


Entuity 14.5 Patch Notification



Technical Bulletin

Version 2014.09.18

September 18, 2014

We are pleased to confirm the availability of patch **P01** for Entuity 14.5, 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. 

Latest Patch Details:

Functional Area	Platform(s)	Problem Description
Device Support	All	Numerous changes and fixes have been made to improve the support for Dell, Force10, Nokia, HP, Cisco, Juniper, Huawei and other devices. Enhanced support for LACP and PAGP port aggregations.
Configure	All	IP Ranges are now correctly displayed in View Content Filters following an upgrade.
Discovery	All	AutoDiscovery has been enhanced to support discovery of devices using SNMPv2c only.
Event Integrations	All	Forkevent function is now tolerant to the execution of slow scripts and binaries, preventing socket time-outs to the Event Engine. Send to BEM action now has support for multiple destinations. All System Events that are forwarded to BEM now contain a URL pointing back to the Event Viewer UI.
Event Notification	All	Newly created Email Notifications will only send emails for those events logged after the time at which the notification is created. A fix to ensure that Event Filters correctly filter on sub-components and impacting events.
Flow	All	A fix to ensure that date selection operates correctly for Flow Analysis.
Help and Documentation	All	Various updates to product help and documentation.
Remote Terminal Feature	All	Fix to prevent occasional  Bad Packet  exceptions when connecting to a device. Fix to ignore unrecognizable escape sequences.
Reporting	All	Top-N Port Error Rates report can now be produced without errors for all time periods, including the default time period of the previous hour. General bug fixes and enhancements applied to the Report Builder feature. Time Series Table Reports in the Report Builder feature now have improved support for dual time frames and multiple objects.

Root Cause Analysis	All	Implemented fix for incomplete impacted device list. Implemented fix for non-clearing availability status icon. IP address is now always considered reachable if a TTL expired message is received from that address (even if there are no responses to subsequent ICMP Echo requests).
Security Updates	All	MySQL database upgraded to version 5.6.19. Java JRE updated to version 7u65, to include the latest security fixes and updates.
Services	All	Deleting devices that have components being monitored in a Service will no longer affect the status of the applicable Service.
Topology Map	All	Refined Physical Address Matching topology discovery algorithm. User defined physical connections will now be reflected immediately within the topology and associated maps. Visio exports now supported on Visio 2013 (previously only Visio 2010 was supported).
Web User Interface	All	Performance enhancements for installations with a large number of views, especially those employing view filters that use regular expressions. Performance enhancements for installations with a large number of remote servers. A fix to ensure that creating and editing views does not cause the UI to lock up. French Menu Item translations are now available. Object Status for devices whose name cannot be resolved to an IP Address are now presented with a grey icon in the Live Status dialog. Improved support for Live Status reporting of Applications and IP addresses. Resolve credential set visibility issues.

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.

Updated Events Project:

This patch includes an updated events project, containing an updated action allowing users to forward events to multiple BEM cell destinations.

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)
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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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