configure these values in <code>entuity.cfg</code>.</p>
Flow	All	Addition of enhanced Netflow support for Viptela Edge devices.
General Performance Improvements	All	Improvement to performance by changing some load balancer streams to partition streams.
General UI/UX Improvements	All	<p>Addition of an option to set the following default preferences through <code>entuity.cfg</code>:</p> <ul style="list-style-type: none"> ● Homepage URL ● Light or dark theme ● Visibility of virtual ports ● Visibility of unmanaged ports ● Event severity color highlights ● Event severity sound effects. <p>Fixed an issue whereby object selections in lists would sometimes be lost after drilling down to an object and then returning to the original list. This affected the following forms:</p> <ul style="list-style-type: none"> ● View Content Filter ● Event Filter and Incident Filter ● Credentials ● Maintenance. <p>Addition of an option to select and delete multiple Views via the overflow menu or the right-click context menu.</p> <p>Improvements to help messaging in forms.</p>

		<p>Fixed an issue whereby lengthy text in fields with checkboxes would not display correctly.</p> <p>Fixed an issue whereby the SNMP type V1/V2C would sometimes incorrectly appear in the UI as just 'V1'.</p>
IP SLA	All	Fixed an issue whereby some IP SLA jitter calculations would incorrectly return a null value when jitter is zero.
Live Status	All	<p>Fixed an issue whereby the object status icon did not update for IP address object types.</p> <p>Change so that the live status drilldown chart for applications now displays a percentage-based hourly status.</p>
Maintenance Mode	All	<p>Fixed an issue whereby duplicating a maintenance schedule could modify the schedule of the original.</p> <p>Fixed an issue in the Outages Report with maintenance checked, whereby the computation of outages outside maintenance schedules was unnecessarily allowing for timezone shifts. Timezone shifts can be ignored because the maintenance schedules adhere to Universal time.</p> <p>Improvements to the Maintenance Mode UI.</p>
Maps - Topological Maps	All	<p>Fixed an issue whereby topological attribute labels did not automatically update every 2 minutes as expected.</p> <p>Fixed an issue whereby incorrect map icons were displayed for server and storage devices.</p>
Multi-Server	All	Addition of extra validation to prevent a

Configuration		server with an existing ID being added as a remote.
Polling	All	<p>Fixed issues affecting polling of HPE Nimble devices:</p> <ul style="list-style-type: none"> ● Ports were overwriting others with the same ID and the overwritten ports were therefore not being polled. ● State and State Detail information was missing from some ports. ● Some fans and power supplies were not polled. <p>Fixed an issue whereby the Network Adaptor Utilization for Linux OS servers was calculated using the incorrect units.</p> <p>Improvements to measurement of OS stream attributes.</p> <p>Fixed an issue whereby Daily Port Utilization stream data was by default kept for only 210 days. This has now been fixed to the correct default of 24 months.</p> <p>Fixed an issue whereby the data retention for certain OS Monitoring stream attributes was too short. Now, hourly rollups, daily rollups and chain streams have been added for the following attributes:</p> <ul style="list-style-type: none"> ● OS CPU Utilization % and Physical Memory Utilization % ● Logical Volume Used % and Free % ● Network Adapter In/Out Traffic Rate and In/Out Utilization %. <p>Fixed an issue that would cause parsing errors in server OS polling.</p>
Reporting	All	Fixed an issue affecting Time Series Charts whereby the object description would be added multiple times to the end of a series name. The description is now added just once as intended.

		<p>Fixed a security issue whereby users could incorrectly save reporting styles under any Entuity directory.</p> <p>Fixed an issue affecting Multi Chart reports in the Report Builder, whereby placeholders included in the chart title would not work if the chart style was set to 'Stacked Area'.</p> <p>Fixed an issue whereby report logos did not display as expected.</p> <p>Fixed an issue whereby the report logo did not display in the Entuity Server Health Summary report.</p> <p>Fixed an issue whereby the report title did not display when a report was rendered in HTML.</p> <p>Fixed an issue whereby the Reporting Styles page would not open if the Entuity server was not connected to the internet.</p> <p>Addition to the Create/Edit Reporting Style form of an option to revert back to the system default logo.</p> <p>Fixed an issue whereby the Report Logo file picker would not correctly update if the user selects a file via the file browser, drags in another one, and then selects the original file again via the file browser.</p> <p>Fixed an issue whereby the presence of a comma or other special characters (e.g. quote marks) in a View name could prevent scheduling of reports.</p>
RESTful API	All	<p>Addition of functionality so that users can create, edit and delete services, see an overview of services, and view detailed information on an individual service via the RESTful API.</p>

		<p>Fixed an issue whereby the destination View address would not be returned after modifying or creating a new auto discovery profile.</p> <p>Fixed an issue whereby the incorrect username is used when retrieving the View path of an auto discovery profile.</p> <p>Fixed an issue whereby running RESTful API calls with XML output would cause an error.</p>
SDN Controller	All	<p>Enhancements to support and polling of Cisco APIC controllers, including fabric and leaf capacity utilization data, cluster usage statistics and port status information.</p> <p>Enhancement to Cisco ACI support to retrieve events from the APICs and the addition of the new event type 'ACI Events' in Entuity, the configuration of which can be specified in entuity.cfg.</p> <p>Addition of a fault code field to the Event Details of all events pertaining to ACI faults.</p> <p>Addition of a permanent 'aciCause=' field to the event details of ACI events, e.g. 'aciCause = threshold-crossed'.</p> <p>Fixed an issue affecting the Cisco APIC controller's Memory Used calculation.</p> <p>Improvement so that a user can configure the SDN Controller asset type for configuration monitoring CLI retrieval.</p>
Security Updates	All	<p>General security improvements and fixing security issues.</p>
SurePath	Windows	<p>Fixed an issue whereby the entuityAgent would not run when started from the command line.</p>

SurePath	Linux	Fixed an issue whereby the Entuity traceroute agent would not follow non-default routing tables as used by zones.
System	All	Improvement to reduce logging noise of Tomcat logs.
Views	All	Addition of extra validation to prevent users from moving read-only Views.

Notes

Important note: The improved model for mapping wireless access points, particularly support for multiple controller installations, means that existing access points will age out and be replaced by the new AP objects.

As a result of the changes to the 'Send to BMC Helix' action, Entuity administrators will need to merge the changes in the new default event project into their live event project.

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.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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