

DOCUMENT NUMBER: **MTN-0006-24**ISSUE DATE: **2024-04**

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Discovery of SRX and Fortigate devices fails

Technology

ASTRO® 25

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

When discovery is initiated for an SRX or Fortigate device that doesn't exist in the UEM Network Database (a fresh discovery is performed), the process fails and the following message is written in the UEM job log: *Discovery failed for Node: (...). Node was not discovered.*

Models / System Releases / Kits / Datecodes Affected

ASTRO 2020.1/2020.HS/2021.1 (versions from UEM-Astro-20.01.14.40-00 to UEM-Astro-20.01.14.41-00)

ASTRO 2022.1/2022.HS (versions from 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

N/A

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:

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-0006-24 in the 'Reason for Software/Hardware Change' section of the software order form.

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- 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 2020.1/2020.HS/2021.1 UEM Box Release	KC877V0AW000200121 (UEM-Astro-20.01.14.45-00) or later
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: A2020.1, A2020.HS, A2021.1, 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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