

## Motorola Solutions Technical Notification (MTN)

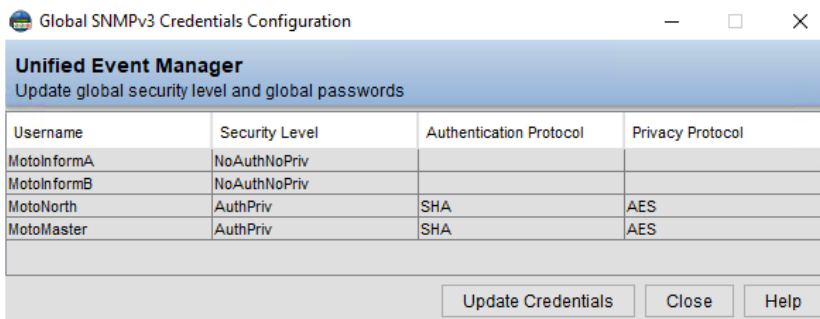
**TITLE:** MoMs registered in UEM NBI cease to process forwarded data after upgrading/patching UEM

**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:



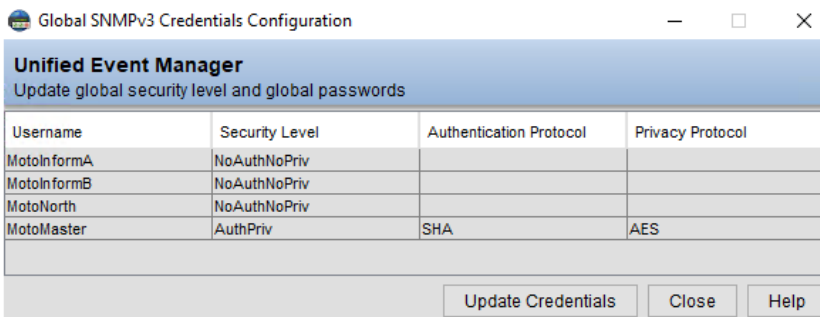
Global SNMPv3 Credentials Configuration

**Unified Event Manager**  
Update global security level and global passwords

Username	Security Level	Authentication Protocol	Privacy Protocol
MotoInformA	NoAuthNoPriv		
MotoInformB	NoAuthNoPriv		
MotoNorth	AuthPriv	SHA	AES
MotoMaster	AuthPriv	SHA	AES

Update Credentials Close Help

The SNMPv3 credential configuration after the upgrade/patching:



Global SNMPv3 Credentials Configuration

**Unified Event Manager**  
Update global security level and global passwords

Username	Security Level	Authentication Protocol	Privacy Protocol
MotoInformA	NoAuthNoPriv		
MotoInformB	NoAuthNoPriv		
MotoNorth	NoAuthNoPriv		
MotoMaster	AuthPriv	SHA	AES

Update Credentials Close Help

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

**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.

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER: MTN-0001-22-NA

APC: 877

ISSUE DATE: 01-2022

EXPIRATION DATE: 31-01-2023

Bulletin Type: Informational Only

**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](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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.