



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v22.0 Patch Notification P04

January 17, 2025

Technical Bulletin January 17, 2025

Version 2024.01.17

We are pleased to confirm the availability of **patch P04** for **Entuity v22.0**, 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 P04

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
Asset Management	All	<p>Improvement to default values for SNMP retries and timeouts to now be the same value throughout the Entuity polling engine.</p> <p>Fixed an issue where the UI allowed users to select invalid "Modify Asset" Options resulting in silent failures.</p> <p>Fixed an issue whereby attributes dragged from a dashboard table to the drop box could sometimes be parsed incorrectly, resulting in missing or incorrect information.</p>
Configuration Management	All	<p>Fixed an issue where users were unable to upload firmware if there is more than 4GB of space.</p>
Configure/Installation	Linux	<p>Improved message detailing consequence of not allowing symbolic link creation when running configure.</p> <p>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.</p>

		<p>Fixed linked library issue which caused reports to fail when Entuity software was configured to run under a non-root user account. Please note that configure must be run manually without the defaults parameter and the option to create the symbolic links must be accepted. Alternatively, the "configure symlinks" command can be used before executing the "configure defaults" command.</p> <p>Fixed linked library issue which caused mysql client binary to fail.</p> <p>Fixed an issue where site specific changes to the collection engine were overwritten on upgrade.</p>
Cross-Server Topology	All	<p>Improvement to implement Layer 3 protocols such as BGP, OSPF, EIGRP, and ISIS.</p> <p>Fixed an issue where discovery would fail when IPv6 addresses were encountered during Cisco Discovery Protocol (CDP) data retrieval.</p>
Device Support	All	Additional Device Support added.
Events/Incidents	All	<p>Improved Incident Workflows including new fields in Incidents Table such as Assigned Timestamp, Annotated Time Stamp, and Last Opened.</p> <p>New "Assign To Me" Button in the Assign Incident form.</p> <p>Ability to configure a list of preset annotations to be used.</p>
Licensing	Linux All	<p>Improvement to checkLicense to support Secure Boot Linux systems. Please note additional installation instructions in Note section of documentation.</p> <p>Fixed an issue where object licenses were not immediately returned when Fully Managed Devices were deleted.</p> <p>Fixed an issue where an incorrect number of licenses were returned when a virtualization platform was deleted.</p>

Mail Server	All	Improvement to verify it provides the correct line termination.
Maps	Windows	Fixed an issue where IPv6 ND option was hidden on Windows after upgrade.
Multi-Server	All	Fixed an issue where the current server was hidden/not visible in the Administration page.
OS Monitoring	All	Fixed an issue where Linux Services were not being monitoring or displayed.
REST API	All	<p>Bug fixes to improve REST API functionality.</p> <p>Functionality added to Asset Management REST API to allow assignment of view when managing new devices.</p> <p>Fixed REST API issue whereby Server and Storage devices would report as being 'Queued' incorrectly.</p> <p>Fixed REST API typo in the inventory endpoint, updated "devisedName" to "deviceName" in POST requests which contain custom naming. Please note previous functionality of using "devisedName" still holds so that pre-existing setups are still valid.</p>
Security Enhancements	All	<p>Updated JDK version to 21.0.4 to fix security issues.</p> <p>Fixed an issue with user permissions that would allow non admin users to see other user accounts/information in certain areas of the UI.</p>
Server/Storage Monitoring	All	<p>Improvement to device status so it is propagated to subcomponents for Storage and Server devices.</p> <p>Fixed an issue with event state transition logic for hardware sensors.</p> <p>Fixed an issue where the processor stepping value on some Server/Storage Devices that may have shown an incorrect value.</p>
Services	All	Fixed an issue whereby the status of service components relied on hard-coded logic that was

		<p>no longer applicable for components with config overrides or user-supplied polling.</p> <p>Fixed an issue whereby updates to service statuses could be delayed or paused indefinitely.</p>
SNMP Traps	All	Fixed an issue where SNMP v3 Traps were not being successfully received.
UI	All	<p>Fixed an issue affecting the User Interface whereby Internal Publisher errors would occur.</p> <p>Fixed an issue affecting regex searches to return empty results.</p>
User Defined Poller	All	<p>Fixed an issue whereby multiple mappings for the same event threshold could be added to a UD Poller, causing internal conflicts.</p> <p>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.</p>
Virtualization	All	<p>VMware SDK upgraded to latest version (v8). Improved statuses of virtualization platforms.</p> <p>Fixed an issue where VMware Distributive vSwitch Statuses were not being populated correctly.</p> <p>Fixed an issue where errors prevented VM Guest Memory & V Disk Performance Events from being raised on Azure/AWS platforms.</p> <p>Fixed an issue where AWS Route Entry polling now handles Prefix Lists correctly</p> <p>Fixed an issue where VMware and Hyper-V platforms display an incorrect status.</p> <p>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.</p> <p>Fixed an issue where the value of Meraki Site To Site Reachable status was not reflecting the correct value.</p>

		<p>Fixed an issue that prevented polled data from Meraki assets being successfully populated into the database.</p> <p>Fixed an issue where the virtualization process would request all alarm history after an Entuity server was down, now limited to 300 seconds.</p>
--	--	--

Notes

Entuity recommends that all servers in a multi-server configuration run the same patch version.

Please note for Secure Boot Linux systems, users must install v22.0 GA and explicitly state No to running configure. The log directory should be created manually, [Entuity_Home]/log, then install patches P01 through P04 in succession before running configure only after the P04 installation.

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.