Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P04

March 11, 2024

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Version 2024.03.11

We are pleased to confirm the availability of **patch P04** 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

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
Event Management System (EMS)	All	Change to Application Monitor files to prevent an issue whereby events were not raised when devices with no monitored ports (ping-only devices, basic SNMP-managed devices, fully-managed SNMP devices with no ports, and server devices) went down for a second time.
Polling	All	Fixed an issue that could cause polling to fail for managed Windows OS servers.

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.