

Motorola Solutions Technical Notification (MTN)

TITLE: ASTRO 7.14, 7.15 :The critical alarm about exceeding the JVM memory limit is reported on UEM and the UEM sever may become inoperable.

TECHNOLOGY: UEM Atro 7.14 and 7.15

SYMPTOMS:

The critical alarm with the "Service Malfunction, JVM Memory Limit Exceeded" message is reported indefinitely for the UEM Monitor application service object; alarm will not clear until the workaround is applied. This issue could also cause the UEM server to become inoperable.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.14, 7.15

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

The version of JVM used on the UEM server has a bug, which causes texts generated by the garbage collector to accumulate in memory. The available JVM memory is gradually exhausted and the critical alarm about exceeding the JVM memory limit to be reported. Leaving the application in this state for a long period of time may result in the UEM server becoming inoperable due to Out Of Memory error.

WORKAROUNDS AND CORRECTIVE ACTIONS:

No workaround exists, but it is possible to mitigate the issue by re-enabling the UEM server. Re-enabling is a temporary workaround and after several months the problem may occur again.

RESOLUTIONS AND REPAIR PROCEDURES:

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference MTN-0008-16-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO 7.14 UEM Box Release: KC877V0AW000071408

ASTRO 7.15 SER2: KC877V0AW000071505

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ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System release: A7.14, A7.15

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

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance _X_
Immediately ___
As instructed ___
Information only ___

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

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



SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer _____
Name _____

Case Number _____
Site ID _____
Site Name _____

Form _____
Completed by _____
Organization _____
Phone _____
Number _____
Pager Number _____
Fax Number _____

Field Contact _____
Organization _____

Phone Number _____
Pager Number _____
Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change: _____

Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____

Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing**Internal Billing**

P.O. #: _____
CUST #: _____
TAG #: _____

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
