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

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		Case Number	
System ID		Site ID	
System Name		Site Name	
Customer Name			
Form Completed by		Field Contact	
Organization		Organization	
Phone Number		Phone Number	
Pager Number		Pager Number	
Fax 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. #:		PROJECT #:	
CUST #:		FSB #:	
TAG #:		DEPT #:	
		APC #:	

MOTOROLA SOLUTIONS

Software Order Form

Upgrade Operations Software Team

Phone Number: (800) 221-7144
Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To: _____	**From:** _____
Company: _____	Date: _____
Fax Number: _____	Total Pages: _____
Phone Number: _____	Sender's Case#: _____
Re: _____	

° 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 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: _____