



ENTUITY
SOFTWARE™

Entuity v23.0 Patch Notification P01

April 07, 2026

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Version 2026.04.07

We are pleased to confirm the availability of **patch P01** for **Entuity v23.0**, 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. It is recommended to merge your deployed EMS project with the latest one in the patch after installation to ensure any fixes or new events/incidents within the EMS system are deployed.

Please note, as of **Entuity v23.0 P01**, there is no longer an `installPatch` utility as each patch is a complete ISO image. To install the latest patch, the same steps as installing or upgrading Entuity to a new version should be used, which requires mounting the ISO, running the installer executable, followed by running `configure`. Please see the "Entuity Upgrade Process" section at the end of this document for further information.

IMPORTANT NOTE

As of **Entuity v23.0 P01**, there are new fields within the `event-engine-cfg-template.properties` file to support the new event forwarding integrations. If you have a custom `event-engine-cfg.properties` file on your Entuity server, you must manually update this file to include the new fields or the eventEngine cannot start which will cause Entuity to stop during startup. Please see the "Updating eventEngine Settings After Upgrading" section at the end of this document for further information.

Latest Patch Details

Improvements and Fixes in P01

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

Functional Area	Description
Asset Management	<p>Improvement to Application Monitoring to include support for IPv6 addresses.</p> <p>Fixed an issue where updates to the device system name were not reflected in Entuity due to the update device names executable which runs daily incorrectly setting the "Name Using" property to "Custom" instead of keeping the selection as "System Name".</p>

Autodiscovery	Fixed an issue where devices using SNMP v3 credentials in a discovery profile would have an error that credentials were missing when trying to automatically manage them.
Configuration Management	<p>Improvement to the Config Management Scheduled table to display the end time in the Schedule column.</p> <p>Improvements to the Configuration Monitor Settings and Configuration Monitor Status dashlets to be consistent with other Dashlets such as Key Info.</p>
Configure/Installation	<p>Fixed an issue where upon upgrading to v23 in multi-server environments there could be a web UI startup issue due to configuration differences between the servers.</p> <p>Improvement to the inventory dump utility to exclude the vulnMon directory so the zipped files can better be attached to support cases.</p>
Dashboards	<p>Improvement made to the OS Services dashlet to list the service name and display name.</p> <p>Fixed an issue whereby the user was unable to filter tables by mac addresses with colons.</p> <p>Fixed an issue where the utilization chart for network adapters would incorrectly display an incorrect polling interval time in the chart title.</p> <p>Fixed an issue where pie charts based off of device model would not populate the breakdown table when the value was an integer.</p> <p>Fixed an issue where object types were duplicated when creating a table-based dashlet or in some reports.</p>
Database Monitoring	<p>New Database Support</p> <ul style="list-style-type: none"> • Azure SQL Databases • MongoDB Databases • PostgreSQL Databases • SAP HANA Databases <p>New functionality to use Kerberos authentication for monitoring of Microsoft SQL Databases.</p> <p>Improvements to now include database table monitoring on all supported database types for tables entered in the database management form.</p> <p>Improvements to now include cluster and replication monitoring on all supported database types which include if replication is enabled, replication events, cluster node objects, and their statuses.</p>

	<p>Improvements made to runtime efficiency which reduces resource impact and better accuracy of connection and memory metrics by including background processes into calculations.</p> <p>Fixed an issue where some time-based metrics were collected in seconds instead of milliseconds.</p>
Device Support	<p>Updated vendor support for Alcatel, Arista, Aruba, Cisco, F5, Fortinet, HP, Juniper, Tellabs, and Watchguard network devices.</p>
Entuity Agents	<p>Improvement to the Entuity Agents page to now include a toggle button to hide failed registrations from the table results.</p> <p>Improvement to automatically deploy default Entuity Agent Script Templates instead of requiring them to be copied over to the [Entuity_Home]/agentrepos/scriptTemplates directory.</p> <p>Improvement to Linux Entuity Agents to now display the OS distribution and version of the host.</p> <p>Improvement where a persistent certificate store has been created within the Agent directory that will dynamically load any certificates placed within the ../Entuity/agent/etc/certs directory. Certificates are loaded dynamically so restarting is not required unless the Entuity Agent has previously failed to connect. Restarting the Agent Updater service will then allow the Entuity Agent to connect immediately, rather than needing to wait for the next registration attempt.</p> <p>New functionality to disable the Entuity Agent Remote Terminal feature on an individual Entuity Agent basis through the agent.cfg file.</p>
Events	<p>New functionality to be able to raise events based on a delta change of values through new delta thresholds.</p> <p>Improvement to various server and storage collectors to significantly decrease or stop subsequent Component Not Present events when a connection fails to establish during polling.</p> <p>Fixed an issue where network outage events were raised against a device that took place during a maintenance window once it expires.</p> <p>Fixed an issue where network outage events with a source of 0.0.0.0 were raised.</p> <p>Fixed an issue where virtual disk events were not being propagated up to the VM which would keep them from being displayed in the Event/Incident dashboard of the VM.</p>

<p>Event Integrations</p>	<p>New functionality for event integrations to send events/incidents through message queues to better handle connection errors and attempts to resend the event until successful. New EMS actions supported through this new method are below:</p> <ul style="list-style-type: none"> • Send to Helix Queue • Send to Moogsoft Queue • Send to ServiceNow Queue • Send to Slack Queue • Send to Splunk Queue <p>Improvement to the ServiceNow Event Integration to be able to use credentials in a secure fashion through the web UI as a parameter instead of requiring them to be added to the sn.cfg file when using the Send to ServiceNow Queue EMS action.</p> <p>Improvement to the ServiceNow integration where two new variables can be defined which are socketTimeout and connectionTimeout where the values should be in seconds. Please note, connectionTimeout defines a single value that is then applied to all connections used within the integration.</p>
<p>Flow</p>	<p>New functionality where users now have the ability to create Flow Queries which combines filters and breakdowns together. Flow Queries can be saved, shared, downloaded, uploaded and previously selected queries remain applied to the dashboard if a user navigates away from the dashboard.</p> <p>Improvements where users can optionally turn off DNS name resolution and filters now allow OR logic.</p> <p>Fixed an issue where the Flow Inventory for IPFIX NetFlow could contain entries for random and invalid interfaces due to improper decoding of the Observation Domain ID in the flow data.</p>
<p>Licensing</p>	<p>New functionality where license allocation can be overcommitted if enabled so in multi-server environments pollers can use licenses as needed if the total sum of consumed licenses does not exceed the sum of all licenses the entire multi-server environment has.</p>
<p>Maps</p>	<p>Updated to latest version of the Google Maps API, providing accurate autocomplete suggestions for any searches. Please note, this requires the new Places API to be enabled in their Google API projects.</p> <p>Fixed an issue where the Visio export option on topological maps was not triggering a vdx download.</p> <p>Fixed an issue where the CDP topology link between a Cisco router and a Cisco Nexus switch could be missing due to the deviceSysName OID being empty.</p>

Multi Server Configuration	Fixed an issue where OS Service Profiles were not being synced properly when a part of a config set for multi-server environments.
REST API	<p>New functionality to REST API whereby users may list data sources of User Defined Data Receivers as well as allowing users to show the payload, edit or delete a specific data source.</p> <p>New functionality to REST API whereby users may send test streaming data messages.</p> <p>Fixed an issue where events were not created when issuing a POST REST API request to a consolidation server to open an event against a remote server.</p>
Services	Enhancement where the data retention of Aggregate Port Traffic Rate was increased up to 56 weeks through the new roll up stream.
SNMP Traps	Fixed an issue where some SNMP v3 traps were not being received correctly that use AES192 and AES256.
SurePath	Fixed an issue where the SurePath Agent was still named as "EntuityAgent" within the Process Health page.
UI	<p>Improvement so Views are now always displayed in alphabetical order.</p> <p>New functionality within preferences to be able to filter results by selecting the server and/or views to filter by to improve load times and web UI responsiveness in multi-server environments. Please note, this also includes the option to exclude top level views from this menu by defining them in the entuity.cfg by adding the following:</p> <pre>[webUI] preferenceExcludedViews=View1,View2,"My Test View"</pre>
User Defined Polling	<p>Fixed an issue where some User Defined REST Polling data was included when exporting User Defined SNMP pollers.</p> <p>Improvement so the XML to JSON data adaptor made available for User Defined REST Pollers.</p> <p>Fixed an issue where streaming telemetry samples could appear duplicated in the web UI due to being processed at the same time as a batch.</p> <p>Fixed an issue where the discovery of devices could stop working in situations where User Defined REST pollers are also used.</p>
Virtualization	<p>AWS SDK upgraded to version 2.</p> <p>VMware SDK upgraded to version 9.0 from 8.0</p>

	<p>Improvement to Cisco ACI, Cisco DNAC, and Cisco Meraki support to better handle zones in a multi-thread environment.</p> <p>New functionality to now support authenticated proxy usage for virtual platforms such as Azure, Nutanix, VMware, Cisco APIC (ACI), Cisco DNAC, Cisco Meraki, and Cisco vManage (Viptela).</p> <p>New functionality to support Proxmox platform monitoring through the Proxmox Virtualization Environment (PVE) REST API.</p> <p>New functionality to support OpenStack platform monitoring.</p> <p>New functionality to support Kerberos authentication for Hyper-V platforms.</p> <p>New functionality to support connections through Nutanix Prism Central for Nutanix virtual platform monitoring.</p> <p>Improvements to Nutanix monitoring on performance metric calculation accuracy on hypervisors and clusters. Improvement to virtual machines to collect host memory, number of snapshots, and oldest snapshot timestamp. Support for additional storage types on clusters such as storage pools and volume groups under data stores with free space and used percent metrics.</p> <p>Improvements to Nutanix monitoring to now include support for virtual networking infrastructure such as virtual switches, virtual port groups, hypervisor NICs, and gather IP address information of the hypervisor.</p> <p>Fixed an issue where some virtual disks were not being discovered, capacity and utilization metrics were inaccurate, and virtual CD-ROMs were incorrectly classified as virtual disks for Nutanix VMs.</p> <p>Fixed an issue where Azure polling could be affected when certain Azure API calls return null.</p> <p>Fixed an issue where special characters in the credentials cause an authentication failure on Meraki vManage platforms.</p> <p>Fixed an issue where some virtualization REST API calls paused indefinitely when the API does not respond due to a change in java default connection and read timeouts.</p> <p>Fixed an issue where VMware vSwitches display an incorrect status.</p>
<p>Web Application Monitoring</p>	<p>Improvement to logging for Web Application polling issues.</p> <p>Improvement to now produce a pop-up error message when an error occurred when trying to delete a web application.</p>

Webhooks	Improvement to webhooks where webhooks received with invalid date formats can be handled and processed.
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Server/Storage Device Support Improvements & Fixes

Collector	Description
Dell iDRAC (SNMP)	Fixed an issue where battery failures would raise a Component State Warning event instead of a Component Error event.
Dell MD (CLI)	Fixed an issue where certain systems would not discover due to differences in commands when using different credential levels.
Fujitsu Primergy (REST)	New Collector <ul style="list-style-type: none"> • Fujitsu Primergy REST <ul style="list-style-type: none"> ○ Supports Fujitsu Primergy M2 - M4
HP iLO (REST)	New Device Support <ul style="list-style-type: none"> • HP ProLiant Gen 12 (iLO 7) • HP StoreEasy 1470 • HP StoreOnce Gen 4/4+ <p>Improvement to now include the cache size within the description of monitored cache modules.</p> <p>Improvements made to physical disks to capture the rotational speed more reliably and improved accuracy of port statuses.</p> <p>Fixed an issue where some ports may not have been monitored due to ID conflicts. Please note, that due to ID changes to correct conflicts some objects may show as missing.</p>
HP Integrity (SSH)	Improvements made to gather disk controllers, physical disks, and memory components through the Linux OS. Please note, that the secondary host and credentials fields are now required for this collector.
HP StoreOnce (REST)	New Device Support <ul style="list-style-type: none"> • HP StoreOnce Gen 4/4+
HP Superdome (WBEM)	Fixed an issue where some logical disks would display incorrect sizes.

IBM/Lenovo XClarity IMM (REST)	<p>New Device Support</p> <ul style="list-style-type: none"> • ThinkAgile HX3320 • ThinkAgile VX3320 • ThinkSystem SR630 <p>Improvement to logical disks so the physical disks that are a part of them are listed in the description and RAID types are more accurately captured.</p> <p>Improvements to component part number accuracy by now using the SKU number.</p> <p>Improvement to physical disks where more detailed status information is collected.</p> <p>Fixed an issue where some devices may experience connection issues due to an HTTP 308 on certain REST requests.</p>
IBM/Lenovo XClarity IMM (SNMP)	<p>New Device Support</p> <ul style="list-style-type: none"> • ThinkAgile HX3320 • ThinkAgile VX3320 • ThinkSystem SR630 <p>Fixed an issue where some disk controllers and IO modules were duplicate.</p> <p>Improvement to gather additional card and riser components.</p>
IBM Power AIX (SSH)	<p>Fixed an issue where component IDs could vary between discovery and polling cycles causing incorrect or duplicate components to be created.</p>
IBM Storwize/FlashSystem (SSH)	<p>Fixed an issue that could cause enclosure remaining capacity to display a negative number on some systems.</p>
IBM XIV (CLI)	<p>New Device Support</p> <ul style="list-style-type: none"> • IBM FlashSystem Ag000
NetApp (SNMP)	<p>Fixed an issue where the location attribute on enclosures may return an empty value.</p>
OS IBM AIX (SSH)	<p>Improvements made so CPU Utilization stream values are more accurately reflected.</p> <p>Fixed an issue where some logical volumes were not parsed correctly and improvement to better handle different uptime formats that can be returned from the system.</p>

OS IBM i	New OS Collector <ul style="list-style-type: none"> • IBM i
OS Linux (SSH)	New OS Support <ul style="list-style-type: none"> • Debian 11 - 13 • Ubuntu 22.04 - 25.04 <p>Improvements made to OS service states to more accurately reflect failed and dead services.</p>
OS Solaris (SSH)	Fixed an issue where certain OS services would not poll.
OS Windows (WinRM)	<p>Improvement to now batch queries together to improve runtime and lower chances of time outs.</p> <p>Fixed an issue that could cause OS Service objects to be duplicated with duplicating with a different ID.</p>
Solaris (SSH)	New Collector <ul style="list-style-type: none"> • Solaris SSH <ul style="list-style-type: none"> ○ Supports Solaris 10, Solaris 11
Veritas NetBackup (REST)	New Collector <ul style="list-style-type: none"> • Veritas NetBackup
VMware ESXi (WBEM)	Fixed an issue where XML special characters used in usernames, passwords, or hosts fields could cause connection issues due to invalid XML.

Entuity Upgrade Process

Upgrading to and installing **Entuity v23.0 P01** is the same process whether upgrading from Entuity v22.0 P09 or Entuity v23.0 GA.

1. Stop the Entuity server and take a backup.
2. Run `install` to install Entuity and install it on top of the existing install.
Note, you must run `install` as administrator from the command prompt.
3. Run `configure` and update the license file to point at the new install.
4. Restart the Entuity server.
5. Deploy the updated Event Management System (EMS) event project or apply the changes within it to your current project.

For additional information on supported OS versions, minimum server specifications, and additional information regarding migrating to Entuity v23.0, [please see this article](#).

Updating eventEngine Settings After Upgrading

When upgrading from **Entuity v23.0 GA** to **Entuity v23.0 P01**, if you have a custom `event-engine-cfg.properties` file then you must manually update it to include the new fields from the `event-engine-cfg-template.properties` file. Otherwise, the eventEngine cannot start, which will cause Entuity to stop during startup.

To update the `event-engine-cfg.properties` file:

1. Navigate to the `entuity_home/etc` directory on your server and open both files.
2. Copy and paste the following lines from the end of the `event-engine-cfg-template.properties` file to the `event-engine-cfg.properties` file.

```
# Remove items from Message Queue default
autoAcknowledge = false

# Number of restapi attempts before items are removed from message queue
messageQueueRetries = 5
```

3. Save the `event-engine-cfg.properties` file.

Downloading Patches

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

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.

Support Contact Details	
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