



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v20.0 Patch Notification P06

July 10, 2023

Technical Bulletin July 10, 2023

Version 2023.07.10

We are pleased to confirm the availability of **patch P06** 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

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 that caused a custom device name applied to a discovered device to instead be incorrectly applied to the credential.</p> <p>Fixed an issue whereby candidate associated devices incorrectly disappeared from the list on the Associated Assets page if the parent controller device became uncontactable at any point.</p> <p>Change so that wireless controller access points remain associated with their parent device for the time specified by the stale delay value. For some wireless controllers, this association was being lost for access points that became down or unreachable, and therefore the stale delay time was not utilized.</p> <p>Fixed an issue affecting the Asset Management page, whereby the associated assets warning message could incorrectly appear multiple times in instances with multiple</p>

		remote servers. As a result of this fix, the message now appears only once.
Audit Log	All	Fixed an issue so that managing or unmanaging ports via RESTful API call will now create an Audit Log entry detailing the source as 'API'. Previously, such entries were detailed as having a 'Web' source.
Credential Management	All	UI improvement to the 'Push Credentials' form for pushing credentials to other servers.
Configuration Management and Monitoring	All	<p>UI improvements to error messaging for configuration management steps and tasks.</p> <p>Fixed an issue that incorrectly caused errors to be thrown against task parameters when editing a configuration management task.</p> <p>Addition of verification to prevent users adding to custom configuration management tasks any parameters that are already used by system tasks:</p> <ul style="list-style-type: none"> • transferMethod • transferServer • transferUsername • transferPassword. <p>Fixed an issue whereby configuration management context menu options were incorrectly not accessible from View-level dashboards.</p>
Configure	All	Fixed an issue that caused an error when running configure on a new installation of Entuity.
Dashlets	All	<p>Fixed an issue whereby a chart containing no data for its specified timeframe would incorrectly update with data from outside the specified timeframe.</p> <p>Fixed an issue that could prevent some data streams from displaying in</p>

		<p>charts with at least one View and/or a particular stream, and containing multiple series. As a result of this fix, the chart navigator below the main chart will not be displayed for charts with the abovementioned parameters.</p> <p>Fixed an issue preventing multi-select on Object Associations dashlets (and therefore the Associations dashboard).</p> <p>Fixed an issue whereby a chart created from an ICMP Latency stream in the Drop Box would not display data.</p> <p>Fixed an issue whereby clicking on a Gauge dashlet that had its context based on another dashlet would incorrectly load an empty chart. As a result of this fix, the chart now loads containing the appropriate data.</p> <p>Fixed an issue causing incorrect plotting of the x-axis on port fault Chart dashlets.</p> <p>Fixed an issue that caused charts opened in a new tab to break upon refresh.</p> <p>Fixed an issue that could cause charts saved with no series to break.</p> <p>Fixed issues affecting table filtering, including upon page refresh.</p> <p>Fixed issues affecting the Key Info dashlet:</p> <ul style="list-style-type: none"> • Prevent the same attribute appearing in both the top and bottom sections of the dashlet. • 'Annotation' attribute is respected. • Object type-specific attributes are displayed in the dashlet unless edited.
--	--	--

Device Support	All	<p>Addition of support for Solaris 11 OS SSH servers, to complement existing support for Solaris 10.</p> <p>Change to prevent addition of Linux servers that are run through csh (C shell), which are unsupported by Entuity.</p> <p>Fixed an issue whereby WAPs that were unreachable by ICMP could be incorrectly deemed as reachable and therefore any AP Unreachable (ICMP) events would be cleared.</p> <p>Updated support for server and storage devices.</p>
Device Support	Linux	Fixed a database issue that incorrectly caused the Mac addresses of AWAPs to be unavailable.
Event Management System (EMS)	All	<p>Fixed an issue that could cause events to be incorrectly discarded if a rule action step contained Groovy script that threw an exception. As a result of this fix, events will not be discarded if the Groovy script of a rule action step throws an exception.</p> <p>Fixed an issue that could cause a Device Unreachable Cleared event to be incorrectly raised on a device that was permanently down.</p> <p>Fixed an issue whereby the 'Filter Port Status Events' event rule incorrectly looked for 'Port Link Down' and 'Port Link Up' events. As a result of this fix, the event rule now looks for 'Port Up and Port Down' events.</p>
Firmware Update Management	All	Addition of an entuity.cfg value enabling users to change the maximum IOS image file size that can be uploaded via 'Upload Image' from the 'Firmware' tab of the Configuration Management page.

		<p>Update to include the following transfer methods:</p> <ul style="list-style-type: none"> • ftp • sftp • scp • rcp <p>Addition of new firmware manager functions.</p> <p>Update to firmware management dependencies.</p>
General Performance Improvements	All	<p>Fixed a performance issue that could be caused by excessive VLANs being identified on ports.</p> <p>Performance improvement to attribute updates for the stream that lists all ports where a MAC address has been seen.</p>
General UI/UX Improvements	All	General UI/UX improvements.
Inventory Snapshots	All	Fixed an issue that caused an error when a user created an inventory snapshot on an Entuity installation where the Maintenance Inventory Report module was not enabled at configure. As a result of this fix, errors are no longer thrown when creating or scheduling inventory snapshots if this module has not been enabled.
Licensing	All	Improvement to license validation logic.
OS Service Management	All	Fixed an issue whereby specifying a large number (exceeding 150) of OS Service rules could cause Windows OS Services monitoring to fail. As a result of this fix, users can specify large numbers of service rules without issue.
Polling	All	Fixed an issue whereby gaps in port traffic stream sample data could exist for devices that have intermittent

		<p>decreases in their sysUpTime that are not due to a counter wrap.</p> <p>Improvement to formatting of both Window and Linux command line arguments, ensuring consistent behavior for quotes and escaped quotes.</p>
Reporting	All	<p>Addition to the Scheduled Report History page for individual reports of a column displaying the View against which historical reports were run.</p> <p>Fixed an issue whereby the Custom Threshold Settings report incorrectly displayed 'null' for header, details and description.</p> <p>Fixed an issue affecting the creation of a report applicable to a specific View, whereby rapidly changing the selected View could incorrectly cause all devices to be listed as options in the 'Please select a device' dropdown field.</p> <p>Addition of a config option enabling users to limit the number of instances that a report can run concurrently (e.g. running the same report in multiple tabs).</p>
RESTful API	All	<p>Fixed an issue whereby an error would be incorrectly thrown if the attributes field was not completed when modifying an auto discovery profile via a PUT call.</p>
Security Updates	All	<p>Migration of WinRM functionality to Java winrm4j library.</p> <p>Updated Apache HTTPD to latest version 2.4.57.</p> <p>General security updates and improvements.</p>
Server OS Monitoring	All	<p>Improvements to WinRM collection.</p>

		<p>Addition of support for usernames using fully qualified domain name (FQDN) format for Windows OS monitoring.</p>
System	All	<p>Reduced noise in DsKernel log from candidate associated devices with incorrectly written config.</p> <p>Changes to default threshold and checking settings of diskMonitor process to improve monitoring of disk space on Entuity servers.</p>
User Defined REST Polling	All	<p>Improvement to filter the devices to which a User Defined REST Poller can be applied based on the selected context type.</p> <p>Fixed an issue whereby User Defined REST Pollers containing steps without authentication would incorrectly use auto detection of authentication parameters.</p> <p>Fixed an issue whereby the incorrect component type display name was used on the 'Pollers' tab of the User Defined REST Polling page.</p> <p>Fixed an issue whereby the use of an interpolated \$(apikey) as a value header could cause the test of a poller step to break.</p>
Virtualization	All	<p>Addition of support for Site to Site VPN Peer information when managing Meraki cloud controllers, with data gathered on a per-Meraki Network basis.</p> <p>Extension to the database column width for Meraki network names, from 64 to 255 characters.</p> <p>Fixed an issue that would cause the host count on Cisco WAPs to fail if any individual wireless aerial was operationally down.</p>

		Fixed an issue creating excessive error logging in DsKernel for wireless access points that were in a stale delay state.
--	--	--

Notes

Following the addition of new incidents and events for Entuity server health monitoring, and modification to an existing event rule as noted in the Event Management System (EMS) sections above, users will need to merge a new event project into their live event project as part of this patch installation.

Following the update to firmware management dependencies, if users have an override for scriptEngine in their startup_WIN32_site_specific.cfg or startup_UNIX_site_specific.cfg file, and wish to continue using firmware management, users will need to add the following statement below the last classpath: =;\${ENTUITY_HOME}/lib/TomCat/common/lib/commons-codec.jar. Entuity will then need to be restarted for this to take effect. There is no need to run configure.

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.