



ENTUITY  
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# **Entuity for BMC TrueSight Operations Management v19.0 Patch Notification P09**

January 16, 2023

## Technical Bulletin October 16, 2023

Version 2023.01.16

We are pleased to confirm the availability of **patch P09** 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

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	<p>Fixed an issue whereby the Managed Assets table on the Asset Management page did not correctly filter devices enabled or disabled for configuration management.</p> <p>Fixed an issue whereby a user incorrectly could not edit, via the Modify Asset form, the Asset Category type of a Ping Only device already taken under management.</p> <p>Addition to the Asset Management page of an option to select an existing asset and (via the right-click context menu) add another device with the same settings preserved. A new device name and (if applicable) local credentials are required.</p>
Configure	All	Fixed an issue whereby running configure with the parameter defaults 'configure defaults'

		<p>caused it to use default values and not prompt for any input. As a result of this fix, running 'configure defaults' will now create by default the configuration monitor transfer directory (cm_transfer), archive directory (cm_archive), and firmware directory (etc_firmware) if they do not already exist.</p> <p>Fixed an issue whereby attributes that had been edited by a user (either through the UI or StormWorks config) could be incorrectly overwritten by a discovery cycle after running configure.</p>
Dashlets	All	<p>Fixed an issue affecting the display of chart legends on SVG exports of Chart dashlets.</p> <p>Fixed an issue whereby Basic SNMP and Ping Only devices could be incorrectly displayed with an 'Unclassified' device type in the View Contents dashlet.</p>
Data Export	All	<p>Fixed a statement language issue that could cause errors when exporting dataset definitions.</p>
Device Support	All	<p>Addition of support for new device models.</p> <p>Fixed an issue that caused ICMP pings to WAPs to fail.</p> <p>Fixed an issue whereby the status of Cisco wireless access points was incorrectly reported. As a result of this fix, the status of Cisco WAPs now reflects its ICMP reachability status.</p>
Event Management System (EMS)	All	<p>Change to increase the age out period of incidents that have a closing event and (prior to this change) a short age out. Following this change, users will need to</p>

		<p>merge a new event project into their live event project as part of this patch installation.</p> <p>Fixed an issue whereby incident severity and attribute tests created for global triggers would thereafter incorrectly display as 'Event Severity/Attribute' respectively in the 'Create Trigger' dialog.</p> <p>Fixed an issue that caused Cisco ACI event generation to fail.</p> <p>Change so that Meraki Uplink status change events are now raised when the uplink moves into or out of 'status active' or 'status ready'. Previously, status change events were raised when the uplink moved into or out of 'status active' only.</p>
Flow	All	Fixed an issue that could cause an error on the Flow dashboard for server devices with managed ports.
LDAP	All	Fixed an issue that would cause LDAP authentication failure.
Maintenance Mode	All	Fixed an issue that caused an incorrect 'Last Updated At' timestamp on the Event Suppression page for event suppressions scheduled via Maintenance Mode.
Maps – Geographical Maps	All	Fixed an issue whereby the Marker Color Control on Geographical Maps did not reflect the specified incident severities, and the hover-over tooltip did not display the correct count of minor incidents.
OS Service Management	All	Fixed an issue affecting Windows OS Service rule names containing spaces.

Polling	All	<p>Fixed an issue whereby VPN tunnel rates were incorrectly collected in octets, rather than bits as intended.</p> <p>Update to IP scheme for some devices to fix a problem with the collection of VLAN information.</p> <p>Fixed an issue that that prevented calculation of ICMP latency stream rollups across devices if one device returned no sample for this stream.</p>
Security Updates	All	General security improvements.
Server Monitoring	All	Improvement to monitoring of Linux OS logical volumes.
SurePath	All	Fixed an issue that caused agentless (SNMP) paths to fail.
System	All	Fixed an issue that caused gaps in port packet rate charts. As a result of this fix, packet-counter-reset detection in eyepoller has been disabled by default, but can be reenabled manually.
User Defined SNMP Polling	All	Corrected a directory name in the readme.txt for importing and exporting user defined SNMP poller attributes.

## Notes

Following the increase to the age out period of incidents as noted in the Event Management System (EMS) section above, users will need to merge a new event project into their live event project as part of this patch installation.

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.

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