



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P01

July 10, 2023

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Version 2023.07.10

We are pleased to confirm the availability of **patch P01** for **Entuity v21.0**, 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 v21.0 P01

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
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>
Custom Webhooks	All	<p>Enhancement to custom webhook functionality, enabling users to attach a webhook payload to a raised event as a temporary custom attribute. This attribute can then be used to e.g. redirect the raised event to specified managed objects.</p>
Device Support	All	<p>Addition of support for 'predicted failure' parameters for server and storage device hardware components.</p>

Event Management System (EMS)		<p>Improvements to Entuity server health monitoring through changes and additions to incidents and events:</p> <ul style="list-style-type: none"> • Reworking of 'Entuity Server Component Problem' incident into two new incidents (with constituent events): <ul style="list-style-type: none"> ○ Entuity Server Component Restarting After Failure. ○ Entuity Server Permanent Component Failure. • Addition of new 'Entuity Remote Subsystem Error' incident (with constituent events) to monitor (from the consolidation server) process errors on remote servers.
Server OS Monitoring	All	Enhancement to support for OS monitoring of pre-systemd Linux distributions (including legacy versions of Debian, Fedora, RHEL, SUSE, Ubuntu).

Improvements and Fixes

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</p>

		<p>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>
Audit Log	All	<p>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.</p>
Configuration Management and Monitoring	All	<p>UI improvements:</p> <ul style="list-style-type: none"> • Error messaging for configuration management steps and tasks. • Improved readability when viewing and editing scripts for configuration management steps. <p>Change to the default sort order by time of the Device Configurations dashlet on the Configuration Monitoring dashboard, so that entries are sorted in descending order (most recent entry first).</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

		<ul style="list-style-type: none"> • transferServer • transferUsername • transferPassword. <p>Change so that configuration management step and task names can no longer contain the following characters: , /, \, ", *, <, >.</p> <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.
Credential Management	All	UI improvement to the 'Push Credentials' form for pushing credentials to other servers.
Dashboards	All	<p>Fixed an issue whereby right-clicking a duplicated dashboard from the Dashboard Configuration page would incorrectly navigate to that dashboard.</p> <p>Fixed an issue whereby server sensor readings were incorrectly not displayed in the server devices Resources dashboard. As a result of this fix, these readings are now displayed.</p>
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 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 an issue whereby user-specified parameters for the Key Info dashlet ('Hide Empty Values', 'Show Current Status', 'Show Server Name', and 'Show Status History Summary') were incorrectly not available during dashboard configuration.</p> <p>Improvement so that all chartable metrics for subcomponents will include parent device details. Previously, only ports would their have parent device identified.</p> <p>Fixed an issue affecting the Object Attributes dashlet, whereby the pen icon indicating an editable attribute would incorrectly not appear when editable attributes were blank.</p>
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		Fixed issues affecting table filtering, including upon page refresh.
Database Backup	All	Removed an obsolete file that could cause database backup to fail.
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>

		Fixed an issue whereby some event suppressions were incorrectly not displayed on the Event Suppressions page when enabled.
External Authentication	All	Fixed an issue whereby when enabled, the 'Authenticate using multiple servers' option was incorrectly displayed as being disabled in the UI after saving the 'Add/Edit LDAP Server' form (although the functionality itself was enabled as intended).
Firmware Update Management	All	<p>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> <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> <p>General performance improvements.</p>
General UI/UX Improvements	All	Fixed a calendar issue in dashlets or Event Suppression forms.

		<p>Fixed an issue affecting context menus when using keyboard navigation.</p> <p>General UI/UX improvements.</p>
Inventory Snapshots	All	<p>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.</p>
IP Address Management (IPAM)	All	<p>Fixed an issue whereby IPAM data was incorrectly not added to backup scripts.</p> <p>Fixed an issue affecting the 'Last Scanned' timestamp for DHCP servers.</p>
Licensing	All	<p>Improvement to license validation logic.</p>
Manual Topology	All	<p>Fixed an issue whereby user-created custom connections were incorrectly deleted by nightly topology discovery ageout jobs. As a result of this fix, manual topology links are no longer deleted by this job.</p>
Multi-Server Configuration	All	<p>Fixed an issue that could affect the creation of Views on remote servers when the 'Consolidate Servers' user preference is switched off.</p> <p>Fixed an issue whereby some columns could not be sorted on the Multi-Server Configuration page.</p>
Multi-Server Topology	All	<p>Discovery improvements to multi-server topology.</p>
OS Service Management	All	<p>Fixed an issue whereby specifying a large number (exceeding 150) of OS Service rules could cause Windows OS Services monitoring to fail. As a</p>

		<p>result of this fix, users can specify large numbers of service rules without issue.</p>
<p>Polling</p>	<p>All</p>	<p>Fixed an issue whereby gaps in port traffic stream sample data could exist for devices that have intermittent 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> <p>Improvement to Windows OS collection to reduce log noise.</p> <p>Fixed an issue whereby the IP addresses associated with a network adaptor were incorrectly not polled.</p>
<p>Reporting</p>	<p>All</p>	<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>
<p>RESTful API</p>	<p>All</p>	<p>Fixed an issue whereby an error would be incorrectly thrown if the attributes field was not completed</p>

		when modifying an auto discovery profile via a PUT call.
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 Account Management	All	<p>Fixed an issue whereby the Topology Group Management option was incorrectly displayed (though not available for access) on the Administration page for users who did not have the 'Topology Group Administration' tool permission.</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</p>

		<p>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>
View Management	All	<p>Fixed an issue whereby Views that are specified to have their contents populated by a union of base Views would instead be incorrectly populated by the 'All Objects' View.</p> <p>Fixed an issue affecting installations using server configuration sets, whereby options to create, edit and delete Views were incorrectly available from the Explorer, View Contents dashlet and Contents dashboard. As a result of this fix, these View options are only available from these UI locations when one or more servers is not managed via config sets.</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> <p>Fixed an issue creating excessive error logging in DsKernel for wireless access points that were in a stale delay state.</p>

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.