ENTUITY
SOFTWARE™

Entuity v23.0 Patch Notification P04

November 12, 2026

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Version 2026.11.12

We are pleased to confirm the availability of **patch P04** 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.

Important Notes

Please note, this patch contains important security fixes for potentially critical issues. All Entuity users are strongly encouraged to update their Entuity servers immediately.

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 P04

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	The `vcruntime140.dll` dependency for MariaDB has now been included in the *entuity_home*`\lib` directory as part of the installation.
Device Support	The maximum number of session polls was reverted to 500 by default to prevent certain Linux Entuity servers from potentially running out of sockets for SNMP sessions.
Security Enhancements	Various security improvements.

Entuity Upgrade Process

Please note, as of **Entuity v23.0 P01 upwards**, each patch will contain all fixes and changes introduced in prior patches. As such, there will be no need to install patches in sequence. Rather the latest patch can be installed directly as each patch is a complete ISO image and there is no longer an `installPatch` utility. 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`.

Upgrading to and installing **Entuity v23.0 P04** is the same process whether upgrading from Entuity v23.0 GA or another version up to Entuity v23.0 P03.

1. Stop the Entuity server and take a backup.
2. Run `install` to install Entuity over the existing install.
   Please 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.

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

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