

Motorola Solutions Technical Notification (MTN)

TITLE: Early versions of ATR/ZSS/SSS A7.18 are not compatible with security updates in 2021.08 MOTOPATCH for RHEL7 and higher

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Early versions of ATR/ZSS/SSS A7.18 failed to be enabled after being loaded with 2021.08 MOTOPATCH for RHEL7 and higher. The MOTOPATCH for RHEL7 installs successfully but after a post-install reboot the application is in a Malfunction state. Attempting to enable or disable it results in errors, and it remains in the Malfunction state.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ATR: A7.18, KC877V0AY000718001 (ATR-Astro-07.18.00.25-00)

ZSS: A7.18, KC877V0AU000718000 (ZSS-Astro-07.18.00.22-00)

SSS: A7.18, KC877V0AX000718000 (SSS-Astro-07.18.00.22-00)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE:

Sudo utility on earlier 7.18 STM applications listed above, are not compatible with 2021-08 motopatch

DEFINITIVE TEST:

N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

Before installing MOTOPATCH for RHEL72021.08 or higher, STM A7.18 servers must be upgraded to the following STM A7.18 versions:

- ATR to Astro-07.18.00.29-00 (KC877V0AY000718003) or higher
- ZSS to Astro-07.18.00.30-00 (KC877V0AU000718001) or higher
- SSS to Astro-07.18.00.27-00 (KC877V0AX000718002) or higher

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-0004-22-NA** 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):

ATR: KC877V0AY000718003 or higher

ZSS: KC877V0AU000718001 or higher

SSS: KC877V0AX000718002 or higher

ADDITIONAL INFORMATION:

System impact and the time to execute: the same as for each ATR upgrade.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

<https://learning.motorolasolutions.com/installation-guide/54755enus>

WHEN TO APPLY RESOLUTION:

After failure _x_

During maintenance _X_

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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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

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