Entuity for BMC TrueSight Operations Management v20.0 Patch Notification P10

May 23, 2024

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Version 2024.05.23

We are pleased to confirm the availability of **patch P10** 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	Fixed an issue that prevented non-administrators without the User Defined Polling tool permission from adding assets via Asset Management. This tool permission is no longer required to add assets. Change to discovery of LLDP remote info to improve performance for some devices.
Configuration Management and Monitoring	All	Fixed an issue that could cause an RPC failure when creating a schedule for a configuration management task. As a result of this fix, the 'Server' selection field has been removed from the schedule configuration management task form. Fixed an issue whereby configuration management job schedules created from Views on a consolidation server would fail when the View was populated with a device or devices from the polling server (and there were no devices on the consolidation server). Removal of the server select field from the 'Edit Schedule: [schedule]' form. To create a schedule for a remote polling server

		from the consolidation server, users will instead need to specify the desired server from the server dropdown field on the 'Configuration Management' page. Schedules previously created on the consolidation server for remote polling servers will still function but can no longer be edited; to make changes to these, users will instead need to delete and recreate them on the polling server in the method mentioned above.
Custom Webhooks	All	Fixed an issue whereby custom webhook payloads could be broken by use of the '-' character in JSON or XML names.
Dashboards	All	Fixed an issue whereby thresholds added to attributes via user defined REST pollers were incorrectly not accessible from the View- and device-level Thresholds dashboard, and therefore could not be edited.
Device Support	All	Improvement to support for Juniper-EX3300 devices. Fixed an issue that prevented the display of links between Meraki Switch and Meraki AWAP objects for certain Meraki Switches.
Reporting	All	Fixed an issue whereby long URL request headers could cause report exports to fail.
Server OS Monitoring and OS Service Management	All	Fixed an issue that could cause Logical Volume Usage hourly and daily streams to fail on Windows OS servers.
User Defined REST Polling	All	Addition to the 'Step Details' tab (when creating a new user defined REST poller) of an 'Include Body' option for any connection method (e.g. POST, PUT, PATCH, DELETE etc), enabling users to enter JSON or XML to send with the request. Improvement to saving thresholds to user defined REST pollers.

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.