

Motorola Solutions Technical Notification (MTN)

TITLE: This MTN addresses several UNC performance issues described in the SYMPTOMS section.

TECHNOLOGY: ASTRO 25, UNC (Unified Network Configurator)

SYMPTOMS:

Symptoms may include:

1. TNCT configuration is not distributed to NCM workspace for all transport devices when deploying the configuration using NCR (Network Configuration Repository).
2. Anomalies while performing NCM (Network Configuration Manager) operations (exception errors and timeouts). Users may see a message: "An unexpected problem has occurred. Please contact VMware Customer Support."

NOTE: This message is not specific only to this symptom. If you see this message, please check the log files using the definitive test below.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 2019.2 (up to UNC-Astro-07.19.06.64-01 and UNCDS-Astro-07.19.06.64-01)

ASTRO 2020.1/ 2021.1/ 2020.HS (up to UNC-Astro-07.20.07.46-01 and UNCDS-Astro-07.20.07.46-01)

ASTRO 2022.1/2022.HS (up to UNC-Astro-07.22.01.31-01 and UNCDS-Astro-07.22.01.31-01)

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE:

Third-party application defect

DEFINITIVE TEST:

Check log files `/opt/ionix-ncm/ncmcore/logs/powerup.log` and `/var/log/messages` for PostgreSQL timeout errors. Example error logs are: "ERROR: canceling statement due to statement timeout" and "ERROR: current transaction is aborted, commands ignored until end of transaction block". If these messages exist, update the UNC to the version described below or later.

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

Upgrade the UNC to the version listed below.

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0001-23-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

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - Approximately 1-2 hours

Medium - time consuming but no loss of functionalities

PARTS REQUIRED (HARDWARE/SOFTWARE):

System releases: 2019.2, 2020.1 / 2021.1 / 2020.HS, 2022.1

Software:**Astro 2019.2**

- UNC-Astro-07.19.06.80-06, KC877L0AT000190231 or later
- UNCDs-Astro-07.19.06.80-06, KC877L0AT000190273 or later
- UPDATE-UNC-07.19.06.80-06, KC877L0AT000190232 or later

Astro 2020.1 / 2021.1 / 2020.HS

- UNC-Astro-07.20.07.64-06, KC877L0AT000200133 or later
- UNCDs-Astro-07.20.07.64-06, KC877L0AT000200174 or later
- UNC-UPDATE-07.20.07.64-06, KC877L0AT000200134 or later

Astro 2022.1 / 2022.HS

- UNC-Astro-07.22.01.58-06, KC877L0AT000220104 or later
- UNCDs-Astro-07.22.01.58-06, KC877L0AT000220152 or later
- UNC-UPDATE-07.22.01.58-06, KC877L0AT000220105 or later

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Manual: [Private Network Management Servers \(for appropriate release\)](#)

Chapter: Upgrading Linux-Based Virtual Machines

WHEN TO APPLY RESOLUTION:

After failure _X_

During maintenance _X_

Immediately _X_

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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.

In NALA 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