Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P09

January 23, 2025

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Version 2024.01.23

We are pleased to confirm the availability of **patch P09** 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 in P09

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
Configure/Installation	Linux	Improved message detailing consequence of not allowing symbolic link creation when running configure.
		Fixed an issue where the cecfg.properties file was overwritten on upgrade.
	All	Fixed linked library issue which caused mysql client binary to fail.
		New option, "configure symlinks", added to the command line configure process to facilitate creation of symbolic links only. Please note this is to be run before the "configure defaults" command if the option to create them was declined previously during a manual configure execution.
Cross-Server Topology	All	Improvement to implement Layer 3 protocols such as BGP, OSPF, EIGRP, and ISIS.
Device Support	All	Additional Device Support added.
REST API	All	Fixed REST API typo in the inventory endpoint, updated "devicedName" to "deviceName" in POST requests which contain custom naming. Please note previous functionality of using "devicedName" still holds so that pre-existing setups are still valid.

Server/Storage Monitoring	All	Fixed an issue with event state transition logic for hardware sensors. Fixed an issue where the processor stepping value on some Server/Storage Devices that may have shown an incorrect value.
Services	All	Fixed an issue whereby the status of service components relied on hard-coded logic that was no longer applicable for components with config overrides or user-supplied polling. Fixed an issue whereby updates to service statuses could be delayed or paused indefinitely.
User Defined Poller	All	Fixed an issue whereby multiple mappings for the same event threshold could be added to a UD Poller, causing internal conflicts. Fixed an issue whereby the user was not being warned if a newly added UD Poller attribute's name matched an existing one, resulting in it being replaced.
Virtualization	All	Improvements made to associated assets of virtualization platforms so the total number of discovered associated assets in Entuity matches the number seen on the virtualization platform. Fixed an issue where the value of Meraki Site to Site Reachable status was not reflecting the correct value. Fixed an issue where the virtualization process would request all alarm history after an Entuity server was down, now limited to 300 seconds.

Notes

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.