

DOCUMENT NUMBER:	<b>MTN-0005-24</b>
ISSUE DATE:	<b>2024-01</b>

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

*No license files found, aborting...* error displayed when trying to read ISO files with licenses in the K-Core UEM license admin menu.

## Technology

ASTRO® 25 - K-Core only

## Severity Recommendation

Medium/Operational - Schedule to implement

## Symptoms

ISO files with licenses mounted on the K-Core UEM server cannot be read by the *Install or Modify Existing License* tool available in the *admin* menu under the *Manage Licenses* option - the *No license files found, aborting...* error message is displayed.

## Models / System Releases / Kits / Datecodes Affected

ASTRO 2022.1/2022.HS (UEM-Astro-22.01.03.77-00 to UEM-Astro-22.01.03.98-00)

## When To Apply

After failure X

During maintenance X

## Workaround

To workaround the issue, perform the following procedure:

1. Log in to the K-Core UEM server as *root*.
2. Execute the following commands:  

```
systemctl start autofs  
ls /media/cdrom?
```
3. Use the *Install or Modify Existing License* tool again - the license files should now be visible.

## 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-0005-24 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 - 30 - 60 minutes

Low - not time-consuming, no loss of functionalities

## Software Parts Required

Name / SW version / System Release	Details / Part Number
ASTRO 2022.1/2022.HS UEM Box Release	KC877V0AW000220106 (UEM-Astro-22.01.04.81-00) or later

## Hardware Parts Required

Name	Part Number
N/A	N/A

## Reference The Following Documents/Processes For Installation Procedures

System release: A2022.1, 2022.HS

- ☐ **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

## Labor Allowance

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

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