

Motorola Solutions Technical Notification (MTN)

TITLE: Scripts to automate configuration of the Local Disk array for ASTRO Zone Core do not function or incorrectly configure the RAID settings.

TECHNOLOGY: ASTRO®

SYMPTOMS:

(all versions) Usage of the ASTROLocalDiskRaid.ps fails after input of the vmshost root password.

(7.17 only) Usage of ConfigureESXIServer VMS Host 1, 2, 9, or 10 configures the local Disk RAID datastore, comprised of 2 x 1.2TB drives, as 1.2 TB RAID 1 instead of 2.4TB RAID 0.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO® 7.14 & 7.15: mot-csr-vsphere-cfg-03.01.27-01 [or older] (Configure-ASTROLocalDiskRaid)

ASTRO® 7.16: mot-csr-vsphere-cfg-04.01.24-01 [or older] (Configure-ASTROLocalDiskRaid)

ASTRO® 7.17.x: mot-csr-vsphere-cfg-05.26.00-07 [or older] (Configure-ASTROLocalDiskRaid or ConfigureESXIServer)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

- Configure-ASTROLocalDiskRaid.ps1 Fails with no feedback after ESXi password credentials are input.
- ConfigureESXIServer.ps1 – Gen9 vmshost 01, 02, 09, 10 with 2 x 1.2TB drives are configured as RAID1(redundant) instead of RAID0 (capacity+performance).

WORKAROUNDS AND CORRECTIVE ACTIONS:

Reference Documents:

1. ASTRO® 7.14 & 7.15 : Virtual Management Server Software, 5871025P40
2. ASTRO® 7.16: Virtual Management Server Software, MN001956A01
3. ASTRO® 7.17.x: Virtual Management Server Software, MN003375A01

When the **Configure-ASTROLocalDiskRaid.ps1** script is used and fails;

Use the following procedure(s) to configure the Local Disk RAID manually.

1. "Configuring RAID for a Local Hard Drive on a Gen9 Server", Ref #1, page 51
2. "Configuring RAID for a Local Hard Drive on a Gen9 Server", Ref #2, page 61
3. "Configuring RAID for a Local Hard Drive (DL380 Gen9 Initial Install)", Ref #3, page 40

When the **ConfigureESXIServer.ps1** script incorrectly configures the local disk array as RAID1;

1. Reboot the box and follow steps 1 through 5 of the "Configuring RAID for a Local Hard Drive (DL380 Gen9 Initial Install)" procedure [Ref#3, page 40].
2. Select the Logical Devices Icon.
3. Select the Logical Drive1 under Array A.
4. Select Delete Logical Drive, confirm deletion of the logical drive.
5. Follow the remaining Steps (6 through 18) of the "Configuring RAID for a Local Hard Drive (DL380 Gen9 Initial Install)" procedure [Ref#3, page 40].
6. Continue with or re-run configuration, VM installation, etc. for the vmshost datastore.

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RESOLUTIONS AND REPAIR PROCEDURES:

The manual configuration corrective actions above completely resolve the configuration issues caused by the scripts. There is no need to reinstall or adjust the system after those actions are applied.

If a box needs to be reinstalled or replaced due to breakage, disaster recovery, etc. the corrected versions are available as listed in the PARTS REQUIRED section.

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-0014-19-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
Follow procedure from Appendix A to Apply

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO® 7.14 & 7.15: mot-csr-vsphere-cfg-03.01.28-01 - KC877V0B1000071785

ASTRO® 7.16: mot-csr-vsphere-cfg-04.01.25-01 - KC877V0B1000071780

ASTRO® 7.17.x: mot-csr-vsphere-cfg-05.26.00-09 - KC877V0B1000071775

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

1. ASTRO® 7.14 & 7.15 : Virtual Management Server Software, "Configuring the ESXi Server", Ref #1, pg 73.
2. ASTRO® 7.16: Virtual Management Server Software, "Configuring the ESXi Server", Ref #2, pg 64
3. ASTRO® 7.17.x: Virtual Management Server Software, "Configuring the ESXi Server", Ref #3, pg 84

WHEN TO APPLY RESOLUTION:

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

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre

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

Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

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 _____

Field Contact _____
Organization _____
Phone 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

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____

Software Order Form

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- ° 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 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 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:
