

DOCUMENT NUMBER:	MTN-0015-23
ISSUE DATE:	2024-02

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

UNC will not enable after patching the server using RHEL 8 Motopatch (2023.08-02 or 2023.09-02) and rebooting.

Technology

ASTRO® 25

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

Users are unable to enable the UNC using the admin_menu after installing RHEL 8 Motopatch. The Enable Application option fails with message: *ERROR: Failed to change application status within defining time. Returning to Disabled state.*

Models / System Releases / Kits / Datecodes Affected

A2022.x

All UNC's versions with MOTOPATCH-RHEL-8.2023.08-02 or MOTOPATCH-RHEL-8.2023.09-02 applied

When To Apply

After failure _X_

Test To Perform

How to determine which version of MOTOPATCH is applied to the system:

1. Log into the UNC server, as a "root" user.
2. Open Console and type: `cat /etc/motopatch-version`. Result: MOTOPATCH version is shown.
3. If the MOTOPATCH version shown matches the version listed in the Models / System Releases / Kits / Datecodes Affected, follow the resolution and repair procedure section.
4. Type `exit` and press Enter.

Workaround/Recovery

1. Disable UNC using the admin menu (if not in disabled state).
2. Login to UNC as a 'root'
3. Open: in text editor `/etc/passwd`. NOTE: This is recommended to make a copy of the file before doing any changes (eg. copy the file to `/tmp` folder).
4. Find user `pgdba`.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0015-23
ISSUE DATE:	2024-02

- For the user pgdba change shell: `/sbin/nologin` to `/bin/bash` (example below).
- Save the file and exit the editor.
- Restart UNC application.
- If the UNC is able to be enabled through the admin menu, remove the temporary backup file (copy of the file created in the step 3 of this procedure) - if created.

for example change:

`pgdba:x:878:878:PostgreSQL Database Admin:/opt/ionix-ncm/db/controldb:/sbin/nologin`
to

`pgdba:x:878:878:PostgreSQL Database Admin:/opt/ionix-ncm/db/controldb:/bin/bash`

Resolution And Repair Procedure

For customers who are subscribed to the SUS (Security Upgrade Service), patch the UNC server using the patch version listed in the section Software Parts Required.

For customers without active SUS subscription, follow the workaround section above.

NOTE: The workaround permanently solves the problem.

Time To Implement/System Impact

Estimated time to implement - per machine - up to 5 mins to execute the workaround

Low - not time-consuming, no loss of functionalities

For MOTOPATCH application - consult MOTOPATCH readme file on the SUS website

Software Parts Required

Name / SW version / System Release	Details / Part Number
MOTOPATCH-RHEL 8 2023.12-02 (2023.Q4) or later	Consult SUS webpage

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

None.

Reference The Following Documents/Processes For Installation Procedures

None

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0015-23
ISSUE DATE:	2024-02

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 at <https://motorolasolutions.com/support>

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.