



ENTUITY
SOFTWARE™

Entuity for BMC TrueSight Operations Management v22.0 Patch Notification P11

July 22, 2026

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Version 2026.07.22

We are pleased to confirm the availability of patch P11 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 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
Configure/Installation	Fixed an issue where certain log files did not honor custom log directory settings that were configured. Fixed an issue where database backups would sometimes fail when two operations would occur simultaneously. Improvements to the inventory tool to include additional files from Entuity and support of new parameter flags when using the tool such as "-s" to skip flow collector and eventEngine commands or "--max-command-time=N" which is a timeout in minutes. (default is 5), for commands to complete to prevent the command from hanging.
Dashboards	Improvement to the OS Services dashlet where the status icon column is now displayed by default. Fixed an issue where timeframe changes from the default would not take effect on static dashboards. Fixed an issue where regex matching filters on table dashlets could not be modified after initial creation. Fixed an issue where the text of VM Status over time in the chart of the Top Level Virtualization dashboard was the same color as the background container box thus making it invisible.

Device Support	Improvement to extend the lifetime of the SNMP sessions Entuity uses for polling assets to prevent managed SNMPV3 devices being probed too frequently for their engine IDs. Fixed an issue where the devsysman log files would show errors for devices that cannot be polled using SNMP.
Events	Fixed an issue where Link Up or Link Down traps raised by ports on Entuity assets having management level Basic or Ping Only were not visible in the UI.
IPAM	Fixed an issue where IPAM would not work correctly due to being unable to locate the wpcap module on Windows systems.
Maps	Improvement to LLDP link topology mapping to include support for Brocade/VDX switches. Fixed an issue where the geographical map view could fail to load when the Marker Color Control flag is enabled for certain configurations. Fixed an issue where the topology map would incorrectly display the BGP Peer remote IP Address on links instead of the local IP address, therefore only showing the details of one of the peers.
REST API	Fixed an issue where associated assets could not be managed through POST/PUT REST API requests and updated the parameter to "manageAssociatedAssets" to match naming visible in the web UI. Fixed an issue where a non-admin user with group view access permissions to a specific view could receive a 400 Bad Request error when executing a GET request.
Server/Storage	Fixed an issue where monitored operating systems were not honoring when a device's "Poll Status" was set to "Non-Polling". Fixed an issue that caused error logs to appear on the first polling cycle for storage devices and operating systems.
UI	Fixed an issue where the device name was not displayed in the Context column of the results table when searching for a value within annotation.
User Defined Polling	Improvements where additional streams across many object types are able to have User Defined Thresholds created. Fixed an issue where values within special characters such as angled brackets, "<>", were not supported thus causing errors. Fixed an issue whereby imported UD Poller definitions sometimes had incorrect connection URLs.
Views	New functionality through a configurable parameter within entuity.cfg where UserInactivePeriod can be set to a value in seconds. When this parameter is set, device status calculation on the inactive user's My

	Network view would stop thus improving view performance in large Multi-Server environments with a high number of inactive users.
Virtualization	Improvement to polling performance of VMWare virtual platforms. New functionality to set a per-organization timespan value in seconds for retrieval of VPN stats and statuses as a configuration variable. Setting this parameter reduces the period of data to be reduced to the last 'x' number of seconds to address errors received from a Meraki controller due to the response being too large to compute and is defined by supplying organizationId:timespan. This can be configured by adding the following to the entuity.cfg file, the example below sets the value for two organizations provided as a comma-separated list. <pre style="padding-left: 40px;">[ccm] organizationtovpntimespan=587343:600,3667618946539849370:600</pre> New functionality through a configurable parameter within entuity.cfg to optionally skip "haNetworkFolder" for direct ESXi host monitoring to avoid an issue on vSphere setups with high availability enabled that causes abnormally high latency. Please note, enabling this will lose Distributed Virtual Switch data from the ESXi host but will reduce polling time to be under 5 minutes on systems where this is a problem. Fixed an issue where queries that result in paging for further data on certain Meraki environments were not correctly setting the startAfter value for the next page of data. Fixed an issue where all devices may not have been identified on Cisco Catalyst SD-WAN (Viptela) environments due to a device ID conflict and the site ID being a large number. Fixed an issue where Total CPU on VMware Virtual Machines would not be accurate thus causing CPU Utilization percentages to be slightly higher than expected. Oracle VM Manger support has been fully removed from the product following the feature being deprecated as of Entuity v22.0 GA. Please note, this may cause issues for systems that are still monitoring an Oracle VM Manager which has been officially unsupported with the release of v22.0 GA.
Web Application Monitoring	Fixed an issue where certificate expiration dates with a four-letter time zone code was not processed correctly.

Server/Storage Device Support Improvements & Fixes

Collector	Description
HP iLO (REST)	Improvement where an "UnavailableOffline" status will now result in a Component Error event.
HP MSA (SSH)	Improvement where physical disks with a status of "The disk is using the alternate path." will now result in a Component Error event.
HP Nimble (SSH)	Improvement where SSH credential types are now supported. Improvement where shelf temperature sensors are now gathered. Fixed an issue where total and remaining capacity metrics would occasionally result in negative values due to a calculation error. Fixed an issue where storage performance metrics for Storage Pools and LUNs may not have been gathered.
HP Synergy (REST)	Improvement to now collect part numbers and spare part numbers on monitored components when available. Improvements made to certain objects' ID/display name to better represent the object. Please note, that due to ID changes some objects may appear missing. Fixed an issue where some ports may not retrieve a status. Fixed an issue where authentication would fail on systems that the default login domain differed from the login domain the user belonged to. Please note, due to this change the user account must belong to the local auth login domain.
NetApp (REST)	Improvement to event logic where in situations that a controller failover occurs will now trigger a Component Error event. Fixed an issue where some system fans may not have been discovered and Total Throughput may not have been collected on certain volumes.
OS HP-UX (SSH)	Improvements made to performance of polling and network adapter statistic gathering to prevent it from being run on virtualization containers where it is not applicable. Fixed an issue where the OS CPU Idle Time attribute may have calculated values incorrectly.

	Fixed an issue where metrics of logical volume were not being assigned correctly on some devices.
OS Linux (SSH)	Fixed an issue where systems that are not compatible with "systemd" would cause errors when trying to monitor the operating system. Fixed an issue that resulted in certain Linux systems reporting 100% memory utilization.
Pure Storage (REST)	Fixed an issue where LUN provisioned size used and provisioned size used percent were calculated incorrectly.

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.