

Motorola Solutions Technical Notification (MTN)

TITLE: A7.13 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:

A7.13 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

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. ©2016 Motorola Solutions, Inc. All rights reserved."

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 centre

https://www.motorolasolutions.com/en_us/support.html

Appendix A – Steps to increment disk size

Before You Begin:	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. 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.
Notes:	Performs disk size increment for the CSMS VM that is required currently.
Procedure:	
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 VMware vSphere Client desktop icon on the Windows based client where the application resides. Result: 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 root in User name field. Type Virtual server's root password in password field. Click Log in . Result: 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 Edit Settings . Result: Virtual Machine properties window appears.
5.	On Hardware tab, left-click on the Hard Disk 1 of which the size is to be changed. Result: The disk is highlighted. The Disk Provisioning tab is shown on the right side of the window.
6.	Change the number next to the Provisioning Size to be the target disk size (125) and make sure GB is selected from the pulldown menu. Result: The disk size is changed.

7.	Click “Add” to start the Add Hardware wizard, select Hard Disk and click Next. On the <i>Select a Disk</i> page select “Create a new virtual disk” and click Next In Capacity section type disk size “30”, on Disk provisioning section, select “Thick Provision Eager Zeroed” and click Next twice. Click Finish to close wizard. Click OK to apply changes. Result: The new virtual disk was added.
8.	Select the VM, click on Console tab on the top of the browser. Wait till the Windows login prompt appears. Enter an administrator username and password to login. Result: The windows desktop appears.
9.	From Windows Start menu enter cmd in the search box to bring up the cmd option, then right-click Command Prompt and select Run as administrator. Result: The cmd window appears.
10.	Type in diskpart in the cmd window. Type in the following commands next to diskpart prompt DISKPART> DISKPART> rescan DISKPART> select disk 0 DISKPART> list volume DISKPART> select volume [volume number for drive D] DISKPART> delete volume DISKPART> select volume [volume number for drive C] DISKPART> extend disk=0 noerr DISKPART> select disk 1 DISKPART> create partition primary DISKPART> assign letter D Note: When the message pops up “<i>You need to format the disk in drive D: before you can use it. Do you want to format it?</i>”, click “<i>Cancel</i>”. DISKPART> format fs=ntfs quick DISKPART> exit Reboot CSMS machine Result: Volumes and partitions were changed.

11.	To verify disk size is changed: 10.1: Open File Explorer 10.2: From left list, select “Computers” 10.3: Select Local Disk (C:) 10.4: Right click to bring up the options and select Properties 10.5: On the Local Disk (C:) Properties window, check the capacity is almost equal the target size 124 GB 10.6 Click OK to exit the window 10.7: Select Local Disk (D:) 10.8: Right click to bring up the options and select Properties 10.9: On the Local Disk (D:) Properties window, check the capacity is almost equal the target size 29 GB 10.10 Click OK to exit the window
12.	Performing unscheduled backup to make a backup of the CSMS immediately Important: During the RSA backup, error messages may appear. Ignore the log4j and java error messages. Procedure: a. Log on to the CSMS using a domain account belonging to the <i>secadm</i> group in Active Directory. 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. 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> d. Enter: <i>.\BackupCSMS.ps1</i> The backup has completed successfully message appears on the powershell console. Result: Backup was done.
13.	This procedure will need to be repeated if the server is re-installed.