MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title
The UNC is not able to pull or force initialize PNM servers via NCM jobs.

Technology
ASTRO® 25

Severity Recommendation
Medium/Operational - Schedule to implement

Symptoms
Pull operations on PNM devices (ATR, ZC, SSS, ZSS, PDG, PDR) generate warnings, and config pushed from PM fail. Users may see an error: *"FAILED to create directory - chmod: changing permissions of '/tftpboot/ZCCM/config/XXXX': Operation not permitted"* as result of NCM push configuration job.

Acronyms:
UNC - Unified Network Configurator
PNM - Private Network Management
NCM - Network Configuration Manager
ATR - Air Traffic Router
ZC - Zone Controller
SSS - System Statistics Server
ZSS - Zone Statistics Server
PDG - Packet Data Gateway
PDR - Packet Data Router
PM - Provisioning Manager

Models / System Releases / Kits / Datecodes Affected
ASTRO 2020.HS/2020.1 (UNC-Astro-07.20.09.00-07 and prior / UNCDS-Astro-07.20.09.00-07 and prior)
ASTRO 2021.1 (UNC-Astro-07.20.09.00-07 and prior / UNCDS-Astro-07.20.09.00-07 and prior)
ASTRO 2022.HS/2022.1 (UNC-Astro-07.22.03.57-09 and prior / UNCDS-Astro-07.22.03.57-09 and prior)

When To Apply

After failure _x_
During maintenance _x_
To complete upgrade successfully _x_

Workaround/Recovery

Below procedure is also a permanent fix.

1. Login to the UNC console as a root user.
2. Execute following command:

   chown -R ncm:voyence /tftpboot/ZCCM/config/*

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the <u>"Software/Hardware Parts Required"</u> section below, based on the model.
To obtain software:

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-0003-24 in the 'Reason for Software/Hardware Change' section of the software order form.
   - List the part number (KC # as listed under <u>"Software Parts Required"</u> 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-07.20.09.00-12	KC877L0AT000200145 or later
	UNCDS-Astro-07.20.09.00-12	KC877L0AT000200180 or later
	UPDATE-UNC-Astro-07.20.09.00-12	KC877L0AT000200146 or later
Astro 2021.1	UNC-Astro-07.20.09.00-12	KC877L0AT000200145 or later
	UNCDS-Astro-07.20.09.00-12	KC877L0AT000200180 or later
	UPDATE-UNC-Astro-07.20.09.00-12	KC877L0AT000200146 or later
Astro 2022.1 / 2022.HS	UNC-Astro-07.22.03.57-16	KC877L0AT000220116 or later
	UNCDS-Astro-07.22.03.57-16	KC877L0AT000220158 or later
	UPDATE-UNC-Astro-07.22.03.57-16	KC877L0AT000220117 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

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at https://motorolasolutions.com/support.