MOTOROLA *SOLUTIONS*

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Motorola Solutions Technical Notification (MTN)

TITLE: MyView/Tableau-to-CSMS WMIC Interface Fails - Root/CMIV2 Namespace Permission Policy Update

TECHNOLOGY: ASTRO 25

SYMPTOMS:
MyView and Tableau reports fail to collect WMI based information from CSMS VM

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
CSMS installed with CSMS Supplementary version prior to 08.04.03 that is not joined to the domain.

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
During Windows Supplemental Device Specific Full Hardening configuration, the default Administrator account name is changed to motosec. WMI Namespace for Root/CMIV2 doesn't inherit the updated account name correctly leading to an access denied result when trying to remotely query CSMS with WMIC.

From a non-CSMS system on the znm or ucs subnet run
wmic.exe /node:{CSMS IP address or hostname} /user: '.\motosec' /password:'{password}' os get name
using an administrative cmd shell
If this does not return the os version, perform the corrective action

WORKAROUNDS AND CORRECTIVE ACTIONS:
Manual workaround
- Login to the CSMS VM with administrative privileges
- Right click Start Menu and click **Run**
- Run **WMImgmt.msc**
- Right click **WMI Control (Local)** and click **Properties**
- Go to the **Security** Tab
- Select in tree
    - Expand **Root**
    - Select/highlight **CIMV2**
- Click the **Security** button in the bottom right
- click **Add...**
- Type user "**motosec**"
- Click **Check Names**
- Click **OK**

- Allow **Enable Account** and **Remote Enable** by checking them
- Click **OK**
- Click **OK**

NOTE: These changes will take a few minutes to propagate, please wait ~5 minutes for changes to take effect.

If CSMS Supplementary version 08.04.03 or greater is available, the scripted updated flow can be ran

- Mount latest CSMS Supplementary media equal to 08.04.03 or greater onto CSMS
- Open media and run CSMSUtilities.msc
- Open powershell as admin
- Run the following command:

```
& 'C:\Program Files\Motorola\AstroCSMS\McafeeServer\scripts\SetMotoSecCimv2.ps1'
```

NOTE: These changes will take a few minutes to propagate, please wait ~5 minutes for changes to take effect.

RESOLUTIONS AND REPAIR PROCEDURES:
See *Workarounds and Corrective Actions* section above if the problem is experienced. Otherwise, CSMSes that use CSMS Supplemental version 08.04.03 or later have this addressed by default.

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-XXX-XX-XX** 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):
None

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
MN007181A01-B_enus_Core_Security_Management_Server_Feature_Guide.pdf
- *Configuring the CSMS Virtual Machine* section up through "Ejecting the CSMS Supplemental CD"

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_
Information only __

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.

For assistance with this bulletin please contact your MSI Technical support center
https://www.motorolasolutions.com/en_us/support.html

MOTOROLA *SOLUTIONS*

Motorola Solutions Software Factory

Software Order Form
Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		
Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

SECTION 2: Order Information

Product Type: _____   Serial Number _____

Reason for Software / Hardware Change:
Downgrade? If so, list current and target releases.   _____

Software / Hardware Description: _____

Part # or Version # _____   Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

_____

Email: _____
Attn: _____

Phone: _____

Bill To: _____

_____

_____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Software Order Form

Motorola Solutions Software Factory   Phone Number: (800) 221-7144

° This form has been sent to you because you have requested an order from
  the *Motorola Solutions Software Factory* Team.

° Please fill out the order form and email back to the *Motorola Solutions Software Factory*
  Team

° If desired, please provide your email address on the order form
  and we will provide a tracking number when your order ships for your convenience.

° Orders will normally be processed in 3-5 business days once all information has been
  received.

° If additional space is required for software information, please use the optional addendum on
  page 3 below in addition to the original order form. This form is for use with large orders with
  multiple part numbers.

NOTE:

1) If this is SSA CUSTOMER please order via Motorola factory order.
2) Limited Liability is Implied to the maximum of order amount.
3) Price quotes provided by SCHSWF are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity: