

DOCUMENT NUMBER:	<b>MTN-0004-24</b>
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# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Removed or rotated UNC (Unified Network Configurator) log files in /var/log/httpd directory still occupy the /var/log partition resulting in the partition being filled up to 100%.

## Technology

ASTRO® 25

## Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

## Symptoms

Removed or rotated UNC (Unified Network Configurator) log files in /var/log/httpd directory still occupy the /var/log partition until httpd service is restarted resulting in the partition being filled up to 100%. When UNC is in this state, internal application logs are no longer recorded.

## 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\_

## Workaround/Recovery

1. Disable UNC.
2. Reboot the UNC machine.
3. Enable UNC.

## Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "[Software/Hardware Parts Required](#)" section below, based on the model.

To obtain software:

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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-0004-24 in the 'Reason for Software/Hardware Change' section of the software order form.
  - List the part number (KC # as listed under "Software Parts Required" 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

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