MOTOROLA *SOLUTIONS*

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Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: IDM license will expire on Feb 28ᵗʰ, 2019.

TECHNOLOGY: IMW

SYMPTOMS:
Applications connecting to IDM using REST interface will fail to connect to IMW for IMW services like Presence or Location when license is expired.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
 IMW 5.x (5.0 to 5.2.1 + BSR1.0)

SEVERITY RECOMMENDATION:
High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:
License is valid till Feb 28th, 2019.

WORKAROUNDS AND CORRECTIVE ACTIONS:
NA

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-0015-19-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

PARTS REQUIRED (HARDWARE/SOFTWARE):
KC232L04A001050210

ADDITIONAL INFORMATION:
NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
Follow Procedure in Appendix A

WHEN TO APPLY RESOLUTION:
Please see the patch procedure
 After reboot __
After (re)installation _X_
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately __
As instructed _X_
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

Appendix A – IDM license patch installation procedure

Follow this procedure for each IDM VM.
Login to IDM VM can be performed using SSH or ESXi console.
Prerequisites:
    (Optionaly) SSH access for root user enabled for Virtual Machine. See Enabling the SSH Root Login on IDM.

Preparation

1. Mount CD media with the patch to IDM VM a using Esxi client. Use the first CD Drive in the list. (VM has two CD drives available)
2. Login using user root to IDM VM
3. Use command: 'ls -la /root'
4. Verify that in output you cannot see files 'pingfederate.lic' or 'patch_IMW-14624.sh'. If you see then remove them using commands respectively:
   'rm /root/pingfederate.lic'
   'rm /root/patch_IMW-14624.sh'
5. Use command:
   'ls -la /media/cdrom0'
6. Verify you can see the following output. (If you cannot see the output follow instructions from Note 1 and skip the rest of preparation section)
   total 385
   dr-xr-xr-x. 2 root root   2048 Jan 8 05:29 .
   drwxr-xr-x. 4 root root   0 Jan 25 06:00 ..
   -r-xr-xr-x. 1 root root 383901 Jan 8 02:39 Procedure.docx
   -r-xr-xr-x. 1 root root   7325 Jan 8 02:39 patch_IMW-14624.sh
   -r-xr-xr-x. 1 root root   289 Jan 8 02:39 pingfederate.lic
7. Use command: 'cp /media/cdrom0/patch_IMW-14624.sh /root/patch_IMW-14624.sh'
8. Use command: 'cp /media/cdrom0/pingfederate.lic /root/pingfederate.lic'
9. Use command 'chmod 500 /root/patch_IMW-14624.sh'
10. Use command 'chmod 500 /root/pingfederate.lic'

Note 1:

In case you used 2nd CD drive the following preparation will work
1. Use command:
   'ls -la /media/cdrom1'
2. Verify you can see the following output.
   total 385
   dr-xr-xr-x. 2 root root   2048 Jan 8 05:29 .
   drwxr-xr-x. 4 root root   0 Jan 25 06:00 ..
   -r-xr-xr-x. 1 root root 383901 Jan 8 02:39 Procedure.docx
   -r-xr-xr-x. 1 root root   7325 Jan 8 02:39 patch_IMW-14624.sh
   -r-xr-xr-x. 1 root root   289 Jan 8 02:39 pingfederate.lic
3. Use command: 'cp /media/cdrom1/patch_IMW-14624.sh /root/patch_IMW-14624.sh'
4. Use command: 'cp /media/cdrom1/pingfederate.lic /root/pingfederate.lic'
5. Use command 'chmod 500 /root/patch_IMW-14624.sh'
6. Use command 'chmod 500 /root/pingfederate.lic'

To install patch

1. Make sure preparation section has been executed.
2. Login using user root to IDM VM
3. Use command: 'cd /root'
4. Use command '/root/patch_IMW-14624.sh -install'
5. Go to CoreVM and update patches.txt at desktop (If file patches.txt does not exist, create it). Add information that IMW-14624 patch is applied.

To rollback patch

1. Make sure preparation section has been executed.
2. Login using user root to IDM VM
3. Use command: 'cd /root'
4. Use command '/root/patch_IMW-14624.sh -rollback'

To verify patch

1. Make sure preparation section has been executed.
2. Login using user root to IDM VM
3. Use command: 'cd /root'
4. Use command '/root/patch_IMW-14624.sh -verify'
5. You should see one of the following outputs confirming that patch is applied successfully:

   In Geo redundant systems when patch is applied against IDM Master instance it looks like here:
   Validation Successful. Patch is installed correctly for IDM engine.
   Validation Successful. Patch is installed correctly for IDM console.

   In other (all setups) IDM instances it looks like here:
   Validation Successful. Patch is installed correctly for IDM engine.

   If something is wrong in output you can see message: 'Patch is not installed correctly'

(Optional) Enabling the SSH Root Login on IDM

To help applying the patch you can enable the SSH root access on IDM. After the patch is applied, you must restore the SSH root login settings.

1. Log on to ESXi via VMware vSphere Client where IDM is installed.
2. Select the IDM virtual machine.
3. From the right-side window, select the **Console** tab.
4. Log on to IDM as `root`.
5. In the console, enter the following command: `vi /etc/ssh/sshd_config`
6. To edit parameters, on your keyboard, press **i**.
7. Change the `PermitRootLogin` parameter's value to **yes**.
8. Exit the edit mode by pressing **Esc**.
9. Exit the vi program by entering the `:x` command.
10. In the console, enter the following command: `service sshd restart`
    The SSH root login is enabled.

Post-requisites: After the patch is applied, restore the SSH root login settings by performing the following actions:

1. In the console, enter the following command: `vi /etc/ssh/sshd_config`
2. To edit parameters, on your keyboard, press **i**.
3. Change the `PermitRootLogin` parameter's value to **no**.

4. Exit the edit mode by pressing **Esc**.
5. Exit the vi program by entering the `:x` command.
6. In the console, enter the following command: `service sshd restart`
   The SSH root login is disabled.

MOTOROLA *SOLUTIONS*
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	_____	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 #: _____

° 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 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: _____