



ENTUITY  
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# **Entuity for BMC TrueSight Operations Management v20.0 Patch Notification P03**

October 10, 2022

## Technical Bulletin October 10, 2022

### Version 2022.10.10

We are pleased to confirm the availability of **patch P03** for **Entuity v20.0**, 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 v20.0 P03

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
Server Monitoring and OS Service Management	All	Additions and improvements to server and OS Service monitoring in Entuity: <ul style="list-style-type: none"> <li>• Addition of server monitoring support for:               <ul style="list-style-type: none"> <li>○ IBM AIX OS SSH versions 6.1 and 7.1 server devices</li> <li>○ Solaris OS SS versions 10 and 11 server devices.</li> </ul> </li> <li>• Addition of a new OS Services system dashboard applicable to an OS context, and standardization of Windows and Linux OS Services state and status attributes.</li> <li>• Addition of support to enable OS service monitoring rules for Linux OS.</li> <li>• Addition of polling metrics to Windows OS monitoring:               <ul style="list-style-type: none"> <li>○ Disk Queue Length</li> <li>○ Processor Time %</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ Committed Bytes in Use %</li> <li>○ Pages</li> <li>○ Pages Output</li> <li>● Addition of polling metrics to Linux OS monitoring:           <ul style="list-style-type: none"> <li>○ Load Averages</li> <li>○ Shared Memory Segments</li> <li>○ Inode Utilization</li> </ul> </li> <li>● Addition of dual thresholds to new and existing attributes for server OS devices.</li> </ul> <p>Improvement to the discovery of server OS objects so that individual IP addresses of network adapters are now collected and managed as associations thereof.</p>
User Defined REST Polling	All	<p>Addition of functionality to specify the user defined REST poller type, either as the existing 'Attribute' type or a new 'Sub Component' type. The new Sub Component type enables users to add subcomponents to any device or associated device type that can be polled, e.g. polling a cloud controller and then adding sub component objects that represent the virtual devices on that cloud controller.</p> <p>UI improvements to the process of adding a new user defined REST poller, including addition of new Step types (Poller Step and Discovery Step).</p>

## Improvements and Fixes in P03

Functional Area	Platform(s)	Description
Asset Management	All	<p>Fixed an issue affecting discovery profiles, whereby an excluded sysoid would not be deleted after a user specified to do so.</p> <p>Change so that 'System Name' is no longer an option for selecting a display name when adding or modifying a non-SNMP device (i.e. Ping Only, Server and Storage device types).</p> <p>Change so that 'None' is no longer accepted as a connection method when adding a Storage device or OS Only Server device type to asset management.</p> <p>Fixed an issue whereby credential validation was not performed when a user modified a Ping Only device to a management level or device type that requires credentials, and the modification would therefore fail. As a result of this fix, credential validation is performed to ensure a user does enter credentials.</p> <p>Change so that it is no longer possible to edit multiple Ping Only device types at the same time as other device types (e.g. Full or Basic SNMP).</p> <p>Fixed an issue whereby it was incorrectly not possible to specify user defined REST poller credentials when adding a device or taking a device under management from the Asset Management page.</p> <p>Fixed an issue whereby it was incorrectly not possible to specify</p>

		<p>zone details when adding or modifying the following VM platforms and SD controllers:</p> <ul style="list-style-type: none"> <li>• Microsoft Azure</li> <li>• Oracle</li> <li>• Cisco APIC</li> <li>• Meraki</li> </ul> <p>Change so that the 'Type' field of the filter for tables under the 'Managed Assets' and 'Discovered Assets' tabs of the Asset Management page now offers a list of asset types from which a user can select.</p> <p>Fix affecting the editing of multiple assets of different management types (e.g. one fully managed device and one Basic SNMP device) via the 'Modify Device' form, so that when the Management Level is changed to 'Full' and a new Port Management selected, and the 'Asset Type' is left as 'No Change', then an appropriate asset type is automatically allocated.</p> <p>Fixed an issue whereby it was incorrectly not possible to monitor Windows servers that use HTTPS on port 5986. As a result of this fix, the Entuity collection engine will automatically default to HTTPS protocol if port 5986 is specified for WinRM-based OS monitoring.</p>
<p>Audit Log</p>	<p>All</p>	<p>Fixed an issue whereby the Audit Log entries for OS Service Rule Add actions were incorrectly unpopulated.</p> <p>Addition of further actions to be saved in the Audit Log database:</p> <ul style="list-style-type: none"> <li>• SurePath: Add, Modify, Delete</li> <li>• Service: Add, Modify, Delete</li> <li>• Reports: runs of scheduled and non-scheduled reports</li> <li>• Discovery profile: Add, Modify, Delete</li> </ul> <p>OS Rule: Add, Modify, Delete.</p>

BMC Remedy Single Sign On (RSSO) Integration	All	<p>Fixed an issue whereby RSSO would unnecessarily invoke authentication twice after user login.</p> <p>Fixed an issue whereby a user group was incorrectly not updated when a new user was added to it.</p>
Credential Management	All	Improvements to the process of modifying configuration management credentials on multiple devices at the same time.
Custom Webhooks	All	<p>Improvements to the process of adding a new custom webhook group:</p> <ul style="list-style-type: none"> <li>• Addition of a default value to the 'Authentication Field Name' field for any type of authentication other than 'Basic'.</li> </ul> <p>Addition of tooltips to describe the 'Authentication Type' and 'Authentication Field Name' fields.</p>
Configuration Monitor	All	Improvements to the workflow of scheduling configuration management tasks and archiving configuration files.
Dashboards	All	<p>Improvement to the Logical Volume Summary dashboard so that the Space Utilization dashlet no longer limits utilization history to 8 days by changing the attribute used from a 5-minute sample stream to a 5-minute/hourly/daily chain stream.</p> <p>Improvement to enable multi-select of objects in the WAP table on the device-level WAPs dashboards applicable to the following device types:</p> <ul style="list-style-type: none"> <li>• Trapeze Wireless Controller Device</li> <li>• Aruba Wireless Controller Device</li> <li>• Cisco Wireless Controller Device</li> </ul>

		<ul style="list-style-type: none"> <li>Meraki Wireless Controller Device</li> </ul> Wireless Controller Device.
Dashlets	All	<p>Improvements to the filter on the Incidents List dashlet so that it better supports custom event types.</p> <p>Change so that when a user downloads chart dashlet data as in CSV form, the first column is now 'Timestamp' data instead of 'Category'.</p> <p>Fixed an issue whereby an annotation previously added to a Key Info dashlet would be incorrectly no longer visible if the attributes visible in the dashlet were edited. As a result of this fix, the annotation will remain visible as intended.</p>
Dashlets	Linux	Fixed an issue that would cause the Object Associations dashlet to load slowly.
Device Support	All	<p>Improvements to support for the following device types and components:</p> <ul style="list-style-type: none"> <li>Aruba Instant Wireless Controller</li> <li>Aruba switch memory size</li> <li>Cisco g800 wireless controller WLANs</li> <li>Cisco device module status</li> <li>Cisco memory pool names when memory discovered from CISCO-ENHANCED-MEMPOOL-MIB</li> <li>Cisco power supplies and fan names</li> <li>Cisco QoS</li> <li>Dell S Series serial number</li> <li>Fortinet switch processors and memory</li> <li>Fortinet WAF and DDOS device processors and memory</li> <li>F5 device memory</li> </ul>

		<ul style="list-style-type: none"> <li>• HP870 Unified Wired WLAN switch</li> <li>• HPE stackable switch modules</li> <li>• IS-IS peers from IS-IS-MIB</li> <li>• Ixia (ex-Anue Systems) device processors and memory</li> <li>• Ixia iBypass processors and memory</li> <li>• Motorola (ex-Symbol Technologies) wireless controller manufacturer, memory, WLANs, WAPs and antennas</li> <li>• Netscout Infinistream serial and version</li> <li>• SonicWall multi processors</li> <li>• Tejas switch processors and memory</li> <li>• Zyxel GS Series processors and memory.</li> </ul> <p>Change to the visibility of some less frequently used attributes.</p> <p>Fixed an issue whereby storage devices' subcomponents would fail to be updated when their parent devices became unreachable, instead simply maintaining their last known state. As a result of this fix, the reported statuses of storage devices' subcomponents are now consistent with other network devices in Entuity, i.e. showing as unknown when devices become unreachable.</p> <p>Fixed an issue affecting the handling of power regulation for the power supplies of HP ProLiant iLO SSH server devices.</p> <p>Addition of support to poll and graph numeric values from PPT_SR_SENSOR readings.</p> <p>Fixed issues affecting HPE Nimble storage performance monitoring.</p>
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Firmware Update Management	All	Addition of support for firmware files ending in ".ipe".
Flow	All	<p>Removal of requirements for flow records to contain input and output interfaces, therefore enabling support for a wider range of devices for NetFlow collection.</p> <p>Addition of extra handling of zero-sized flowset records to fix an issue whereby a flow collector could enter an infinite loop when handling invalid packets containing such records.</p>
General UI/UX Improvements	All	<p>Fixed UI issues for popup windows, tooltips and toggle checkboxes in the high contrast theme.</p> <p>Improvements to Drop Box support for server ports.</p> <p>Addition of a hover tooltip to display the full name of long View names in cases where they are shortened by ellipses.</p> <p>Addition of underscore '_' to valid characters when deciding whether to output an SNMP Octet String as hexadecimal or ASCII.</p> <p>Change to prevent certain context menu options appearing for storage device ports listed in the Ports Summary dashlet, and fixed an issue that caused errors to be thrown when accessing other context menu options on ports.</p>

		<p>Fixed an issue that caused the 'X' close button on popup boxes to not comply with the selected UI theme.</p> <p>General UI and UX improvements.</p>
IP SLA	All	<p>Addition of a toggle option when specifying the lifespan of an IP SLA as 'forever' or a value in seconds.</p>
Manual Topology	All	<p>Fixed an issue whereby adding a new custom connection with the same name as an existing custom connection would overwrite the existing connection. As a result of this fix, the same name cannot be used, and a warning message is displayed to explain why.</p>
OS Service Management	All	<p>Fixed an issue that incorrectly caused the 'Enabled' column of the OS Service Management page table to be blank if the OS Service Rule was disabled.</p> <p>Improvement so that the 'Enable' menu option for OS Service Rules is only available when the rule is disabled and vice versa. Previously, both 'Enable' and 'Disable' options were visible at all times.</p>
Polling	All	<p>Addition of support for cumulative timeouts, thus enabling a user to limit the total time taken by all collection processes.</p> <p>Fixed an issue whereby storage device ports were incorrectly polled for status, utilization and faults.</p>
Polling	Windows	<p>Fixed an issue whereby the Windows OS collector could take a long time to poll slow-responding servers, thereby resulting in polling overruns. This fix introduces a 140-second timeout for collection steps (e.g. discover or poll).</p>
Reporting	All	<p>Fixed an issue that could cause the</p>

		<p>failure of reports updated in a patch where a user had a local compiled jasper file with a more recent timestamp.</p>
RESTful API	All	<p>Fixed an issue whereby the GET call to list details of a specific server would incorrectly retrieve information for the local server only.</p> <p>Fixed an issue whereby an error was thrown when a user attempted to perform a PUT call against an incident in order to update the value of a custom attribute.</p>
Security Updates	All	<p>Updated Log4j library to latest version 2.18.</p> <p>Updated Spring library to latest version 5.3.22.</p>
System	All	<p>Change so that dsStreamInst and dsObject tables are now saved last when the DSALPHA database is backed up.</p> <p>Fixed an issue whereby the '-l' parameter to specify log size would cause DsKernel to fail.</p>
User Account Management	All	<p>Fixed an issue whereby an error would be thrown when attempting to log with a username that contained a whitespace.</p>
User Defined REST Polling	All	<p>Addition of further suggested placeholders for interpolated text in fields when creating or editing user defined REST pollers.</p> <p>Fixed an issue whereby the value in the 'Searchable' column of the 'Pollers' tab on the User Defined REST Poller page did not necessarily reflect a user's choice when creating the poller.</p> <p>Fixed an issue affecting the process of creating a new user defined REST</p>

		<p>poller, whereby a user could incorrectly create a new transform under the 'Attribute' tab with the same name as an existing transform, which would cause the existing transform to be silently overwritten.</p> <p>Fixed an issue whereby it was incorrectly possible to create and save a new transform under the 'Attribute' tab without having defined mapping for the transform.</p> <p>Change so that definition fields when creating or editing a user defined REST poller (e.g. 'Host', 'Port', 'Variable Name' etc.) no longer allow all whitespace entries.</p> <p>Fixed an issue whereby user defined REST pollers incorrectly undertook additional polling when the polling period frequency was changed.</p> <p>Fixed an issue whereby the polled values of certain data types for user defined REST poller attributes were incorrectly always null. As a result of this fix, all numeric data types can now be used to store data.</p> <p>Addition of a prompt for a user to determine whether to auto-enable a user defined REST poller when saving. Previously, a poller was always set to enabled when saving.</p>
Webhooks	All	Addition of Meraki webhook alerts to indicate when an appliance went up and down.

## 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.

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