



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v22.0 Patch Notification P07

August 06, 2025

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Version 2025.08.06

We are pleased to confirm the availability of patch P07 for Entuity v22.0, 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

Improvements and Fixes in P07

Please refer to the [Knowledge Base](#) on the Entuity Help Center for help and information on functionality added in this patch.

Functional Area	Description
Configure/Installation	Fixed an issue where installing the software may fail silently due to a file copy error, the new behavior will now report the cause of the error and abort installation. Fixed an issue where the deviceCertification executable would not process uncertified devices correctly.
Configuration Management	Fixed an issue where the Cisco Firmware Upload Config Management task via SCP Push would not upload files as expected.
Database Monitoring	New feature that allows monitoring of database instances with support for MySQL/MariaDB, Microsoft SQL, and Oracle databases.
Device Support	Improvements made to device support for Cisco Nexus 9k devices. Improvements to now gather virtual memory information on Symantec/Bluecoat Management Center devices. Improved sensor collection and monitoring for Bluecoat SSL Proxy devices. Improved memory and utilization monitoring for Cisco Unified Communications Virtual Machines. Fixed an issue where errors were appearing in DsKernelStatic log files due to failing StormWorks filters. Performance improvement to collection of Aruba wireless access point connectivity data.

	Fixed an issue where degree symbols would render special characters in the sensor table dashlet for various hardware collectors. Fixed an issue where OS Service Rules were not matching services correctly as it was trying to match against the "Name" instead of the "Service Name" as expected. Please note, when setting up an OS Service Rule the "Service Name" must be entered for them to be monitored.
Events	Fixed an issue where Device Low Disk Space events may be triggered by non-disk objects having low space available. Improvement to logical volume incidents to use the mount point as the source. Improvement to OS Service Monitoring to now include events for services that go missing but are defined in OS Service Rules to be monitored.
Multi Server Configuration	Fixed an issue where in some multi-server environments syncing of configuration sets may cause performance issues. Improved validation and error reporting for Rest API endpoint for adding users to configuration sets
Polling	Fixed an issue where false positive identification of working credentials prevented the Discovery process and the Asset Add process from completing successfully. Fixed an issue where changes to an SNMPv3 credential set do not take effect causing "SNMP Agent Not Responding" errors. Improvements made to the collection engine in how it runs SNMP Get requests to now use SNMP GetBulk to address SNMP timeout issues seen with SNMP collectors. Improvement to Advanced SNMP setting to now allow configuration of the SNMP Timeout and SNMP Retries at a global level for the Discovery process within the entuity.cfg file. E.g. <pre>[discovery] snmp_retries=4 snmp_timeout=4000</pre>
Reports	Fixed an issue where changes to custom report aggregation methods during editing were not always being honored/saved. Fixed an issue where certain charts using a prime-time constraint may not be displayed correctly.

	Fixed an issue where the default behavior for Time Zone on reports was set to false on custom reports so any new custom reports will have the field by default. Please note, the .cfg files can be edited to correct any custom reports that were created without a default time zone.
Security Enhancements	Upgraded the libssl and libcrypto libraries to version 3.0.16 for Linux installs.
UI	Improvement to performance of dashlets that display a large number of objects. Enhancement to View Filtering to allow "contains" behavior for partial substring matching.
User Defined Polling	Improvement made to User Defined Polling to now support plain text payloads. Fixed an issue where a user defined device type attribute may lose their manually set values when Entuity is restarted. Improvement to allow attributes of a user defined objects to be edited within the UI. Improvement to allow importing and exporting of a user defined poller configuration within the UI. Fixed a vulnerability in UD Poller whereby associated sub-components could disappear after displaying a chart containing UD Poller attributes.
Virtualization	Fixed an issue whereby closing events fail to close their related incidents raised before the Hypervisor move due to differing source names. Fixed an issue where polling may fail on VMware platforms due to SOAP fault errors when gathering VM information. Fixed an issue with vManage sessions expiring after a day and failing to refresh. Fixed an issue where Total CPU on VMware Platforms would not be accurate thus causing CPU Utilization percentages to be slightly higher than expected. Improvement to now support Hyper-V virtual platform monitoring on Linux Entuity servers.
Vulnerability Monitoring	Fixed an issue where certain escaped special characters may cause a CPE to show as unrecognized.

Device Support Improvements & Fixes

Collector	Release Notes
Dell Compellent (REST)	Improvements to now include predictive failure alerts on physical disks.
Dell iDRAC (REST)	New Device Support • Dell PowerEdge 17th Gen servers (iDRAC 10) • Dell PowerFlex 16th Gen servers • Dell VxRail 15th Gen servers Enhancement to add System Board instances and to include part and serial numbers for iDRAC 10 cards. Improvement to include additional sensors and data accuracy for disk controllers.
Dell iDRAC (SNMP)	New Device Support • Dell PowerFlex 16th Gen servers • Dell VxRail 15th Gen servers Improvement to memory objects to include DDR5 type and logical disks RAID type. Fixed an issue where some sensor readings displayed incorrect values.
Dell MX (REST)	Improvement to enclosure information to return the Dell Service Tag as the serial number and collect the express service code and serial number in the device description field.
Dell PowerStore (REST)	Fixed an issue where incomplete data was received from end devices.
EMC Unity (REST)	Fixed an issue where certain components were not nested correctly causing polling issues. Fixed an issue that prevented EMC Unity devices from adding on Entuity. Improvements made to storage performance classes to poll additional performance metrics and existing metrics returned are more consistent and accurate.

EMC VPLEX (REST)	Improved error handling throughout the collector to increase performance.
Fujitsu Eternus (WBEM)	New Collector Fujitsu Eternus WBEM
HP BladeSystem (SSH)	Fixed an issue where user sessions were not properly closing and encoded characters were seen in the UI.
HP iLO (REST)	New Device Support HP ProLiant Gen 11 (iLO 6) Fixed an issue where some disk controllers and I/O modules were not monitored due to object name conflicts. Please note that due to ID changes to correct the conflicts some objects may show as missing. Improvements were made to include additional part details and location information on disk controllers and IO modules where applicable. Improvement to now include battery reading levels when available.
HP iLO (SNMP)	Fixed an issue where battery warnings and/or failures were not being reported and added a filter to not include batteries in an "invalid" state. Improvement to logical disks so the physical disks that they are created from are listed.
HP MSA (SSH)	Improvements to now include predictive failure alerts on physical disks.
HP StoreOnce (REST)	New Collector HP StoreOnce REST
IBM Power Linux (SSH)	Fixed an issue that led to some devices to fail due to connection timeouts. Improvement to grab additional part number details on disk processor enclosures and physical disks as well as IO modules where applicable.

IBM TS Tape Library (SNMP)	Fixed an issue that raised alarms incorrectly on tape drives. Improvement to now include predicted failure alerts for IBM TS3500 and TS4500 models.
IBM/Lenovo XClarity IMM (REST)	Fixed an issue that prevented polling on the device and corrected improper logical disk IDs. Improvement made to gather part number information on various component types. Fixed an issue where some components' attributes may return a null value and removed sensors with a disabled status as they are not applicable or in use. Please note that due to the change some sensors may show as missing.
NetApp E-Series (REST)	Fixed an issue where physical disks in a "removed" state would not create an incident.
Nutanix PRISM (REST)	Improvement made to collect usage/utilization streams on virtual machines, virtual disks, and datastores as well as statuses on clusters, hypervisors, and virtual machines.
OS Solaris (SSH)	Fixed an issue that resulted in the net adapter command to incorrectly use sudo.
OS Windows (WinRM)	Fixed an issue where invalid attributes weren't being removed during polling. Fixed an issue that caused some Windows servers to not poll successfully due to errors requesting the Win32_PerfFormattedData_PerfOS_Memory class.
Quantum Tape (SNMP)	Improvements were made to capture additional information of the enclosure and tape drives within the library.

Supermicro NX (REST)	New Device Support Nutanix NX G6 Nodes. Fixed an issue where serial numbers may not be displayed on some IO modules. Improvements made to various hardware component classes to gather more information on individual components.
UEMCLI	Fixed an issue where improper storage performance commands for VNXe1600 models would cause polling failures.
VMWare ESXi (WBEM)	Fixed an issue where the vSphere session was not closed correctly when using vSphere as the authentication server. Improvement to various objects to be sorted into more accurate hardware component classes. Fixed an issue that resulted in incorrect power output reading for power supplies.

Multi-Host/IP Support	Improvement to now support multiple hostnames/IP Addresses as a comma-separated list in the Polled Name/IP Address field so that if connection to the first fails, it will then attempt to connect to the other endpoints provided. This is applicable to the following Server/Storage Collectors: • Cisco UCS Fabric (SNMP) • Dell Compellent (REST) • Dell EqualLogic (SNMP) • Dell PowerVault MD (CLI) • Dell PowerVault ME (REST) • EMC Data Domain (SNMP) • EMC Isilon (REST) • EMC Isilon (SSH) • Hitachi AMS/HUS (CLI) • Hitachi VSP (REST) • HP BladeSystem (SNMP) • HP BladeSystem (SSH) • HP MSA (SSH) • HP MSA (WBEM) • IBM DS (CLI) • IBM Storwize (SSH) • Naviseccli • NetApp E-Series (REST) • NetApp (REST) • NetApp (SNMP)
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Notes

Entuity recommends that all servers in a multi-server configuration run the same patch version.

IMPORTANT: v22.0 P05 must be installed and configured before installing v22.0 P06 and v22.0 P07 in succession as there is a necessary upgrade to the Java JRE within the patch.

Downloading Patches

Patches for all supported platforms are available from the Entuity FTP site (<ftp.entuity.com/>), and the Product Downloads section of the BMC Support Central site (<https://www.bmc.com/support/support-central.html>).

The Entuity FTP site is arranged into separate directories for each 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 BMC patches on the Entuity FTP site requires a valid username and password that can be obtained from BMC Support. For added security, the FTP site requires connection via SFTP.

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