Entuity for BMC TrueSight Operations Management v20.0 Patch Notification P04

January 16, 2023

Technical Bulletin January 16, 2023

Version 2023.01.16

We are pleased to confirm the availability of **patch P04** 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 P04

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
Flow	All	Addition of Flow support for VeloCloud devices.
General UI/UX Improvements	All	Addition to the user Preferences form of an option to enable patterned UI for charts, graphs and topological maps, to assist users with color vision deficiency in compliance with WCAG guidelines. It is also configurable by default via entuity.cfg. Enabling this option would apply appearance changes to the following UI features: • Pie charts • Bar, line and area/area spline charts • Map links SurePath path links.
Licensing	All	Addition of functionality to retrieve Entuity license usage statistics via a RESTful API GET call.
OS Service Management	All	Improvement to the OS Services dashboard for additional

		functionality and extension of applicability to a View-level context.
Reporting	All	Addition of a new out-of-the-box report detailing license usage and allocations per server.
User Account Management	All	Addition of a User Impersonation mode enabling administrators to impersonate any user (without requiring login credentials), to assist with testing configurations and evaluating and diagnosing user-specific issues.

Improvements and Fixes in P04

Functional Area	Platform(s)	Description
Asset Management	All	Fixed an issue whereby newly-added custom devices were incorrectly listed as being monitored for SNMP v1 under the 'SNMP Type' column on the Managed Assets page. As a result of this fix, newly-added custom devices are now listed as 'None' under this column.
		Fixed an issue whereby the Managed Assets table on the Asset Management page did not correctly filter devices enabled or disabled for configuration management.
		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.
		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. Fixed an issue affecting discovery profiles, whereby enabling the 'Allow Management IP' option could result in a management IP being used that could not be accessed or managed by Entuity. As a result of this fix, management IP's that are found are also checked for accessibility via SNMP with the same credentials. Fixed an issue whereby SSH key authentication specified in an auto discovery profile would not be passed to discovery, which could cause discovered devices to be allocated incorrect asset categories. This issue did not affect the process of manually adding assets.
BMC Remedy AR System Integration	All	Fixed an issue that caused an error when using context menu actions for raising BMC Remedy ITSM incidents from the Asset Management table.
BMC Remedy Single Sign On (RSSO) Integration	All	Change to add RSSO log files to the inventory dump zip, under rsso_tomcat_logs.
Configuration Monitor	All	Improvement to the execution of the first run time for configuration management tasks with minutely schedules. Improvement so that the Configuration Monitor Summary Pie Chart dashlet on the Configuration Monitoring dashboard now specifies the following states for devices: • Nightly Monitoring • Change Based Monitoring • Nightly and Changed Based Monitoring • Not Monitored.

		Fixed an issue whereby configuration retrieval jobs might queue faster than they could be executed. As a result of this fix, a configuration retrieval job will not be queued if one with the same task and device is already queued or currently executing. Fixed an issue whereby after specifying policy rules and exclude files for a device enabled for configuration management, it was then not possible to set these options to blank. Change so that comments matching 'remark ###.*###' in downloaded config files are now retained (rather than being discarded as previously) before the files themselves are compared with policies.
Configure	All	Fixed an issue whereby running configure with the parameter defaults 'configure defaults' 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. 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.
Dashboards	All	Fixed an issue that caused an error when both an Events List dashlet and a Map dashlet were added to the same custom dashboard. Fixed an issue affecting static custom dashboards, whereby Chart

		dashlets with a View specified as the 'Dashlet Source' would incorrectly only show data for the user account that created them.
Dashlets	All	Fixed an issue affecting the display of chart legends on SVG exports of Chart dashlets.
		Fixed an issue affecting the Key Info dashlet on a server device's Summary dashboard, whereby the 'Server Name' was incorrectly not displayed under hardware monitoring, and the 'Show Server Name' option was missing from the dashlet's Overflow Menu.
		Fixed an issue whereby Basic SNMP and Ping Only devices could be incorrectly displayed with an 'Unclassified' device type in the View Contents dashlet.
		Addition of an option to override the default display type of attributes in the Key Info dashlet, and change to the default display type of the last reboot time attribute to instead show uptime.
		Improvement to the Flow Data chart dashlet to reduce the resolution at which the dashlet's navigation bar disappears.
		Fixed an issue whereby category overrides and colors were incorrectly not cleared after an attribute change when configuring a Pie Chart dashlet on a custom dashboard.
		Addition to the View Contents dashlet of an optional column to display OS type on applicable devices.
		Fixed issues affecting custom configuration of Key Info dashlets.

Data Export	All	Fixed a statement language issue that could cause errors when exporting dataset definitions.
Device Support	All	Addition of support for new device models.
		Fixed an issue that caused ICMP pings to WAPs to fail.
		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.
		Fixed an issue that could cause Dell PowerEdge or VxRail iDRAC SNMP Servers to fail to add to management.
Event Management System (EMS)	All	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 merge a new event project into their live event project as part of this patch installation.
		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.
		Fixed an issue that caused Cisco ACI event generation to fail.
		Improvement so that events and incidents on Meraki devices and Meraki uplinks are visible in the UI dashboards for events and incidents at the Meraki network and Meraki organization context level, which are above these devices and uplinks in the parent-child hierarchy.

| Flow | All | Fixed an issue that could cause an error on the Flow dashboard for server devices with managed ports.

Fixed an issue whereby flow information was not visible on an interface when a user had access to that interface but not the parent device. |
| --- | --- | --- |
| General UI/UX Improvements | All | Improvement to the presentation of charts with y-axes centered on 0%. |
| Inventory Snapshots | All | Fixed an issue that caused the deletion of saved inventory snapshots and saved inventory snapshot schedules to fail. |
| 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. |
| Multi-Server Configuration | All | Fixed an issue affecting the Multi-Server Configuration page for a license server, whereby upon updating license allocations, an extra line of information could incorrectly appear for each license type that was amended. |
| OS Service Management | All | Fixed an issue whereby events were incorrectly not raised when Linux OS services started and stopped.

Fixed an issue affecting Windows OS Service rule names containing spaces. |

| Polling | All | Fixed an issue whereby VPN tunnel rates were incorrectly collected in octets, rather than bits as intended.

Update to IP scheme for some devices to fix a problem with the collection of VLAN information.

Improvement so that each discovery and polling cycle of a Linux OS collector uses only a single SSH authentication.

Fixed an issue that that prevented calculation of ICMP latency stream rollups across devices if one device returned no sample for this stream. |
|---|---|---|
| Reporting | All | Fixed an issue whereby the Inventory Change report options page would not load correctly. |
| Security Updates | All | General security improvements. |
| Server Monitoring | All | Improvement to monitoring of Linux OS logical volumes.

Improvement to the Summary dashboard for a server OS object, so that Network Adapter speed is changed to display in Gbps when appropriate.

Improvement to standardize traffic metrics used on the Summary dashboard for Network Adapters. |
| 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.

Updated RESTful API groovy scripts to enable authentication using an API access key, alongside the existing |

		username/password authentication option.
User Defined REST Polling	All	Fixed an issue affecting creation of a discovery step for a Sub Component user defined REST poller, whereby attempting to access StormWorks attributes using the ${sw::attrName} interpolation would cause the step to fail.

Fixed an issue whereby it was incorrectly possible to save a user defined REST poller with steps that had a missing API path. As a result of this fix, users can now specify whether a step will collect data via API or if added attributes will have their values determined by existing data (e.g. a StormWorks attribute or a variable from a previous step).

Fixed an issue whereby failure in connecting to APIs in one part of a user defined REST poller could prevent successful polling in another part.

Fixed an issue whereby an attribute could be incorrectly deleted upon saving the user defined REST poller.

Fixed an issue whereby it was not possible to delete a created threshold if the user defined REST poller had not yet been saved. |
| User Defined SNMP Polling | All | Corrected a directory name in the readme.txt for importing and exporting user defined SNMP poller attributes. |
| Virtualization | All | 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. |

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.