Entuity® 15.0 Issues and Resolutions

Technical Bulletin
December 2, 2014

We are pleased to confirm the availability of Entuity 15.0, which has now been certified for customer use. This technical bulletin details currently known issues for Entuity 15.0.

Entuity 15.0 incorporates all of the error corrections and product enhancements released up to and including patch 1 for Entuity 14.5. 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.	*Context:* Maps. *Description:* 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 These features will subsequently present data which is no longer valid. *Workaround:* Close and re-open (or re-create) the map and the deleted devices will not be re-added.
2.	*Context:* Reports. *Description:* 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. *Workaround:* Schedule the required report.
3. (2445)	*Context:* Install and Configure. *Description:* Entuity Install removes preserved data when ENTUITY_HOME is a symlink. *Workaround:* Do not use a symlink to the install directory.
4. (2727)	*Context:* Inventory Snapshots. *Description:* Inventory Snapshots Schedules are not removed when their associated view is removed. *Workaround:* You should delete any associated schedules before deleting the view.
5. (3224)	*Context:* Services. *Description:* 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. *Workaround:* Manually collapse and expand the Explorer tree for each occurrence.

Reference	Known Issue
6. (3291)	*Context:* Multi-server, Services. *Description:* 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. *Workaround:* 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.
7.	*Context:* Tablet UI, iOS 7 only. *Description:* 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. *Workaround:* The SSL Certificate must be issued by a publically known authority.
8. (3276)	*Context:* Tablet UI. *Description:* The behavior of links called from generated reports is unreliable, for example links within the: • 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).
9. (3447)	*Context*: Report Builder. *Description*: 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.
10. (3435)	*Context*: Event Suppression. *Description*: 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. *Workaround*: Only suppress events from an Event Viewer that has not been launched in a new window or custom dashboard.
11. (3415)	*Context*: Discovery & Inventory. *Description*: It is not currently possible to modify the password of a VM device after you have added it to the inventory. *Workaround*: Delete the device from your inventory then add it again specifying the correct password.
12. (3400)	*Context*: Multi-server, SSL. *Description*: If the web port of an Entuity all-in-one server is changed during a run of configure, then the corresponding Assigned Flow Collector port will need to be modified in the Remote Entuity Servers page. This can occur if the port is changed manually, or if SSL is enabled for the main Entuity server.

Reference	Known Issue
13. (3378)	*Context*: Multi-server. *Description*: 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. *Workaround*: Ensure that the local server is included in the list of servers to be shown, via Preferences.
14. (3496)	*Context*: Audit Log. *Description*: 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.
15. (3709)	*Context*: Data Export. *Description*: If multiple views are configured with the same name at any level of the Explorer tree, data export jobs run against that view name will fail. *Workaround*: Avoid using the same name for 2 or more views.

More Information

Full details of how to operate the new release are contained in the Entuity 15.0 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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