

Motorola Solutions Technical Notification (MTN)

TITLE: Radio Management (RM) Client connectivity issue when using Radio Management (RM) version 2.16.5 (R19.00.01)

TECHNOLOGY: APX Radio Management

SYMPTOMS:

When trying to connect the RM Client to the RM Server, the error message displays "Security negotiation failed. Check certificates compatibility on client and server." and the client fails to connect to the RM Server.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All CPS/RM R19.00.01 / 2.16.5 installations/upgrades. Only in the following network topology - the RM Server is running in a workgroup (non-domain) and the remote RM Client is running on a domain.

SEVERITY RECOMMENDATION:

Medium – perform as needed.

ROOT CAUSE / DEFINITIVE TEST:

SW Defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

To work around this issue, use a computer that is not on the domain for the RM Client, or ensure one of the following recommended deployment scenarios is used:

RM Client user is logged in:	RM Server Machine is:
As a Local (Non-Domain) User	Not on a Domain
As a Local (Non-Domain) User	Is on a Domain
As a Domain User	Is on a Domain

Please refer to the RM System Planner document for recommended deployment scenarios and best-practices.

RM System Planner is available for download on LMS

<https://learning.motorolasolutions.com/reference-guide/18714enus>

RM System Planner is available for download on MOL

When released, the Software will be available on Motorola On-Line web page which is located at:

<https://businessonline.motorolasolutions.com/Member/ContentManagement/resourcecenter.asp>

Select the following path from the items on the left side of the page,

Software -> Two-Way -> APX Family Portables and mobiles

RESOLUTIONS AND REPAIR PROCEDURES:

Software fix for this issue will be available with the Q1-2019.

Until then please refer to work around and corrective actions.

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PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately __
As instructed _X_
Information only __

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https://www.motorolasolutions.com/en_us/support.html