

Entuity® 14.5 Issues and Resolutions

Technical Bulletin

Revision 1

June 17, 2014

We are pleased to confirm the availability of Entuity 14.5, which has now been certified for customer use. This technical bulletin details currently known issues for Entuity 14.5.

Entuity 14.5 incorporates all of the error corrections and product enhancements released up to and including patch 2 for Entuity 14.0. A full set of Patch Notifications for all certified Entuity patches is stored in the Entuity Customer Portal and can be accessed by logging in to: <http://www.support.entuity.com/login.php>. If you do not yet have the login credentials for this site or have any questions regarding Entuity patches, please contact Customer Support.

Open Issues and Resolutions

This section lists known issues that may impact on Entuity performance, and where possible suggested solutions.

Reference	Known Issue
1	<p><i>Context:</i> Maps.</p> <p><i>Issue:</i> If a web map contains a device that is subsequently deleted from Entuity's inventory, then the map will not be automatically updated to reflect the change. Users will still be able to invoke other features on the said device(s), such as Explorer, Events Viewer. These features will subsequently present data which is no longer valid.</p> <p><i>Workaround:</i> Close and re-open (or re-create) the map, and the deleted devices will not be re-added.</p>
2	<p><i>Context:</i> Reports.</p> <p><i>Issue:</i> Reports that take longer than five minutes to complete may result in a proxy error being displayed in the web user interface. This is because the web user interface has its own time-out period of 5 minutes.</p> <p><i>Workaround:</i> Schedule the required report.</p>
3 (2445)	<p><i>Context:</i> Install and Configure.</p> <p><i>Issue:</i> Entuity Install removes preserved data when ENTUITY_HOME is a symlink.</p> <p><i>Workaround:</i> Do not use a symlink to the install directory.</p>
4 (2727)	<p><i>Context:</i> Inventory Snapshots.</p> <p><i>Issue:</i> Inventory Snapshots Schedules are not removed when their associated view is removed.</p> <p><i>Workaround:</i> You should delete any associated schedules before deleting the view.</p>
5 (2787)	<p><i>Context:</i> Multi-server, Integrated Flow Analyzer (IFA).</p> <p><i>Issue:</i> If the web port of an Entuity all-in-one server is changed during a run of configure the corresponding Assigned Flow Collector port will need to be modified in the Remote Entuity Servers page.</p>
6 (3224)	<p><i>Context:</i> Services.</p> <p><i>Issue:</i> When adding components to a service, it is possible for the timing of the Explorer tree and View refreshes to result in the displayed content of the service in the Explorer Tree to become out of sync with the actual content.</p> <p><i>Workaround:</i> Manually collapse and expand the Explorer tree for each occurrence.</p>

Reference	Known Issue
7 (3291)	<p><i>Context:</i> Multi-server, Services.</p> <p><i>Issue:</i> Entuity displays remote objects in a service as unknown (name=TBD, status=unknown) if the server does not have permission to access the remote server.</p> <p><i>Workaround:</i></p> <ol style="list-style-type: none"> 1. Delete the remote objects from the service. 2. Add the remote server via multi-server administrator page. 3. Re-add the remote objects to the service.
8	<p><i>Context:</i> Tablet UI, iOS 7 only.</p> <p><i>Issue:</i> If an Entuity server configured for SSL uses a certificate not certified by a publically known authority, then users can only log in once. When a user logs out or moves away from the web application, they cannot login again.</p> <p><i>Workaround:</i> The SSL Certificate must be issued by a publically known authority.</p>
9 (3276)	<p><i>Context:</i> Tablet UI.</p> <p><i>Issue:</i> The behavior of links called from generated reports is unreliable, for example links within the:</p> <ul style="list-style-type: none"> - Device Health Summary report work on iOS and Windows tablets but not on Android tablets. - Event Details report do not work on iOS, Windows and Nexus devices (other Android devices may support links through the long tab).
10 (3459)	<p><i>Context:</i> Report Builder.</p> <p><i>Issue:</i> When using Report Builder to create a Time Series Table report, with two different timeframes, the resulting table will incorrectly contain repeated data.</p> <p><i>Workaround:</i> Consider using a Time Series Chart report, instead.</p>
11 (3447)	<p><i>Context:</i> Report Builder.</p> <p><i>Issue:</i> User defined attributes are renamed to a generic name when edited after publishing. This only happens in the configuration page of the report, not the report itself which still retains the correct user-defined attribute name values.</p>
12 (3481)	<p><i>Context:</i> Report Builder.</p> <p><i>Issue:</i> Using multiple aggregation Types for the same series will cause only one of the selected aggregation methods to be displayed in Single Chart reports.</p> <p><i>Workaround:</i> Do not select more than one aggregation method for the same series in single chart reports.</p>
13 (3435)	<p><i>Context:</i> Event Suppression.</p> <p><i>Issue:</i> With the Status Summary Dashboard launched in a new window or custom dashboard, and the Event and Incident Event has subsequently been launched from a "Total" link within the Incident Columns of the Status Summary Dashboard, attempts to suppress events using the provided context menu option will silently fail.</p> <p><i>Workaround:</i> Only suppress events from an Event Viewer that has not been launched in a new window or custom dashboard.</p>
14 (3415)	<p><i>Context:</i> Discovery & Inventory.</p> <p><i>Issue:</i> It is not currently possible to modify the password of a VM device after you have added it to the inventory.</p> <p><i>Workaround:</i> Delete the device from your inventory then add it again specifying the correct password.</p>

Reference	Known Issue
15 (3400)	<p><i>Context:</i> Multi-server, SSL.</p> <p><i>Issue:</i> When an installation is switched to SSL through configure, the "Assigned Flow Collectors" entry is not updated and so it is still configured to use port 80 instead of 443, which causes an authentication failure.</p> <p><i>Workaround:</i> Delete the entry and re-add it with the correct settings.</p>
16 (3378)	<p><i>Context:</i> Multi-server.</p> <p><i>Issue:</i> In a multi-server environment, the Inventory Administration and Explorer pages fail to populate with devices for non-admin users if their Preferences have been configured to only view devices on a remote server. For local admin users this issue will only be seen on the Inventory Administration page and Explorer will continue to work as expected.</p> <p><i>Workaround:</i> Ensure that the local server is included in the list of servers to be shown, via Preferences.</p>
17 (3336)	<p><i>Context:</i> Services.</p> <p><i>Issue:</i> When a port is added to a service and then the parent device for that port is removed from the Inventory, the service stays blocked in unknown state.</p> <p><i>Workaround:</i> Remove the relevant ports from the service in question, before deleting its parent device from the Inventory.</p>
18 (3496)	<p><i>Context:</i> Audit Log.</p> <p><i>Issue:</i> When there are no Audit Logs messages available for display the Audit Log will by default display the misleading text "Loading Messages". This will occur either when there are no messages to display (i.e. when the product is first started) or when a filter is set that filters out all log messages.</p>
19 (3496)	<p><i>Context:</i> CPU Utilization.</p> <p><i>Issue:</i> Entuity cannot collect utilization data for processors on newly discovered devices. Devices for which Entuity is already collecting CPU utilization data are not affected by this issue.</p> <p><i>Workaround:</i> Please contact your Entuity representative for an update to Entuity's device configuration files.</p>

More Information

Full details of how to operate the new release are contained in the Entuity 14.5 User Guides. All of these documents are available for your review in the Documentation section of the [Entuity Customer Portal](#). If you have any questions regarding these new features, the upgrade process, or need login credentials for the Customer Portal, please contact Entuity Support for assistance.

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