MOTOROLA SOLUTIONS

DOCUMENT NUMBER: MTN-0016-22-NA
APC: 877
ISSUE DATE: 01-2022
EXPIRATION DATE: 31-01-2023
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: InfoVista does not show port / interface related statistics.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

When reviewing Port / Interface related reports in the IVReport application, no data is shown on the reports (see the Screenshot below). It affects all types of network devices (HP switches, MNR routers, Juniper Gateways). This issue occurs on fresh Astro A2019.2 installs or on Astro systems upgraded to A2019.2 or A2020.1.
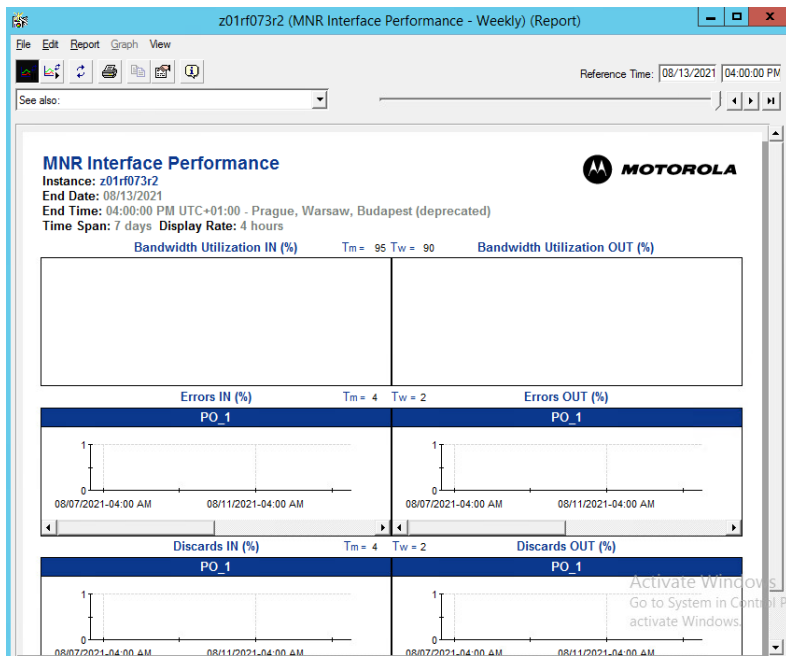
MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Astro A2019.2, Astro A2020.1
InfoVista Server software version: build 61097-IVS-20966

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

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ROOT CAUSE:

3rd party software issue

DEFINITIVE TEST:

To verify if your system is affected, check the build version when starting IVReport.exe application on InfoVista Server:

a)   Log in to InfoVista Server
b)   Press Windows button and type: ivreport.exe <enter>
c)   Check the build version on IVReport starting screen as shown below:

d)   If the build number is 61097-IVS-20966, the newer build should be applied as a remediation.

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WORKAROUNDS AND CORRECTIVE ACTIONS:

1. If performing a fresh install of InfoVista Server for Astro A2019.2, or disaster recovery of InfoVista Server for Astro A2019.2 / A2020.1, ensure you use the "Virtual Machine Image for InfoVista" version as shown in the table below. These scenarios should be performed as described in the Infovista User Guide referenced below.
2. If upgrading Astro Systems earlier than A2019.2, to either A2019.2 or A2020.1, use the "InfoVista Server Software" version as shown in the table below, while performing the upgrade procedure
3. If the system has been already upgraded to A2019.2 / A2020.1 or there was a fresh InfoVista Server installation already performed on A2019.2, use the "InfoVista Server Software" version as shown in the table below, and apply the repair procedure as described in the "Resolutions and repairs procedures" section of this document.

Media Name	KC Number	Release
InfoVista Server Software	KC877V0E8000190101 or later	A2019.2/A2020.1
Virtual Machine Image for InfoVista, disk 1	KC877L09M000190101 or later	A2019.2/A2020.1
Virtual Machine Image for InfoVista, disk 2	KC877L0AM000190101 or later	A2019.2/A2020.1

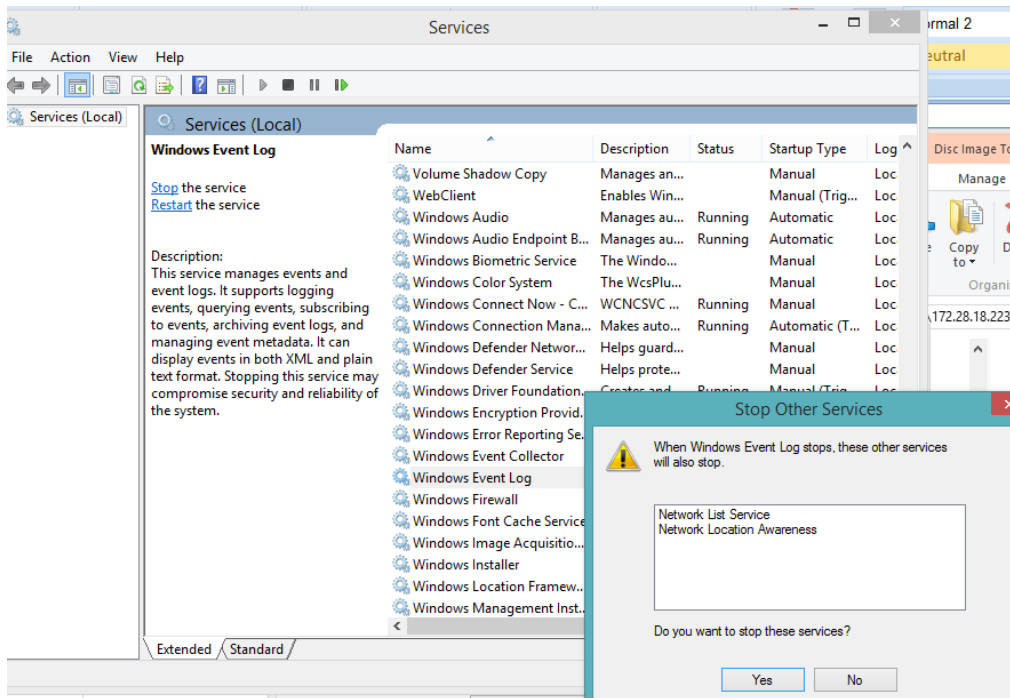## RESOLUTIONS AND REPAIR PROCEDURES:

NOTE: Apply this procedure only if If the system has been already upgraded to A2019.2 / A2020.1 or there was a fresh InfoVista Server installation already performed on A2019.2, and the installed build (see Definitive Test section) is 61097-IVS-20966.

1. Log in to InfoVista Server VM using an account with Administrator rights and mount "InfoVista Server Software 2019.01.05" DVD.
2. Copy the 61097-IVS-22493_v9.hxz file from <dvd drive:>\Hotfixes\ folder to c:\InfoVista-6.1\Hotfixes\ folder.
3. Launch Command Prompt window (CMD) as an administrator.
4. In CMD window, type d: <enter>
5. Type cd "program files\infovista\essentials\registry\hotfixes\bin" <enter>
6. Type install.bat c:\InfoVista-6.1\hotfixes\61097-IVS-22493_v9.hxz <enter>
   NOTE: Review installation notes in CMD window. If there is a message that the installation failed due to mysqld.exe being used by another process, perform additional steps described in point 7. (below) and execute the command from step 6. once again.

7. Additional steps in case installation fails due to mysqld.exe being used by another process:
a) Start "Services" (click on Windows menu and type "services").
b) Scroll down to "Windows Event Log", right click and choose to Stop this service. In case the "Stop Other Services" window pops up, click on the "yes" button (see the picture below).

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After hotfix installation (step 6.) is complete, right click on the Windows Event Log service and select "Start".

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 Motorola Solutions Software Factory with instructions
3) Complete the Motorola Solutions Software Factory Software Order Form:
   a) Reference MTN-0016-22-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 MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
InfoVista Server Software	KC877V0E8000190101 or later	A2019.2/A2020.1
Virtual Machine Image for InfoVista, disk 1	KC877L09M000190101 or later	A2019.2/A2020.1
Virtual Machine Image for InfoVista, disk 2	KC877L0AM000190101 or later	A2019.2/A2020.1

ADDITIONAL INFORMATION:
The hotfix application takes approx. 15 minutes and requires InfoVista services restart, which stops collecting reports for about 1 minute.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
MN005959A01 InfoVista User Guide, Chapter 2 – InfoVista installation.
MN005959A01 InfoVista User Guide, Chapter 8 – InfoVista disaster recovery.

WHEN TO APPLY RESOLUTION:
As instructed _x_

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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.
https://www.motorolasolutions.com/en_us/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:
http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf