



Entuity® 16.5 Patch Notification

Technical Bulletin July 24, 2019

Version 2019.07.24

We are pleased to confirm the availability of **patch P09** for **Entuity 16.5**, 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.

IMPORTANT NOTE BEFORE INSTALLING THIS PATCH: The move to OpenJDK11 will cause security certificates to be removed that had been loaded to the Java keystore when integrating with the following:

- External authentication system when using LDAPs;
- Event integration to third-party products (e.g. BMC TrueSight) when using HTTPs).

To ensure that you do not lose your certificates, use keytool to export your certificates before patch installation, and to import them after installation.

IMPORTANT NOTE: Because of the move to OpenJDK11, Entuity 16.5 P09 and upwards will no longer support Windows Server 2008 Service Pack 2 (SP2). Users will need to update to Windows 2008 R2. Please see additional information in the **Notes** section below the table.

Latest Patch Details

Improvements and Fixes

Functional Area	Platform(s)	Description
Account Management	All	<p>Improvement so that the user session last seen time is updated only when the user interacts with the UI. Regular refreshing and updates will not update the last seen time.</p> <p>Fixed issues affecting SSO mode:</p> <ul style="list-style-type: none">• User timeout did not work in SSO mode.• User cookies remained active in SSO mode after session timeout, causing the user to reestablish connection.• ENA cookies were not cleared when the user logged out. <p>Change so that a timestamp is now generated when a max account age for a user account is specified.</p> <p>Fixed an issue whereby, if the 'Lock after X failed attempts' user setting is enforced, failed login attempts would cause the user account age to be reset.</p> <p>Fixed an issue whereby password expiry dates were not reset upon password expiry.</p> <p>Fixed an issue whereby global user settings were not being applied to new SSO users and external users.</p>
Device Support	All	<p>Added vendor support for 420 new device models.</p> <p>Fixes for vendor files.</p>
Flow	All	<p>Fixed an issue whereby dashlets and reports</p>

		were returning higher values than expected for VXLAN flows.
Licensing	Windows	Fixed an issue whereby the license activation key would only consider the first MAC address in the list returned by the operating system. This caused licenses to become invalid unnecessarily. It will now consider all MAC addresses.
Polling	All	Improved performance when deleting VLANs, which previously could cause gaps in polled data at 5:30am.
Reporting	All	Fixed an issue whereby clicking the Report Options button would give an error, on a report generated against ports and showing the device multi-select and port multi-select menus.
Remote Terminal	All	Fixed an issue whereby the Remote Terminal connection between the browser and the consolidation server would be closed by the browser.
RESTful API	All	Fixed an issue whereby the RESTful API call to update a user failed when in LDAP mode. Enhancement so users can add SNMP v3 devices to the inventory using AES192 and AES256 encryption types via RESTful API.
Services	All	Fixed an issue whereby remote service components and their corresponding services did not have their status updated.
System	All	Moved to OpenJDK v11.
Views	All	Improvement to allow longer View names (up to 385 characters).

Notes

If you encounter the following problem after installing the patch:

```
[root@earth install]# ./configure
<JAVA_HOME>/lib/ext exists, extensions mechanism no longer
supported; Use -classpath instead.
.Error: Could not create the Java Virtual Machine.
Error: A fatal exception has occurred. Program will exit.
```

Then please delete the following specified directory: <ENA_HOME>/install/JRE/lib/ext.

OpenJDK11 has unbundled fonts and instead relies on OS-provided fonts. OpenJDK11 recommends installing the native OS package, which can be done with 'yum install fontconfig' on rpm-based systems. This is a requirement for running Entuity on Linux.

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. For added security, the FTP site requires connection via SFTP.

Support Contact Details	
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