Entuity for BMC TrueSight Operations Management v19.0 Patch Notification P07

July 15th, 2022

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Version 2022.07.15

We are pleased to confirm the availability of patch P07 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.

IMPORTANT NOTE BEFORE INSTALLING THIS PATCH: If you have not used certtool to add your security certificates to the Java keystore when integrating with external authentication systems when using LDAPs, or event integration to third-party products (e.g. BMC TrueSight) when using HTTPs, then the move to OpenJDK11.0.15+10 will cause these certificates to be removed.
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Before you install this patch, please follow the instructions provided in this article to ensure that you do not lose your certificates. These instructions will tell you how to export your certificates before patch installation using keytool, and then how to import them after installation using certtool.

Latest Patch Details

Improvements and Fixes

Please refer to the Knowledge Base on the Entuity Help Center for help and information on functionality added in this patch.

Functional Area	Platform(s)	Description
Asset Management	All	Fixed an issue whereby SSH servers were not discovered through Auto Discovery due to the incorrect processing of SSH credential keys. Fixed an issue whereby SSH and WinRM OS-only devices could not be automatically managed during Auto Discovery or be managed via Discovered Assets. Fixed a performance issue by improving filtering of large numbers of mac addresses seen on certain trunk ports.

Configuration Monitor	All	Fixed an issue affecting the retrieval of configuration files that were uploaded using the Cisco CLI method, whereby two separate timeout of 60 seconds each would occur when attempting to sync with the remote device.
Dashboards	All	Improvements to dashboard stability. Fixed an issue affecting the Ports dashboard, whereby ports identified with the status 'notPresent' (gray) incorrectly displayed with the status 'Up' in the Ports table. Fixed an issue whereby if a dashboard contained more than one Chart dashlet that displayed the same view stream, one of the charts would not display data.
Dashlets	All	Fixed an issue that prevented users from adding a threshold to a data series in the ICMP Latency Chart dashlet on the Summary dashboard for a device. Fixed an issue affecting the Port Summary dashlet, whereby only the first IP address and/or VLAN would be displayed for ports with multiple instances thereof. Now, each IP address and/or VLAN is displayed in a comma-separated list as intended. Fixed an issue whereby exporting a chart in SVG format would cause all dashlets on the current dashboard to become blank until the user reloaded the page. Fixed an issue that prevented View stream Chart dashlets from correctly updating.

Fixed an issue that prevented filtering of some attributes (e.g. device manufacturer, model and version) in tables and dashboards.

Fixed an issue affecting the Object Associations dashlet, whereby applied filters were incorrectly not retained after refreshing the page and changing the 'Show associations of type' option.

Fixed issues affecting the Chart dashlet whereby 'Previous N' selections for stream periods would not plot the correct number of data points.

Fixed an issue affecting the addition of a Pie Chart dashlet to a custom dashboard when the dashlet's context source has been initially specified as a fixed object, whereby the 'Group Objects of Type' field was not accessible.

Addition of a warning that will appear during the process of adding a dashlet to a custom dashboard, when if the dashlet's context source is specified as 'Fixed Object' but the user does not select a fixed object source.

Addition of an option to display incoming data in ticker charts as a rate, rather than the current absolute counter total.

Fixed an issue affecting the Chart dashlet when user defined attributes with a display format of 'octet rate' were displayed in charts with a y-axis showing bytes/sec, but the hover tooltip displayed the data with a multiplier e.g. in Gbytes/sec. As a result of this fix, the multiplier has now been removed from the tooltips.

Device Support	All	Improvements to support for Cisco Digital Network Architecture (DNA) Center devices:

		• Addition of configuration management options when a user adds or modifies a Cisco DNAC device, and a subsequent 'Check DNAC Backup History for Failures' configuration management task for that device.
		• Addition of 'DNAC Backup Failure' incident for monitoring DNAC backups.
		• Addition of option to launch remote terminal sessions and HTTP sessions for Cisco DNAC or ISE devices.
		• Addition of a closing event 'Cisco DNA Center Webhook Alert Cleared' to the 'Cisco DNA Center Webhook Alert' incident.
		• Addition of new stream attributes and associated attributes thereunder to the DNAC Site Health metrics on the Summary dashboard for a Cisco DNA Center:
		   o Network health.
		   o Client health.
		   o Application health.
		
		Fixed an issue affecting the collection of port speed data on Cisco Small Business Range devices.
		
		Fixed an issue whereby the vendor attribute was not monitored for DataDomain SNMP storage devices.
		
		Fixed an issue whereby Meraki cloud controllers would incorrectly display a 'down' status if the VPN Peer returned a list of private subnets too long for the database column.

		Update to fix gathering of port speed on ADSL and VDSL interfaces for DrayTek devices. Fixed an issue whereby discovery or polling of NetApp SNMP would fail when the cumulative time for SNMP requests exceeded 60 seconds. As a result of this fix, the timeout has been increased to 180 seconds. Addition of option to launch remote terminal sessions for SD Controllers, including Cisco APIC devices.
Event Management System	All	Improvement to the performance of the event management system when evaluating global event triggers. Addition of a new 'syslogTimestamp' field to the Event Details form for syslog events, to store the device's timestamp from the syslog message's header. Addition of new 'Origin Device' and 'Parent' columns to the Event Suppressions page table, enabling users to distinguish between event suppressions on multiple devices that might contain the same object (e.g. OS Service Name).
General UI/UX Improvements	All	Fixed an issue whereby switching between the tabs on the Configuration Management page (Tasks, Steps etc) in a resized browser window would cause incorrect truncation of action buttons. Addition of an error message that displays when user enters an incident annotation that is longer than 255 characters.

IP SLA	All	Addition of microsecond support to IP SLA Jitter and VoIP operations, improving upon the existing millisecond precision.
Maps - Topological Maps	All	Fixed an issue whereby hypervisors and their VM detection links were disappearing from topological maps after the addition of map labels for attributes that hypervisors do not have (e.g. description).
Polling	All	Fixed an issue whereby the devsysman process responsible for SNMP polling of network devices would incorrectly exit when polling custom devices.
Reporting	All	Fixed an issue whereby certain pre-existing reports were not viewable. The affected reports were as follows: • Event Details • Event History • Event Summary • Services Availability • Services Delivery Summary Fixed an issue that generated broken output when exporting the 'Device Uptime, Reachability and Last Reboot' report in CSV format. Fixed an issue affecting the Infrastructure Availability report, whereby ICMP reachability outage figures would be incorrect if a specified device has a maintenance schedule and the report is run with a prime time definition. Addition to the 'Port Bandwidth Capacity Planning Heat Map' report of an option to exclude ports with no data, which is by default selected. This means that with all 'exclude' options unticked,

		this report will now display all ports (including those that are virtual, admin down, and that have no samples with data).
RESTful API	All	Fixed an issue that prevented users from adding custom devices via the RESTful API.
Security Updates	All	General security updates and improvements. Apache HTTPD updated to latest version 2.4.62. OpenJDK updated to latest version 11.0.15+10.
Services	All	Fixed an issue whereby if a user added a component from the Dropbox when editing a service and then saved their changes, the service component list would become blank. As a result of this fix, adding components via the Dropbox now works as expected.
System	All	Fixed an issue whereby some vendor-supplied utilities used to collect data from storage devices could hang, which caused an accumulation of processes that adversely affected server performance. Fixed an issue that very occasionally caused one of the log file writers to crash. Fixed an issue whereby npcap driver installation would be incorrectly skipped if an older version was already installed. As a result of this fix, Entuity installs a new driver if there is no driver installed, or if it is older than version 1.60.
System	Linux	Change so that the 'restore' utility maintains the case of database

		table names restored from a backup done on Windows, so that Windows backups can be restored on Linux.
Topology	All	Improvements to Entuity's topology using Link Layer Discovery Protocol (LLDP) to support a greater range of devices and manufacturers.
User Defined SNMP Polling	All	Improvement to error messages when naming user defined attributes, collectors, thresholds and transforms. Change so that user defined attribute names are now limited to 58 characters instead of 64 (user defined collectors, thresholds and transforms still have a limit of 64 characters). Change so that user defined threshold names can no longer have hyphens in them (this is already the case for user defined attribute names. However, hyphens can still be used in user defined transforms and collectors).
Views	All	Fixed server performance issues caused when a View's contents were determined by a union of Views (and several Subviews or the All Objects View were included in that selection).
Virtualization	All	Fixed an issue whereby an error would be thrown when trying to access the right-click Context Menu for a VM from an associated VM Breakdown Table. Fixed an issue affecting the saving of data for Meraki Cloud Controller VPN Peers and Networks by increasing database column sizes.

		Fixed an issue affecting polling of Meraki cloud controllers, whereby Meraki API v1 no longer retrieves all data without limit in one go. As a result of this fix, polling now requests pages of data that details all polled items. Fixed an issue caused by null data returns for Meraki Uplink objects.
Zones	All	Fixed an issue that could cause Meraki polling to fail when a Meraki device was assigned to a zone.

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.

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.