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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

UNC (Unified Network Configurator) does not detect pending OS (Operating System) installation during SRX345 router OS upgrade.

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

When upgrading the OS on the Juniper SRX345 using UNC when there was already a previous installation pending from some earlier upgrade action, UNC is not able to handle this correctly and the NCM (Network Configuration Manager) upgrade job gets stuck waiting for the device reboot which never happens. Following error is displayed in the NCM OS upgrade job log:

ERROR: There is already an install pending.

ERROR: Use the 'request system reboot' command to complete the install,

ERROR: or the 'request system software rollback' command to back it out.

Models / System Releases / Kits / Datecodes Affected

ASTRO 2020.HS/2020.1 (UNC-Astro-07.20.08.61-11 and prior / UNCDS-Astro-07.20.08.61-11 and prior)

ASTRO 2021.1 (UNC-Astro-07.20.08.61-11 and prior / UNCDS-Astro-07.20.08.61-11 and prior)

ASTRO 2022.HS/2022.1 (UNC-Astro-07.22.03.01-19 and prior / UNCDS-Astro-07.22.03.01-19 and prior)

When To Apply

After failure _x_

During maintenance _x_

To complete upgrade successfully _x_

Workaround/Recovery

Reboot the affected Juniper device.

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

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1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 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:
 - Reference MTN-0001-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" 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

Software Parts Required

System Release	Name / SW version	Details / Part Number
Astro 2020.1 / 2020.HS	UNC-Astro-07.20.09.00-07	KC877L0AT000200143 or later
	UNCDS-Astro-07.20.09.00-07	KC877L0AT000200179 or later
	UPDATE-UNC-Astro-07.20.09.00-07	KC877L0AT000200144 or later
Astro 2021.1	UNC-Astro-07.20.09.00-07	KC877L0AT000200143 or later
	UNCDS-Astro-07.20.09.00-07	KC877L0AT000200179 or later
	UPDATE-UNC-Astro-07.20.09.00-07	KC877L0AT000200144 or later
Astro 2022.1 / 2022.HS	UNC-Astro-07.22.03.57-09	KC877L0AT000220114 or later
	UNCDS-Astro-07.22.03.57-09	KC877L0AT000220157 or later
	UPDATE-UNC-Astro-07.22.03.57-09	KC877L0AT000220115 or later

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

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

Chapter: Upgrading Linux-Based Virtual Machines

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