



ENTUITY
SOFTWARE™

Entuity v21.0 Patch Notification P05

May 13, 2024

Technical Bulletin May 13, 2024

Version 2024.05.13

We are pleased to confirm the availability of **patch P05** 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
Account Management	All	UI improvements to Account Management page.
Asset Management	All	<p>Change to discovery of LLDP remote info to improve performance for some devices.</p> <p>Fixed an issue that could prevent monitoring of IBM AIX OS SSH server devices.</p> <p>Fixed an issue affecting polling and calculation of Azure VM Guest Memory data.</p> <p>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.</p>
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.

		<p>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).</p> <p>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.</p>
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	<p>Fixed an issue whereby some attribute values were incorrectly populated on the Storage Devices Resources dashboard.</p> <p>Fixed an issue affecting time range filtering on Incidents dashboards and Events dashboards.</p> <p>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.</p>
Dashlets	All	<p>Fixed an issue that could prevent the 'Parent Device' column of the Service Components dashlet from being populated.</p> <p>Addition of ability to use status category icons in dashlet tables for any attribute that has the matching numeric value.</p>
Device Support	All	Improvement to support for Juniper-EX3300 devices.

		<p>Fixed an issue that prevented the display of links between Meraki Switch and Meraki AWAP objects for certain Meraki Switches.</p> <p>Addition of support for monitoring Resilient File Systems (ReFS) for Window servers.</p> <p>Removal of ability to take Oracle VM Manager platforms under management from the UI.</p>
Event Management System (EMS)	All	<p>Fixed an issue that could cause spurious raising of 'Module Disappeared' and 'Module Discovered' incidents and events when device SNMP reachability is intermittent due to poor WAN link connectivity.</p> <p>Fixed an issue that incorrectly prevented users from creating a schedule for event notifications.</p> <p>Fixed an issue that could prevent users from disabling event notifications.</p>
General UI/UX Improvements	All	<p>Improvement to display of text and long series entries in individual fields of dashlet settings forms.</p>
Maps – Topological Maps	All	<p>Fixed an issue that caused OSPF, EIGRP, and IS-IS topology links to incorrectly disappear once the link went down. As a result of this fix, links will remain visible in a down state before disappearing, by default 604800 seconds (one week).</p>
Multi-Server Configuration	All	<p>Fixed an issue that could affect multi-server configurations with the user's 'Consolidate Servers' preference set to 'Off', whereby some dashboards for an individual server could incorrectly display data consolidated from other servers to which the user had access.</p> <p>Fixed an issue affecting the creation of incident filters for configuration sets via the View Management page, whereby some events could be incorrectly included amongst the list of available incidents.</p> <p>Fixed an issue affecting the 'Content Filters', 'Incident Filters' and 'Event Filters' tabs on the View Management page for a configuration</p>

		<p>set, whereby the 'In Use' column could incorrectly show 'No' even when the filters were in use.</p> <p>Fixed an issue whereby OS Services could be incorrectly overwritten in configuration sets although 'Sync OS Services' option is set to off.</p>
Polling	All	Fixed an issue that could cause polling to fail for managed servers or storage devices.
Reporting	All	Fixed an issue whereby long URL request headers could cause report exports to fail.
Security Updates	All	General security improvements.
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.
System	All	Addition of parameter enabling users to continue a snmpDump that has failed.
User Defined REST Polling	All	<p>Addition of ability to define value mapping for attributes on a user defined device type, alongside the existing status mapping.</p> <p>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.</p> <p>Improvement to saving thresholds to user defined REST pollers.</p>
View Management	All	<p>UI improvement to the 'Profiles' tab of the View Management page.</p> <p>Fixed an issue affecting the listing of content filters on the Via Management page, whereby IP addresses (that are part of the content filter description) could be incorrectly displayed.</p>

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/>

The site is arranged into separate directories for each Entuity 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 Entuity FTP site requires a valid username and password that can be obtained from Entuity Support. For added security, the FTP site requires connection via SFTP.

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