



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management Technical Note – Application monitor and collection engine

March 7, 2024

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Version 2024.03.07

There are two issues in Entuity v21.0 P03 and v20.0 P08. Fixes for these will be provided in Entuity v21.0 P04 and v20.0 P09 (to be released imminently); alternatively, please see below for details of hotfixes.

Application monitor

Application monitoring for devices with no monitored ports (ping-only devices, basic SNMP-managed devices, fully-managed SNMP devices with no ports, and server devices) prevents events being raised if that device goes down for a second time. If users wish to address this issue before the release of Entuity v21.0 P04/v20.0 P09, they may use the previous applicationMonitor binary that was shipped in Entuity v21.0 P01/v20.0 P06. This can be extracted from the v21.0 P01/v20.0 P06 files or obtained from Entuity Support. The procedure for applying the previous applicationMonitor binary is as follows:

1. Stop Entuity.
2. Remove or rename ENTUITY_HOME/bin/applicationMonitor.
3. Place the downloaded (P01) applicationMonitor binary in ENTUITY_HOME/bin/.
4. Restart Entuity.

Collection engine

Messages from dsKernel to the collection engine containing invalid characters can cause polling to fail. If users wish to address this issue before the release of Entuity v21.0 P04/v20.0 P09, they will need to replace the collectionEngine.jar file (which is found in ENTUITY_HOME/lib/TomCat/common/lib). Please contact Entuity Support for this new file. Users can backup the existing file outside its current directory.