



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v20.0 Patch Notification P07

October 10, 2023

Technical Bulletin October 10, 2023

Version 2023.10.10

We are pleased to confirm the availability of **patch P07** 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 whereby some credentials could be incorrectly marked as valid in auto discovery profiles containing multiple SNMPv3 credentials.</p> <p>Change so that it is no longer possible to take under management a device with a custom name containing a colon character ':'.</p>
Configuration Management and Monitoring	All	<p>Addition of functionality enabling users to import and export custom configuration management steps and tasks using XML files via the command line.</p> <p>Addition of new system configuration management steps and tasks.</p> <p>Update to the process of creating configuration management tasks so that collection of diagnostic data is enabled by default.</p>

		<p>Improvement to error validation when creating new configuration management steps.</p> <p>Change so that configuration management step and task names can no longer contain the following characters: , /, \, ", *, <, >.</p> <p>Fixed an issue whereby policy exclusions were not detected as expected.</p> <p>Fixes and improvements to the Firmware Upload and Firmware Backup configuration management tasks.</p> <p>Addition of a 'Last Edited' column to the 'Tasks' and 'Steps' tabs on the Device Configuration Management page.</p> <p>Bringing Entuity v20.0 configuration management and monitoring up to date with recent architectural changes and bug fixes for Entuity v21.0</p>
Firmware Update Management	All	<p>Addition of a navigation tree for firmware subfolders to the 'Firmware' tab of the Configuration Management page, enabling users to navigate between firmware image subfolders.</p> <p>Addition of an option to entuity.cfg enabling users to configure file extension types permissible for the firmware repository.</p>
Dashlets	All	<p>Improvement to ensure chart x-axes adjust to match the user-specified timeframe if no data is present and no nulls are present to fill gaps in the data.</p> <p>Improvement to reduce loss of information on small charts, by</p>

		<p>reducing the width before datapoints are grouped together.</p> <p>Fixed an issue whereby charts containing certain streams that are in the context of a View were not displaying the most recent data.</p> <p>Addition of a new Client Data option in StormWorks config called 'float-1-place', that allows decimals to be rounded to 1 decimal place.</p> <p>Addition of functionality to creating/editing a Chart dashlet so that the 'Units' field is autopopulated based on the selected attribute (when possible).</p> <p>Fixed issues affecting the selection and display of attributes and annotations on the Key Info dashlet.</p> <p>Fixed an issue affecting filtering on Table dashlets.</p> <p>Fixed an issue affecting the selection of dates for time periods when exporting certain device, server and port summary chart data in CSV format for certain time zone configurations.</p>
Device Support	All	Updates and improvements to server and storage device support.
Event Management System (EMS)	All	Improvement so that 'Peer Disappeared' incidents for all routing protocols (BGP, EIGRP, IS-IS, MPLS LDP, OSPF) are now closed by an equivalent 'Peer Discovered' incident.
General Performance Improvements	All	Fixed a collection issue that could cause ICMP Latency charts to appear empty when Entuity servers are heavily loaded.
General UI/UX Improvements	All	Update to adjust time displayed in UI and reports, to reflect recent change to daylight savings time in Egypt.

		<p>Addition of slash '/' and backslash '\' to valid characters when deciding how to output a 6- or 16-byte SNMP octet array.</p> <p>Addition of time zones incorrectly excluded from the list available when a user wants to specify a time zone different to that of the consolidation server.</p> <p>Fixed a validation issue affecting the calendar widget used to schedule event suppressions and device maintenance, whereby time ranges from a 'lesser' to a 'greater' time (e.g. 00:00 to 08:00) would be incorrectly deemed invalid, and time ranges from a 'greater' to a 'lesser' time (e.g. 08:00 to 00:00) would be incorrectly reversed.</p>
Reporting	All	Improvement to export of custom reports in Excel format to support Pivot Tables.
RESTful API	All	<p>Change so that it is no longer possible to take under management a device with a custom name containing a colon character ':'.</p> <p>Fixed an issue whereby devices with duplicate IPs could not be added via RESTful API even if the 'allowDuplicateIps' parameter was set to true.</p>
System	All	Increase to maximum character length for the sensorId attribute, from 48 to 128.
Virtualization	All	<p>Fixed an issue whereby an extra open incident could be incorrectly displayed in the Incidents dashlet on Meraki Network and Meraki Organization Summary dashboards.</p> <p>Fixed an issue whereby a red cross status icon could be incorrectly</p>

		<p>displayed for Meraki devices and uplinks in an unknown state.</p> <p>Addition of an 'Unknown' status for Meraki Device Status and Meraki Uplink Status, to account for instances when polling has failed, status value has not been read, and a null value is written to the database.</p> <p>Fixed an issue whereby Meraki uplinks displayed the incorrect IP address and serial number.</p>
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Notes

Following the improvements to the 'Peer Disappeared' incidents for routing protocols, 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/](ftp://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.