



ENTUITY
SOFTWARE™

**Entuity for BMC TrueSight
Operations Management v22.0
Patch Notification
P10**

April 14, 2026

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Version 2026.04.14

We are pleased to confirm the availability of patch P10 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. 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.

Latest Patch Details

Improvements and Fixes in P10

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	Fixed an issue where updates to the device system name were not reflected in Entuity due to the update device names executable which run daily incorrectly setting the "Name Using" property to "Custom" instead of keeping the selection as "System Name".
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	Improvement to the Config Management Scheduled table to display the end time in the Schedule column. Improvements to the Configuration Monitor Settings and Configuration Monitor Status dashlets to be consistent with other Dashlets such as Key Info.
Configure/Installation	Improvement to the inventory dump utility to exclude the vulnMon directory so the zipped files can better be attached to support cases.
Dashboards	Fixed an issue whereby the user was unable to filter tables by mac addresses with colons.

	<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 an error would occur when attempting to select the "Utilization Chart" context menu option from the Services dashlet on a port.</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. 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>
Events	<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>
Event Integrations	<p>Improvement to Moogsoft event integrations to now have support for an apiKey parameter.</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>
Flow	<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>
Maps	<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	<p>Fixed an issue where OS Service Profiles were not being synced properly when a part of a config set for multi-server environments.</p>
REST API	<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>
SNMP Traps	<p>Fixed an issue where some SNMP v3 traps were not being received correctly that use AES192 and AES256.</p>
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>

<p>User Defined Polling</p>	<p>Improvement so the XML to JSON data adaptor made available for User Defined REST Pollers.</p> <p>Fixed an issue where the discovery of devices could stop working in situations where User Defined REST pollers are also used.</p>
<p>Virtualization</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 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 VMware vSwitches display an incorrect status.</p>
<p>Web Application Monitoring</p>	<p>Improvement to now produce a pop-up error message when an error occurred when trying to delete a web application.</p>
<p>Webhooks</p>	<p>Improvement to webhooks where webhooks received with invalid date formats can be handled and processed.</p>

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.
HP iLO (REST)	<p>New Device Support</p> <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)	<p>Improvements made to gather disk controllers, physical disks, and memory components through the Linux OS.</p> <p>Please note, that the secondary host and credentials fields are now required for this collector.</p>
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>
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 Linux (SSH)	<p>Improvements made to OS service states to more accurately reflect failed and dead services.</p>
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)	<p>New Collector</p>

	<ul style="list-style-type: none">• Solaris SSH<ul style="list-style-type: none">○ Supports Solaris 10, Solaris 11
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.

Downloading Patches

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