MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

User unable to log in to License Manager (LM) User Interface using Single Sign On (SSO).

Technology

ASTRO® 25

Severity Recommendation

Medium/Maintenance - Perform if system exhibits below symptoms

Symptoms

1. User is unable to successfully log in to the License Manager User Interface using SSO (url ending /sso/login). When a user tries to log in, the SSO login fails and the user is requested to enter credentials manually and after that, the user may see a browser screen with the following message: *405 Method Not Allowed. The method is not allowed for the requested URL*.
2. Users cannot log in to the LM with SSO using accounts other than "**astrousr**" or accounts with unix attributes set (accounts used to log in to unix devices).

Models / System Releases / Kits / Datecodes Affected

ASTRO A2022.x
LM version 02.04.03.04-08 or later

When To Apply

After failure _X_
As instructed _X_

Test To Perform

To check the License Manager version, log in to the License Manager console and check the version information available in the command prompt:

Workaround

1. Use password-based authentication using the browser (standard login method using below addresses), for the specified License Manager type:
   - For License Managers that host zone level licenses:
     > https://z00**<X>**lm0**<Y>**.zone**<X>**/login
     > https://lm0**<Y>**.zone**<X>**/login
   - For License Managers that host system level licenses:
     > https://lm0**<Y>**.ucs/login

   Where:
   > **<X>** is the zone number.
   > **<Y>** is 1 for the primary core, 2 for the backup core in DSR systems.

Resolution And Repair Procedure

Check the current LM version to define the action:

1. If the LM version is LM-Generic-02.04.03.04-08 — upgrade LM to the version listed in the Software Parts Required and execute the procedure listed in the [Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set.](#)
2. If the LM version is LM-Generic-02.04.03.07-24 — re-install LM following the steps below:
   a. Remove the current License Manager version LM-Generic-02.04.03.07-24 from the system.
      For instructions on how to remove a virtual machine, please refer to the "Deleting Virtual Machines" section in [Virtual Management Server Software User Guide](#) (MN009778A01).
   b. Deploy License Manager (LM) using version listed in the Software Parts Required. For instructions on how to install LIcense Manager, please refer to the "License Manager installation" section in [License Manager User Guide](#) (MN009785A01).
   c. Execute the procedure listed in the [Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set.](#)
3. If the LM version is LM-Generic-02.04.03.08-36 and later — execute the procedure listed in the [Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set.](#)

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at https://motorolasolutions.com/support (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
   - Reference MTN-0016-24 in the 'Reason for Software/Hardware Change' section of the software order form.
   - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

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Time To Implement/System Impact

High - 2 hrs for LM re-deployment and configuration, licenses served by the LM application being replaced will not be available for the duration of the operation.

Low - up to 60 mins to execute the procedure in the Appendix A.

Software Parts Required

Name / SW version / System Release	Details / Part Number
LM-02.04.03.08-36 or later / A2022.x	KC877V0D2000220105 or later

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

License Manager User Guide (MN009785A01)
Virtual Management Server Software User Guide (MN009778A01)

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

Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set.

NOTE: The below procedure may take up to 60 mins to complete.

Execute the following steps on one Domain Controller:

1) Log into the Domain Controller using an Active Directory account that is a member of the Domain Admins group.
2) Open the PowerShell command prompt as an Administrator and run these two commands:

   cd "c:\Program Files\Motorola\AstroDC\ad\scripts"

   (get-adgroupmember -identity licadmin) + (get-adgroupmember -identity licuser) | Where-Object {$_.objectClass -eq "user" } | get-aduser -properties uidNumber | Where-Object {-not $_.uidNumber} | select-object -unique | foreach-object {.\AddUnixAttributes.ps1 -name $_.SamAccountName -type user}