Entuity® 15.0 Release Notification

Technical Bulletin
December 2, 2014

We are pleased to confirm that the latest version of Entuity, to be known as **Entuity 15.0**, is now available for customer use. This Technical Bulletin provides an overview of the new features in this release, together with information on how to obtain your copy of the software.

Principal Changes

- **SurePath® 2.0 Integration**
  From a central Entuity server you can create, edit and delete network paths on its remote SurePath server. You can place network paths in views and services, access them through the Explorer tree and view and highlight them in maps. If you have Integrated Flow Analyzer Premium you can use the results of its Top Conversations analysis to create new paths. The SurePath server can access the inventories of as many Entuity servers as you require of it to discover paths across your network.

- **Trap Management**
  Trap management is now an integral part of the Event Management System. This replaces the Open Trap Receiver. There is a new MIB parser, trap processing stage, configurable automatic creation of trap processing rules and custom events as well as the option to amend them or create new ones. A new Discard Unknown Trap rule can be activated to discard Unknown Trap events.

- **Root Cause Analysis**
  Root cause analysis is now set up through the new ICMP Monitor Settings page and the setup saved to the Entuity database. Existing configurations are migrated from entuity.cfg to the new format.

- **Automatic Managing of Devices without a Vendor Support File**
  Entuity now takes under its management devices without a device support dataset (vendor file). This is intended as a temporary measure until you add the missing vendor file.

- **Database and Database Validation**
  Entuity 15.0 uses MariaDB as its database replacing MySQL. Also Entuity configure can run a database validation each time you reconfigure Entuity. You can control whether the validation is run and how extensive it is.

- **User Preferences**
  User Preferences are now available through the Administration menu, **Administration > Preferences**. A new tabbed Preferences dialog provides a more usable interface to the user preference settings.

- **Service State and Components in an Unknown State**
  You can set up a service so that service components in an unknown state are considered as down when determining the state of that service.

- **Parent Object States Override Child States**
  When determining the state of a managed object Entuity considers the state of the parent object. For example if a device is down Entuity sets the device's ports and applications to down.

- **Entuity Integration for BMC® ProactiveNet Performance Management Deprecated**
  This integration is now deprecated. Enhancements to the Event Management System allow it to forward events and incidents to a BMC Event Manager.

For more detailed information on these features, please see the Entuity 15.0 Release Notes and visit the What's New page on the Entuity website.

Full details of how to operate the new release are contained in the Entuity 15.0 User Guides. All of these documents will soon be 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.

Support Contact Details	
Phone Support - UK:	+44 (0) 20 7444 4800 (London)
Phone Support - US:	+1 (866) 368-8489 (New York)
Email:	helpdesk@entuity.com
Web Site:	https://www.entuity-helpdesk.com

Things to Consider Before Upgrading to Entuity 15.0

Migration Guide
Before upgrading to the new release, please familiarize yourself with the contents of the Entuity 15.0 Migration Guide, a copy of which will be available from the Entuity Customer Portal.

Server Specification
Please check the minimum system requirements in section 1 of the Entuity 15.0 Getting Started Guide to ensure the server on which you plan to run the new release has sufficient resources to do so.

Configuration Files
If you are upgrading from an earlier version of Entuity, please check whether the server's *sw_site_specific.cfg* file refers to any configuration files that were provided by Entuity. If so, please contact Entuity Support who will ensure the compatibility of any such files and, if necessary, provide new files to be applied before upgrading to Entuity 15.0.

Supported Platforms
Entuity 15.0 has been certified to run on the 64-bit editions of all of its supported platforms, namely the English versions of:
- Windows Server 2008 R2, Windows Server 2008 SP2, Windows Server 2012, Windows Server 2012 R2.
- Red Hat Enterprise Linux ES, version 6. (Note: version 5 will not be supported.)
- Oracle Linux 6.

In Entuity 15.0 the Component Viewer is still implemented in Java and will run on both 32-bit and 64-bit JREs. Users may access Entuity 15.0 from supported platforms and browsers; the changes set out above will only affect execution of the Entuity server.

The Entuity 15.0 web UI is certified for use with Internet Explorer 10.0 or later, Firefox 24 ESR (Extended Support Release) or later and Google Chrome 35 or later releases; other versions and alternative browsers will not be supported.

The tablet UI is certified for use with the following combinations of hardware, operating system and browser:
- iPad 4 or higher, IOS 7.0.3, Safari
- iPad mini or higher, IOS 7.0.3, Safari
- Nexus 7 or higher (or equivalent), Android Jelly Bean 4.3, Chrome
- Nexus 10 or higher (or equivalent), Android Jelly Bean 4.3, Chrome
- Microsoft Surface (or equivalent), Windows 8.0, IE 10.

Obtaining and Installing the Entuity 15.0 GA Image

This is now available from the Entuity FTP site: ftp.entuity.com

The site is arranged into separate directories for each Entuity version and operating platform. Each directory also includes a Migration Guide and other relevant information, including MD5, SHA-1 and SHA-2(256) checksums, which you are advised to verify before installing an image. Please note that the Known Issues note for the Entuity 15.0 GA image highlight a number of minor issues that you should be aware of before installing the software. These will be fixed in software patches that will be the subject of future Patch Notifications.

Access to the Entuity FTP site requires a valid username and password that can be obtained from Entuity Support.

Support for Earlier Releases of Entuity

Customers are reminded that in accordance with Entuity's product retirement policy, that since November 2014 Entuity 13.5 has been accorded End of Life status alongside all earlier releases of EYE. Although Entuity will continue to support such releases, providing technical support and distributing existing software patches, customers are reminded that no further software changes will be made to them. Customers who are still running any of the End of Life releases are strongly advised to upgrade to a fully supported release as soon as possible.