



ENTUITY  
SOFTWARE™

# **Entuity for BMC TrueSight Operations Management v21.0 Patch Notification P11**

August 11, 2025

## Technical Bulletin August 11, 2025

Version 2025.08.11

We are pleased to confirm the availability of patch P11 for Entuity v21.0, 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 P11

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

Functional Area	Description
Device Support	Improvements made to device support for Cisco Nexus 9k devices.
Polling	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.  Fixed an issue where changes to an SNMPv3 credential set do not take effect causing "SNMP Agent Not Responding" errors.
UI	Enhanced support for context sharing whilst filtering.
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.
Virtualization	Fixed an issue with vManage sessions expiring after a day and failing to refresh.

### Notes

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

## 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.