

Entuity 14.0 Patch Notification

Technical Bulletin






Version 2014.03.31

March 31, 2014

We are pleased to confirm the availability of patch P01 for Entuity 14.0, 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:

Functional Area	Platform(s)	Problem Description
Command Line Interface	All	The eyeclientrpc API has been extended to support creation of user accounts, changing account passwords, and changing device polled IP Address.
Component Viewer	All	Component Viewer is fully supported on clients running Java version 7, update 51.
Configuration Manager	All	Fix to ensure the Configuration Monitor feature works correctly for devices whose Name and polledName are not the same.
Custom Poller	All	Custom Poller no longer fails when poller names are defined to include the hyphen (-) character.
Device Support	All	<p>Added support for multiple processors from HOST-RESOURCES-MIB.</p> <p>Modification to prevent device attribute values being set to invalid values if the device does not respond to SNMP requests during rediscovery.</p> <p>Miscellaneous enhancements to Load Balancer, Firewall, VPN, Multiplexer and Wireless device types.</p> <p>Added support for ipAddressTable and ipNetToPhysicalTable from IP-MIB. These are now used when ipAddrTable and ipNetToMediaTable from RFC1213-MIB prove insufficient.</p> <p>Monitoring of ifOutM2Discards has been disabled for Cisco 3750 switch to avoid exploiting a firmware vulnerability.</p> <p>Improved support for end host MAC address discovery for Juniper devices.</p>
Documentation	All	Miscellaneous updates to product Help and related documentation.
Event Notification	All	<p>Added new simplified method for suppressing events. Refer to Help or documentation for details.</p> <p>Specific events for Managed Host devices (i.e. High Active Sessions, High Authenticated Response Time, High Messages Received) are now raised correctly.</p> <p>Optional "Device Reachability" events updated to report on devices with "unknown" status.</p>
Integrated Flow Analyzer	All	Added support for non-expanded sFlow v5 record formats.



Licensing	All	A fix to prevent license credits from being consumed when a device fails to add to the Inventory.
Reporting	All	<p>"Infrastructure Reachability" report enhanced to allow greater control over its output.</p> <p>"Router Summary" and "Switch Summary" reports  modified to prevent timeout with very large data sets.</p> <p>"PoE and VLAN by Port" and "Switch Port Connectivity" reports updated to fix error that excluded some ports from the reports.</p> <p>"Switch Port Connectivity" report updated to display the correct end host, IP Address and hostname data.</p> <p>"Device Reachability" report replaced by "Device Status Report".</p>
System Executables	All Windows	<p>The following components have been updated:</p> <ul style="list-style-type: none"> - Apache 2.2.26 - Tomcat 6.0.39 - MySQL 5.6.15 <p>A fix to prevent Apache httpd web server from crashing on Windows under heavy load.</p>
Tablet User Interface	All	Fix to ensure that the Tablet UI honours the user  s chosen Home Page when logging in.
Topology Map	All	<p>When multiple clients are connected and viewing maps, event information will now be sent to all maps.</p> <p>Topology Maps no longer display a blank page when initially loaded, including those placed on custom dashboards.</p>

Web User Interface	All	<p>Performance improvement for Explorer View Summary page by supporting paging if a view contains more than 1000 devices.</p> <p>Preference Page has been updated to improve visibility of long view names.</p> <p>Data Export Datasets can now be edited and saved correctly.</p> <p>Valid dates are now always displayed for Event, Incident and Flow related data.</p> <p>Non-admin users are now able to populate views that they own without requiring the 'Create Sub-Views' tool permission.</p> <p>Inventory Administration page amended to show correct "Modify Device" attributes for VM Platforms.</p> <p>Fix to ensure root cause messages are displayed in the Explorer's main banner where appropriate.</p> <p>Introduced "Uninitialized" as a new Status Icon value.</p> <p>Port Status Icon values have been enhanced.</p> <p>WebUI updated to use clearer and more consistent terminology (e.g. Device Status, not Device Reachability).</p> <p>Status Summary Dashboard now correctly shows/hides views based on the status of their contents.</p> <p>Status Summary Dashboard now correctly supports the "Unknown" status value in consolidated mode.</p> <p>Application and IP Address objects now appear in the Explorer Tree under a Service and are now supported by the Live Status feature.</p> <p>Improved column sorting for Search results.</p> <p>Status Icons for Remote Services will now update in a timely fashion.</p> <p>Live Status amended to prevent errors displayed for some IP addresses.</p>
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Important Notice

Before installing this patch, please check whether the *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 installing the patch.

Suppression Rules:

If upgrading from 13.0 or earlier, and you have event suppressions defined, then please ensure you install the main Entuity 14.0 image and all patches up to (and including) this patch **before** running configure for the first time. Failure to do this will result in all existing event suppressions being converted to EMS rules. Note that the suppressions will continue to work in the EMS rule format, but will not be compatible with the **new** Event Suppressions feature introduced in this patch.

If you are already using Entuity 13.5 or 14.0, then any event suppressions defined via EMS rules will remain in effect, but will not be compatible with the **new** Event Suppressions feature introduced in this patch.

Updated Events Project:

This patch includes an updated events project, containing a new rule (associated with the **new** Event Suppressions feature introduced in this patch) and some new incident definitions (for correlating Load Balancer events).

If this patch is being applied to an existing installation, i.e. one which already has a live event system project, then the updated project will need to be deployed via the Event Administration GUI in order for the changes take effect.

Warning: if you have any customizations in the current live events project, then you will need to manually re-apply these customizations to the new project *before* deployment. Failure to do so will result in any customizations being discarded from the live project, once it is deployed.

If you have a significant number of customizations, or are unsure of how to manually re-apply customizations into the new project, then please contact Entuity Support, who will be able to provide assistance.

Note that this does not apply to brand new installations, as the configure process will automatically deploy the latest available project as the initial system project.

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 Entuity Support who will be pleased to assist.

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

Downloading Patches:

Patches for all supported platforms are available from the Entuity FTP site: <ftp.entuity.com/>

The site is arranged into separate directories for each Entuity 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 Entuity FTP site requires a valid username and password that can be obtained from Entuity Support.

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