



ENTUITY
SOFTWARE™

Entuity v22.0 Patch Notification P08

September 19, 2025

Technical Bulletin September 19, 2025

Version 2025.09.19

We are pleased to confirm the availability of **patch Po8** 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.

Notes

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

IMPORTANT: v22.0 Po8 must be installed immediately after configuring v22.0 Po7 as there is a necessary fix within Po8.

Latest Patch Details

Improvements and Fixes in Po8

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

Functional Area	Description
Database Monitoring	<p>Improvement to now include roll up streams to increase metric history keep times on database instances and schema objects.</p> <p>Improvement to allow User Defined Thresholds to be set on various performance metrics collected on databases and their child objects.</p> <p>Fixed an issue where MySQL/MariaDB databases could report negative memory size allocated values under certain circumstances.</p> <p>Fixed an issue where you could not monitor certain Oracle databases due to not being able to use the SID/Service Name for connecting. A new field has been created for SID/Service Names to be entered when Oracle is selected from the Type drop-down menu.</p>
Events	<p>Fixed an issue where an SSL Cert Expiry Critical event could be raised when the web application is unreachable to now only raise a Web Application Down event.</p> <p>Improvement made to the EMS configuration to consolidate the two SSL Cert Expiry Warning and SSL Cert Expiry Critical incidents into the new SSL Certificate Expiration Status incident, that encompasses the warning and critical events for certificate expiration on web applications.</p>

Server Monitoring	<p>Fixed an issue where OS Service statuses would not be updated when the parent OS/Server was unreachable. The new behavior is to have a null/empty state when they are unable to be polled.</p> <p>Fixed an issue where OS Services with parentheses in their Service Display Name were incorrectly creating missing events.</p> <p>Fixed an issue where events may not have been raised with the correct severity on certain Linux distributions/versions when in a failed state.</p>
Virtualization	<p>Improvement to support monitoring of full mesh configurations on Meraki Site to Site VPN Peers and their uplinks.</p> <p>Fixed an issue where SOAP faults could cause the virtualization process to stop polling.</p>
UI/Installation	<p>Fixed an issue where Tomcat may fail to start due to drivers being loaded in the wrong order causing a conflict.</p>

Downloading Patches

Patches for all supported platforms are available from the Entuity FTP site.

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	
Phone Support - UK:	+44 (0) 20 885 9640
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