



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P10

April 02, 2025

Technical Bulletin April 02, 2025

Version 2025.04.02

We are pleased to confirm the availability of **patch P10** 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 P10

Please refer to the [Knowledge Base](#) on the Entuity Help Center for help and information on functionality added in this patch.

| Functional Area | Description |
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| Asset Management | Fixed an issue where changes to an SNMPv3 credential set do not take effect causing "SNMP Agent Not Responding" errors. |
| Dashboards | <p>Improvements made to permission lookup process when populating dashboards to decrease loading time.</p> <p>Fixed an issue where a pie chart dashlet for ports would not be created successfully during dashboard configuration.</p> <p>Fixed an issue where creating a gauge dashlet would remove thresholds when editing the aggregation method.</p> <p>Fixed an issue where gauge dashlets would not detect timespan requirements.</p> <p>Fixed an issue where filter rules could not differentiate between object levels when the same attribute was used causing publishing errors.</p> |
| Device Support | Fixed an issue where certain components were discovered using an older MIB on a Cisco device causing Module Disappeared events once subsequent discoveries successfully used the ENTITY-MIB. |
| Reports | Improvements made to Volume Reports to include client data so the parent object(s) and volumes can be selected by name. |
| REST API | Fixed an issue when using a PUT REST API call to update a device attribute the Zone ID would be removed. |

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| | Improvement to the inventory REST API endpoint where the body of POST requests are validated before getting queued. If invalid parameters are present, a 400 error code will be received detailing which parameter is the cause of the error. |
| Security | Update to the TEMPLATE.rssso-agent.properties file to include exclusions for chart and threshold setting UI pages to prevent RSSO interceptions that cause errors within the Entuity WebUI. |
| User Defined Poller | Improved processing of JSON data in UD Poller API responses to handle more complex cases. |
| Virtualization | <p>Fixed an issue where data insertion errors were seen on VM Host Memory, HBA drivers and VM Network TX Packets Per Second.</p> <p>Improvement made to Viptela monitoring to use continuous sessions to minimize repeat authentications and reduce polling times.</p> |

Device Support Improvements & Fixes

| Collector | Description |
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| Cisco UCS C (REST) | <p>New Device Support</p> <ul style="list-style-type: none"> Up to M8 Gen Servers are now supported. <p>Added support for non-FlexStorage drives</p> |
| Cisco UCS CIMC (SNMP) | <p>New Device Support</p> <ul style="list-style-type: none"> Up to M8 Gen Servers are now supported. <p>Fixed an issue where certain physical disks would not be populated in the UI.</p> |
| Cisco UCS Fabric (SNMP) | <p>New Device Support</p> <ul style="list-style-type: none"> Up to M8 Gen Servers are now supported. <p>Fixed an issue where some fan statistics (Speed, Run Level, and Max Speed) would be missing.</p> <p>Fixed an issue where "Type" on certain components would be unknown.</p> |

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| Cisco UCS Manager (XML) | <p>New Device Support</p> <ul style="list-style-type: none"> Up to M8 Gen Servers are now supported. <p>Fixed an issue where certain size and stream attributes could result in a negative number.</p> <p>Improved error handling of unexpected values that could cause discovery or polling to fail.</p> |
| Dell CMC (SSH) | <p>Fixed an issue where events were raised as a warning instead of alarm.</p> |
| Dell Compellent (REST) | <p>Fixed an issue that could cause some objects to be in a missing state.</p> <p>Improvement to include more detailed information on discovered controllers.</p> <p>Fixed an issue where voltage sensors were not parsed correctly.</p> |
| Dell iDRAC (REST) | <p>New Device Support</p> <ul style="list-style-type: none"> Dell PowerScale Dell PowerEdge 16th Gen Servers <p>Fixed an issue where the Serial Number was using the value for Service Tag, and vice-versa.</p> <p>Fixed an issue where some readings would be displayed as N/A despite having a numeric value.</p> <p>Fixed an issue where some battery failures would not raise an event.</p> <p>Improvement to logical disks where the Description attribute now includes the physical disks that create it.</p> <p>Fixed an issue where the Serial Number was using the value for Service Tag, and vice-versa.</p> |
| Dell iDRAC (SNMP) | <p>New Device Support</p> <ul style="list-style-type: none"> PowerEdge Gen16 <p>Fixed an issue where the Serial Number was using the value for Service Tag, and vice-versa.</p> <p>Improvement to add the enclosure's part number.</p> |
| Dell MX (REST) | <p>New Device Support</p> |

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| | <ul style="list-style-type: none"> Dell MX 16th Gen Blade Servers |
| Dell OpenManage (SNMP) | Improvements made to various attributes where stream attributes would show empty values. |
| Dell PowerVault ME (REST) | <p>Improvement to now include Total Usable Capacity and Used Capacity streams on the device.</p> <p>Fixed an issue where some logical disks were not discovered correctly.</p> |
| EMC Isilon (REST) | <p>New Device Support</p> <ul style="list-style-type: none"> Dell PowerScale <p>Fixed an issue where invalid data formats could cause an exception leading to polling issues.</p> <p>Improvements to add additional attributes on CPU and Chassis objects where available in newer versions of the API.</p> <p>Improvements to collector with handling API versioning differences to support older and newer versions of OneFS.</p> |
| EMC Isilon (SSH) | <p>New Device Support</p> <ul style="list-style-type: none"> Dell PowerScale <p>Improvement to now include support for Memory DIMMs.</p> |
| EMC Unity (REST) | <p>Fixed an issue where Storage Processor components were not properly nested.</p> <p>Improvement to sensors where they now properly identify units per sensor type.</p> |
| HP 3PAR (WBEM) | <p>New Device Support</p> <ul style="list-style-type: none"> HP Alletra gXXX Series <p>Improvements made to storage performance throughput metrics.</p> |
| HP EVA (CLI) | Fixed an issue where the selection step criteria may prevent some systems from passing and discovering. |
| HP iLO (REST) | Improvement to now include Chassis Name to the device's Description attribute. |
| HP iLO (SNMP) | <p>Fixed an issue where some physical disks were not shown due to object name conflicts.</p> <p>Please note that due to ID changes to correct the conflicts some objects may show as missing.</p> |

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| | <p>Enhanced nesting to incorporate the enclosure index to ensure disks are accurately nested under the proper DPE.</p> <p>Improvement to now include Fan Speed as a stream metric.</p> <p>Fixed an issue where the type on logical disks may not have been translated correctly.</p> |
| HP Insight Manager (SNMP) | Fixed an issue where some IDE Controllers were not discovered properly. |
| HP LeftHand (SNMP) | Fixed an issue where some storage performance metrics were not updated. |
| HP MSA (SSH) | <p>Fixed an issue where the XML output may be parsed incorrectly.</p> <p>Improvement to now include SFP objects.</p> |
| HP Nimble (SSH) | <p>Fixed an issue where controller fans, power supplies and sensors would intermittently show as missing.</p> <p>Improvements made to storage performance metrics to various object classes.</p> <p>Volume objects moved to LUN to correct classification and for consistency with the HP Nimble REST collector. Please note that due to the class changes the objects previously listed as Volumes may show as missing.</p> |
| HP Superdome (WBEM) | <p>New Device Support</p> <ul style="list-style-type: none"> HP 9000 RP Series <p>Improvements to various object classes to include hardware location information and other additional attributes such as description or serial number where applicable.</p> <p>Improvements to ports to discover FC ports and gather additional information to now include speed, max speed, and MTU.</p> |
| HP Synergy REST | Fixed an issue where some blades would be missing due to max object limitations of the REST API. |
| IBM DS 6K/8K (REST/WBEM) | <p>New Device Support</p> <ul style="list-style-type: none"> IBM DS 6k & 8k Storage Arrays |
| IBM/Lenovo XClarity IMM (SNMP) | Improved collector performance by removing unnecessary SNMP requests. |

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| | <p>Fixed an issue where the Power Presently attribute would be empty despite having a value from the device.</p> <p>Fixed an issue where some instances were missing on Lenovo branded devices.</p> |
| IBM StorWize (SSH) | Improved event logic to downgrade nested components to prevent duplicate events when there is a node failure. |
| IBM TS Tape Library (SNMP) | <p>Improved event logic to gather information from Sense Key table to provide more detailed incidents.</p> <p>Improvements to tape objects to discover additional information such as the location and WWNN.</p> |
| IBM XIV (CLI) | Improved event logic to downgrade PSU failures to a warning if a UPS has failed to avoid duplicate events being opened. |
| Naviseccli | Improvement to storage performance metrics so data collected is displayed more accurately. |
| NetApp (REST) | Improvement to now include additional fans gathered from other areas in the REST API. |
| NetApp E-Series (REST) | <p>Fixed an issue where the enclosure could be improperly polled.</p> <p>Improvement to filter out battery objects that were being populated incorrectly.</p> |
| Oracle/Sun Blade Servers (SSH) | Improvements made to the collector to decrease collector run time and decrease timeout issues. |
| Oracle/Sun StorageTek (SNMP) | <p>Improvement to now include support for Elevator/CAP Control Modules and discover power supplies.</p> <p>Improvements to tape objects to discover additional information such as the location, description, and UID attributes.</p> |
| OS AIX (SSH) | Improvements made to use one SSH session throughout discovery to decrease polling duration. |
| OS Linux (SSH) | <p>Fixed an issue where OS Services were not populating or not being filtered correctly.</p> <p>Fixed an issue where utilization metrics on certain Net Adapters were not populating correctly.</p> |

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| OS Solaris (SSH) | <p>Improvements made to use one SSH session throughout discovery to decrease polling duration.</p> <p>Fixed an issue where commands used to gather Net Adapter information may not run correctly.</p> |
| OS Windows (WinRM) | <p>Improvement to collector performance to halt discovery or polling processes if queries were unsuccessful.</p> <p>Fixed an issue which caused some Net Adapter instances to not get statistical data.</p> <p>Improvement to Net Adapters to now collect additional information and metrics.</p> <p>Fixed an issue where OS Services were not populating correctly.</p> <p>Improvement to logical volumes to now discover FAT32 type volumes.</p> |
| Quantum Enterprise Tape Library (SNMP) | <p>Improvement to tape objects to now discover additional information such as the location, description and WWNN attributes.</p> |
| Supermicro NX (REST) | <p>Improvement to handling of authentication failures of either REST API (Supermicro Redfish or Nutanix Prism Element) to halt discovery or polling process.</p> <p>Improvement to now discovery HBA Enclosure instances.</p> |
| UEMCLI | <p>Improvement to storage performance metrics collected to collect Total Usable Capacity, Used Capacity, and Remaining Capacity streams when applicable.</p> <p>Improvement to Storage Pools to properly calculating Raw Capacity values.</p> <p>Fixed an issue where volume storage performance metrics may not be parsed correctly.</p> |

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.