Entuity® 16.0 Issues and Resolutions

Technical Bulletin
December, 2015

We are pleased to confirm the availability of Entuity 16.0, which has now been certified for customer use. This technical bulletin details currently known issues for Entuity 16.0.

Entuity 16.0 incorporates all of the error corrections and product enhancements released in patch 1 for Entuity 15.5. 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. (3955)	*Context*: Data Export. *Description*: On the Dataset page the Component list appears to duplicate components. However these entries refer to different tables associated with those components. *Workaround*: Select a component and look in the following text box for the table name.
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 five 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 with their associated view. *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.

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.

Reference	Known Issue
7. (4049)	*Context:* Tablet UI, iOS 7 and above. *Description:* If an Entuity server configured for SSL uses a certificate not certified by a publically known authority, then users cannot log in.
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*: If the Status Summary Dashboard is launched in a new window (or custom dashboard) and the Event Viewer is launched from a link in the Total column (located within the Open Incidents columns of the Status Summary Dashboard), then 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. (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.
12. (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*: In Preferences on the local server include it in the list of servers to be shown.
13. (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.
14. (4019)	*Context*: View Migration Report, only available with Entuity upgrades. *Description*: View Migration report fails in Entuity 16.0. *Workaround*: This report assisted users preparing to upgrade from versions of Entuity prior to Entuity 15.5. Do not run the report.
15. (4050)	*Context*: Tablet UI. *Description*: If you log in, and then out of, Entuity using the desktop UI but do not end the browser session you cannot then log in using the Tablet UI. *Workaround*: Close and restart the browser.

Reference	Known Issue
16.	*Context*: Maps *Description*: Entuity maps currently fail to auto update to reflect changes (i.e. adds/deletes) to certain types of links, including EIGRP, BGP, OSPF, Trace Route and VM Detection links. The Entuity server will ensure that any changes are available for display on maps within one hour, but any maps which are currently open will need to be manually refreshed using the web browser's refresh facility (typically, just hit the F5 key).
17.	*Context*: Maps *Description*: If a device is deleted and re-added within one hour, then the Entuity maps *may* show incorrect utilization states for links connected to that device. This affects all link types. The Entuity server will ensure that any changes are automatically corrected within 1 hour of the device being re-added. No manual refresh is required.
18.	*Context*: Maps *Description*: Entuity maps fail to show new devices that are added *after* the map has been opened, if the devices are added via auto-discovery or proliferate. Manually refreshing the maps using the web browser's refresh facility (typically, just hit the F5 key) will resolve the issue. Note that devices added via the web UIs "Add" facility do not suffer this problem. In turn, opening a new map will always show all devices available at the time of opening.
19.	*Context*: Maps *Description*: The status and details of certain types of map links, e.g. EIGRP, BGP, OSPF links, are displayed with the two ends swapped around. All other link types are unaffected.
20.	*Context*: Maps *Description*: The Link Details dialog, available for links on the map, will only show detailed information for one end of EIGRP, BGP, OSPF links. All other link types are unaffected.
21. (4405)	*Context*: Configuration Management *Description*: After restarting Entuity resumes any interrupted scheduled Configuration Management tasks. Depending upon the nature of the task and when it has been resumed there may be an impact on the performance of your network.
22.	*Context*: Maps *Description*: A map link, its status and the Details drill-down dialog only use the first discovered link of a link type. For example if there are three CDP links between different interfaces the map only uses the first.

More Information

Full details of how to operate the new release are contained in the Entuity 16.0 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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