

Motorola Solutions Technical Notification (MTN)

TITLE: CSS and SWDL Applications are Blocked by McAfee Access Protection and On Access Scan

TECHNOLOGY: ASTRO® 25 Infrastructure

SYMPTOMS:

CSS or SWDL applications are slow to launch or cannot launch at all

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Earlier builds of CSMS have missing exclusions preventing CSS or SWDL from executing on NM Client. These are the builds of CSMS that are missing the necessary exclusions:

- A7.17.0 - A7.17.2
 - CSMS versions:
 - 07.17.00.01-1
 - 07.17.00.02-04
 - 07.17.02.00-02
- A7.17.3 - A7.18
 - CSMS versions:
 - 07.17.03.00.11
 - 07.18.00.00-05
 - 07.18.00.00-06

How to check CSMS version with PowerShell (64 bit version only, do not use "Windows PowerShell (x86)"):
(Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions).OVF Version'

SEVERITY RECOMMENDATION:

[Low / Maintenance - Perform if system exhibits above symptoms](#)

ROOT CAUSE / DEFINITIVE TEST:

CSMS is one of the versions detailed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section AND CSS or SWDL are blocked from running on NM Client.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Prerequisites:

- Obtain administrator credentials for CSMS and McAfee's ePO application

Procedure:

Note: Perform this procedure for CSMS01 (and CSMS02, if it's a DSR system)

1. Modify Existing **MSI:STIG Compliant AP Windows** Policy
 - a. Log on to CSMS using an account with administrator privileges
 - b. Double click on the **Launch McAfee ePolicy Orchestrator x.x.x Console** icon on the CSMS desktop
 - c. Log on to the ePO console with administrator privileges.
 - d. In the top bar, click **Policy Catalog**
 - e. For ePO 5.9, in the **Product:** dropdown, select **Endpoint Security Threat Prevention**
 - f. For ePO 5.9, in the **Category:** dropdown, select **Access Protection**

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- g. For ePO 5.9, click the policy named "MSI:STIG Compliant AP Windows"
 - h. Click **Show Advanced**
 - i. Scroll down to the "Exclusions" section
 - j. Click **Add** under the exclusions
 - k. For **Name**, enter C:\Program files (x86)\Motorola\Motorola openjdk\bin\java.exe
 - l. For **File name or path**, copy the same text as above C:\Program files (x86)\Motorola\Motorola openjdk\bin\java.exe
 - m. For **Notes**, optionally enter For CSS application
 - n. Click **Save**
Result: you are backed out to the last menu and should see "Policy Catalog" and the "Exclusions" section
 - o. Click **Save** again
Result: you are backed out to the last menu and should see "Policy Catalog" and the list of Application Protection policies
2. Modify Existing **MSI:STIG Compliant OAS Windows** Policy
- a. For ePO 5.9, in the **Category:** dropdown, select **On-Access Scan**
 - b. For ePO 5.9, click the policy named "MSI:STIG Compliant OAS Windows"
 - c. Click **Show Advanced**
 - d. Scroll down to the "Process Settings" section and the "Process Types" -> "Exclusions" subsection
 - e. Click **Add** under the exclusions
 - f. Select the **File name or path** radio button and in the field enter C:\Program files (x86)\Motorola\Motorola openjdk\
 - g. Check the checkbox **Also exclude subfolders**
 - h. For **Notes**, optionally enter For CSS application
 - i. Click **Save**
Result: you are backed out to the last menu and should see "Policy Catalog" and the "Exclusions" section
 - j. Click **Save** again
Result: you are backed out to the last menu and should see "Policy Catalog" and the list of On-Access Scan policies
3. Wake up NM Client Devices with CSS or SWDL Installed to Enforce the Modified Policies
- a. In the top bar, click **System Tree**
 - b. From **Preset** dropdown select **This Group and All Subgroups**
 - c. Select the checkboxes for all NM Client devices with CSS or SWDL installed
 - d. Click **Wake Up Agents**
 - e. Select the checkbox for "Force complete policy and task update"
 - f. Click **OK** and take note of the time
 - g. Delay 2 minutes, then refresh the system tree page
Result: All NM Client devices in system tree show last communication after the noted time, the new policies have been applied to the selected NM Client devices and CSS or SWDL can be used on those NM Clients.

RESOLUTIONS AND REPAIR PROCEDURES:

Apply this MTN (procedure detailed in the *WORKAROUNDS AND CORRECTIVE ACTIONS* section) to those fielded ASTRO[®] 25 systems (A7.17.0 - 3, A7.18) that are affected as described in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section.

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

This MTN should be applied if CSS and SWDL applications aren't working correctly on NM Clients and its suspected McAfee is blocking them. This procedure will have to be redone, if the CSMS is reinstalled and is one of the versions as detailed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section.

Note: the following versions of CSMS have this fix built into them by default. If you have any of these versions (or later) already, you don't need to apply this MTN:

- A7.17.3
 - CSMS versions:
 - 07.17.00-17
- A7.18
 - CSMS versions:
 - 07.18.00-17
- A2019.2
 - CSMS versions:

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REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

For reference material, the following full GCD manuals can be referred to:

- A7.17.3 Core Security Management Server (MN004873A01)
- A7.18 Core Security Management Server Feature Guide (MN005338A01)

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 _x_
Information only ____

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