![Motorola Solutions logo](MOTOROLA SOLUTIONS)

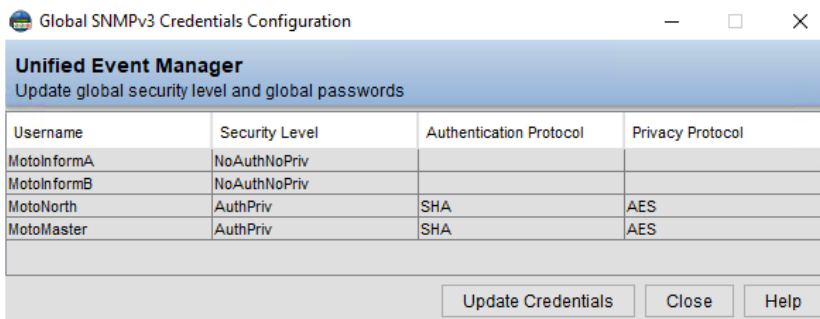## Motorola Solutions Technical Notification (MTN)

TITLE: MoMs registered in UEM NBI cease to process forwarded data after upgrading/patching UEM

TECHNOLOGY: ASTRO 25

SYMPTOMS:

When a UEM server is upgraded/patched, the security level configured for *MotoNorth* and *MotoNorthMotorola* users is reset to *NoAuthNoPriv* (see the pictures below), causing that all MoMs registered in UEM NBI cease to process forwarded data due to a credential mismatch.

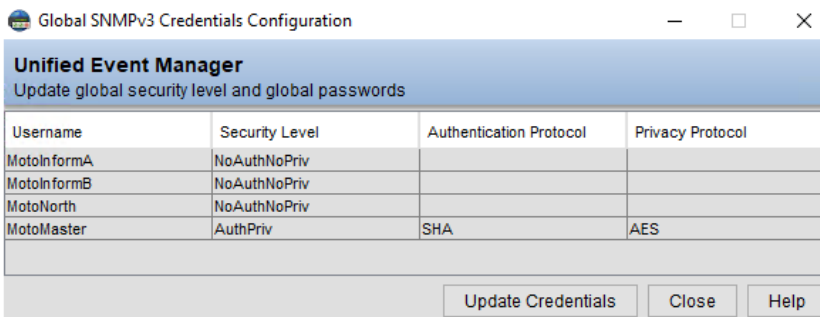The SNMPv3 credential configuration before the upgrade/patching:

The SNMPv3 credential configuration after the upgrade/patching:

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DOCUMENT NUMBER: MTN-0001-22-NA
APC: 877
ISSUE DATE: 01-2022
EXPIRATION DATE: 31-01-2023
Bulletin Type: Informational Only

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 2019.2 (up to version UEM-Astro-19.02.10.17-00)
ASTRO 2020.1/2020.HS/2021.1 (up to version UEM-Astro-20.01.11.30-00)

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE:
The NBI engine ID reset mechanism works improperly.

DEFINITIVE TEST: N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:
Workaround: If the problem occurs, there is a need to configure the security settings for *MotoNorth* and *MotoNorthMotorola* users back to the values before the upgrade. The workaround will be effective until the next upgrade to a version not containing the fix - to avoid further resets, there is a need to perform the corrective actions below.

Corrective actions: Install/upgrade to the software version containing the fix (see the *Parts Required (Hardware/Software)* section).

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.
To obtain software:
1)   Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2)   Await confirmation email from Motorola Solutions Software Factory with instructions
3)   Complete the Motorola Solutions Software Factory Software Order Form:
     a)   Reference MTN-0001-22-NA in the 'Reason for Software/Hardware Change' section of the software order form.
     b)   List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" below) in the 'Part # or Version #' section of the software order form.
4)   Email completed Software Order Form to MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
ASTRO 2019.2 UEM Box Release: KC877V0AW000190210 (UEM-Astro-19.02.10.25-00) or newer
ASTRO 2020.1/2020.HS/2021.1 UEM Box Release: KC877V0AW000200110 (UEM-Astro-20.01.11.99-00) or newer

ADDITIONAL INFORMATION:
Installing the fix will take 30 - 60 minutes per machine. There is no system impact.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
System release: A2019.2, A2020.1, A2020.HS, A2021.1
   ➢ **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

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WHEN TO APPLY RESOLUTION:
During maintenance _x_

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.
https://www.motorolasolutions.com/en_us/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:
http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf