

## Motorola Solutions Technical Notification (MTN)

**TITLE:** A7.14 - A7.16 CSMS Requires additional disk space to update McAfee

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

The disk space on the CSMS is too small to apply a critical McAfee update

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

A7.14 – A7.16 CSMS

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Long Term Resources Needed Exceeded Original Design Capacity

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

None

**RESOLUTIONS AND REPAIR PROCEDURES:**

Perform steps located in APPENDIX A

This procedure will need to be repeated if the server is re-installed.

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

NA

**ADDITIONAL INFORMATION:**

NA

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

See APPENDIX A

**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

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## Appendix A – Steps to increment disk size

<b>Before You Begin:</b>	<b>This procedure must not be run from a virtual machine. A standalone NM Client, Dispatch Console, service laptop, etc. should be used. Make sure no VM snapshots exist. Delete VM snapshots if they exist.</b> <b>All data on D: drive will be lost during this procedure. Data on the D: drive should be copied to external media prior to performing the procedure.</b>
<b>Notes:</b>	Performs disk size increment for the CSMS VM that is required currently.
<b>Procedure:</b>	
1.	Confirm that a CSMS backup (1-week old or less) is present on the BAR server. If backup of the CSMS is not taking place, please contact the Motorola Solutions SSC for assistance in installing/troubleshooting this interface. Note: Backups will not include custom directories that reside on the D: drive.
2.	Double click the <b>VMware vSphere Client</b> desktop icon on the Windows based client where the application resides. <b>Result:</b> A dialog box appears prompting for an IP address, username, and password.
3.	Type the ESX server (or vCenter if managed by vCenter) IP address. Type <b>root</b> in User name field. Type Virtual server's root password in password field. Click <b>Log in</b> . <b>Result:</b> The vSphere Client Inventory screen appears.
4.	In the navigation panel on the left side of the vSphere Client window, right-click the virtual machine where the disk size is to be changed and click on <b>Edit Settings</b> . <b>Result:</b> Virtual Machine properties window appears.
5.	On <b>Hardware</b> tab, left-click on the <b>Hard Disk 1</b> of which the size is to be changed. <b>Result:</b> The disk is highlighted. The Disk Provisioning tab is shown on the right side of the window.
6	Change the number next to the <b>Provisioning Size</b> to be the target disk size (95) and make sure <b>GB</b> is selected from the pulldown menu. Click "OK" to apply change. <b>Result:</b> The disk size is changed.
7.	Select the VM, click on <b>Console</b> tab on the top of the browser. Wait till the Windows login prompt appears. Enter an administrator username and password to login. <b>Result:</b> The windows desktop appears.
8.	From Windows <b>Start</b> menu enter <b>cmd</b> in the search box to bring up the cmd option, then right-click <b>Command Prompt</b> and select <b>Run as administrator</b> . <b>Result:</b> The cmd window appears.

9.	<p>Type in <b>diskpart</b> in the cmd window. Type in the following commands next to diskpart prompt <b>DISKPART&gt;</b></p> <p>DISKPART&gt; <b>rescan</b>  DISKPART&gt; <b>select disk 0</b>  DISKPART&gt; <b>list volume</b>  DISKPART&gt; <b>select volume</b>[<i>volume number for drive C</i>]  DISKPART&gt; <b>extend disk=0 noerr</b>  DISKPART&gt; <b>exit</b></p> <p><b>Note:</b> When it prompts for confirmation to change your computer, click OK to allow these changes.</p>
10.	<p>To verify disk size is changed:</p> <p><b>12.1:</b> Open Windows Menu by selecting Windows logo icon  <b>12.2:</b> Select <b>File Explorer</b>  <b>12.3:</b> From left list, select <b>This PC</b>  <b>12.4:</b> Select <b>Local Disk (C:)</b>  <b>12.5:</b> Right click to bring up the options and select <b>Properties</b>  <b>12.6:</b> On the <b>Local Disk (C:)</b> Properties window, check the capacity is almost equal the target size 95 GB  <b>12.7</b> Click on <b>OK</b> to exit the window.</p>
11.	<p><b>Performing unscheduled backup to make a backup of the CSMS immediately</b></p> <p><b>Important:</b> During the RSA backup, error messages may appear. Ignore the log4j and java error messages.</p> <p><b>Procedure:</b></p> <p>a. Log on to the CSMS using a domain account belonging to the <i>secadm</i> group in Active Directory.</p> <p>b. From the Start menu in the desktop that appears, select <i>All Program → Accessories → Windows PowerShell</i>. Right click on the <i>Windows PowerShell</i> or <i>Windows PowerShell (x86)</i> shortcut, and chose “<i>Run as administrator</i>”. If UAC windows appears, again type your credentials.</p> <p>c. In the PowerShell window that appears, navigate to the <i>C:\Program Files\Motorola\AstroCSMS\common\scripts\</i> folder. Prompt on the PowerShell windows is changed to <i>C:\Program Files\Motorola\AstroCSMS\common\scripts\</i></p> <p>d. Enter: <i>.\BackupCSMS.ps1</i></p> <p>The backup has completed successfully message appears on the powershell console.</p> <p><b>Result:</b> Backup was done.</p>
12.	<p><b>This procedure will need to be repeated if the server is re-installed.</b></p>