MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Syslog server stops forwarding messages.

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

No logs observed in OPSOC, SecMon, or MDR from some or all Parent/Child syslog servers. No logs observed on the Parent Syslog server from some or all Child Syslog Servers. This issue is known to happen during bursts of logs from syslog clients. Once the forwarding stops, it does not resume (unless the server is rebooted, or the rsyslog service is restarted).

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.x	SYSLOG-Astro-07.22.01.58-00 and prior
AN2024.x	SYSLOG-Astro-07.24.00.09-00 and prior

When To Apply

Immediately

Test To Perform

To check SYSLOG version:

1. Login to the Syslog server with a domain user and escalate to root
2. Determine the installed version of the application:

   ```
   cat /etc/version
   ```

   If the version in the output matches versions called out in "Models / System Releases / Kits / Datecodes Affected", perform the "Resolution And Repair Procedure". Otherwise, no action is required.

Workaround/Recovery

Restarting the rsyslog service on the syslog server that is not providing messages will temporarily enable forwarding (If there is another burst of logs from clients, the server will stop forwarding again):

```
systemctl restart rsyslog
```

Resolution And Repair Procedure

Upgrade all syslog servers to the appropriate version as listed in the "Software/Hardware Parts Required" 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-0005-25 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 - 15 minutes (5 min for running updater, 10 min for updater to complete)
Low - not time-consuming, brief loss of centralized system logging

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.1, A2022.HS	SYSLOG-Astro-07.22.01.64-00 or later	KC877V09D000220202 or later
AN2024.1, AN2024.HS	SYSLOG-Astro-07.24.00.11-00 or later	KC877V09D000240101 or later

Additional Information

In order to complete the upgrade of Linux servers, the procedure requires RedHat Enterprise Linux media. Ensure you use installation media delivered together with your system or order RedHat Enterprise Linux media according to the table below:

System Release	Name / SW version	Details / Part Number
A2022.1, A2022.HS, AN2024.1, AN2024.HS	Red Hat Enterprise Linux 8.X (8.4.z.20211018)	KC877L0D9000220102

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Reference The Following Documents/Processes For Installation Procedures

Manual: Virtual Management Server Software User Guide (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