



ENTUITY  
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# **Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P02**

October 10, 2023

## Technical Bulletin October 10, 2023

Version 2023.10.10

We are pleased to confirm the availability of **patch P02** 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 P02

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 WinRM support for configuration management credentials, alongside existing support for SSH and Telnet access methods.</p> <p>Addition of configuration management tasks and scripts for running commands and starting/stopping OS services on both Windows and Linux.</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>

General UI/UX Improvements	All	<p>Addition to the UI of a notification icon to notify the user to the completion of asynchronous and background tasks and processes. A 'Notifications' form is accessible that lists read and unread notifications, which by default are stored for 7 days.</p>
Server OS Monitoring	All	<p>Addition of new OS Services dashlet that provides functionality to start and stop selected services, alongside detailing the OS services monitored (this new functionality is visible on the system OS Services dashboard). This replaces the existing OS Services dashlet.</p> <p>Fixed an issue that prevented WinRM scripts working on Linux systems.</p>
User Account Management	All	<p>Addition of access token functionality enabling a user to access the Entuity UI without requirement for logging in with a username or password.</p>
Virtualization	All	<p>Addition of support for AWS CloudWatch Monitor Agent, which is alongside existing support for the deprecated AWS per-instance performance monitoring scripts.</p> <p>Improvement to virtualization processes.</p>

## Improvements and Fixes in P02

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>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>Addition of a 'Last Edited' column to the 'Tasks' and 'Steps' tabs on the Device Configuration Management page.</p> <p>Fixed an issue whereby policy exclusions were not detected as expected.</p> <p>Fixed an issue whereby the removal of system tasks and steps from the system folder could stop configure from running.</p> <p>Fixed an issue whereby the Cisco configuration retrieval task removed spaces preceding some of the commands from retrieved configuration files.</p> <p>Fixed an issue affecting the step cleanup for Cisco IOS, IOS-XE and Nexus configuration files.</p>

		<p>Fixes and improvements to the Firmware Upload and Firmware Backup configuration management tasks.</p> <p>Fixed an issue affecting the import of multiple files separated by a comma for cmHelper command line functionality.</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 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 and 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</p>

		format for certain time zone configurations.
Device Support	All	Updates and improvements to server and storage device support.
Event Management System (EMS)	All	<p>Improvement to prevent Cisco Viptela events queries becoming locked through excessive requests. The user can now configure (via entuity.cfg) the number of times Entuity will make another request for events to the Viptela device after receiving a 429 (Too Many Requests) code, and how long to wait until this request is made.</p> <p>Fixed opening and closing events for High VPN Tunnel Out Packet Loss incident.</p> <p>Renamed 'MemoryModule High Temperature' event to 'Memory Module High Temperature.</p> <p>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.</p> <p>Change so that the 'Entuity Remote Subsystem Error incident is disabled by default, and can be enabled via entuity.cfg.</p> <p>Updated some incident descriptions.</p>
General Performance Improvements	All	<p>Fixed a collection issue that could cause ICMP Latency charts to appear empty when Entuity servers are heavily loaded.</p> <p>Improvement to polling times for data collected using RESTful API calls.</p>
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>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> <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>Improvement to action of deleting items from lists in forms.</p> <p>Change so choice input fields on forms will need to have a non-null selection before the form can be submitted.</p>
IP Address Management (IPAM)	All	<p>Fixed an issue that could prevent scans from completing.</p> <p>Fixed an issue whereby IPAM could not be found by the server.</p> <p>UI improvements.</p>
Maintenance Mode	All	<p>Fixed an issue whereby the user did not have an option to specify the days of the week (e.g. Mondays and Wednesdays) or days of the month (e.g. 1<sup>st</sup>, 5<sup>th</sup>, 24<sup>th</sup>) when creating a maintenance schedule.</p>
Reporting	All	<p>Improvement to export of custom reports in Excel format to support Pivot Tables.</p>

RESTful API	All	<p>Change so that it is no longer possible to take under management via RESTful API 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>
Security Updates	All	General security improvements.
System	All	<p>Fixed issues affecting filtering for log files via entuity.cfg:</p> <ul style="list-style-type: none"> <li>• Fix so that names are now case-insensitive.</li> <li>• Fix so that a wildcard (*) after a log file name does not require a character to exist.</li> </ul> <p>Improvement to the patch process to ensure patches write to log files, and write their metadata upon completion rather than when the patching starts.</p> <p>Increase to maximum character length for the sensorId attribute, from 48 to 128.</p>
Virtualization	All	<p>Fix to standardize the object status used across VM platforms, hypervisors, virtual machines, virtual switches, datastores, clusters, host bus adaptors and NICs when those objects are unreachable or unknown (gray question mark) or awaiting successful polling (blue spanner).</p> <p>Fixed an issue whereby events were incorrectly not raised in all cases of failures in AWS data collection. As a result of this fix, any failure in data collection will raise an event.</p> <p>Fixed an issue affecting the VM Platform Summary dashboard, whereby virtual machines on a hypervisor or AWS platform were</p>



		<p>incorrectly not listed with hyperlinks to their associated devices on the 'Associated VMs' Breakdown Table.</p> <p>Improvement to increase speed of data collection for Microsoft Azure.</p> <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 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 update to event names and incident descriptions, and 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/>), 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.

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