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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

ZSS/SSS cannot be enabled following an upgrade to the ASTM-07.19.01.97, ASTM-07-31.02.44 or after a ZSS upgrade to ASTM-07-31.02.49.

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

ZSS/SSS cannot be enabled following an upgrade to the ASTM-07.19.01.97, ASTM-07-31.02.44 or after a ZSS upgrade to ASTM-07-31.02.49.

If ZSS/SSS cannot be enabled after an upgrade of the ZSS/SSS, follow the procedure detailed in this MTN. Otherwise, this MTN does not apply.

The following error will be displayed, with information that db-storage service failed and the box status was not changed to enabled:

Not all processes are running:

Enabled-app.target - inactive (dead)

db-storage.service - failed (result: start-limit)

ERROR: Failed to change application status because of service(s) failing

```
Manage Application Status (* - Option not available)
=====
1. Enable Application
2. Disable Application
3. Display Application Status
h. Help
b. Back to Previous Menu
q. Quit
Enter selection (1-3,h,b,q): 1
Executing pre enable scripts
The application state is: Enabling
Not all processes are running:
enabled-app.target - inactive (dead)
db-storage.service - failed (Result: start-limit)
wildfly-apps.service - inactive (dead)
wildfly.service - activating (start-post)
ERROR: Failed to change application status because of service(s) failing
Returning to Disabled state
The application state is: Disabled
```

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Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2019.x	SSS or ZSS upgrade to the version ASTM-07.19.01.97
A2020.x, A2021.x	SSS or ZSS upgrade to the version ASTM-07-31.02.44 ZSS upgrade to the version ASTM-07-31.02.49

When To Apply

Before upgrade _X_

After upgrade _X_

After failure _X_

Test To Perform

When the ZSS/SSS cannot be enabled after upgrade to the version listed in the *"Models / Systems Releases / Kits / Datecodes Affected"* section, navigate to the `/stm/stats/db_files/` directory and check if files are present with a double underscore ("__") in the name (example: `10_F_1735834500__1_1`). This MTN should be applied if any files have a double underscore ("__") in the name. The number of such files can be calculated by running the following command **after logging as root**:

```
find /stm/stats/db_files/ -name "*__*" | wc -l
```

This MTN should be applied if the result of the command will be greater than 0.

Workaround/Recovery

Prior to upgrading the ZSS/SSS to the version listed in the *"Models / Systems Releases / Kits / Datecodes Affected"* section, MSI recommends performing the **"Prevention"** procedure listed below.

If the upgrade has already been performed and the conditions described in *"Test To Perform"* are verified positively, execute the **"Recovery"** procedure listed below.

Prevention

Before the upgrade, disable ZSS or/and SSS from admin_menu and run the following commands on SSS and/or ZSS (**you should be logged as root**):

```
/opt/Motorola/stm/bin/add_tag_conf.sh -c -t "STM_HARVEST_PLANNER" -e "# Commented out"
```

```
/opt/Motorola/stm/bin/add_tag_conf.sh -c -t "STM_ATR_HARVEST_PLAN" -e "# Commented out"
```

Recovery

If after the upgrade the SSS or ZSS will not enable, run the following command (you should be logged as root):

```
rm /stm/stats/db_files/*__*
```

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Resolution And Repair Procedure

N/A

Time To Implement/System Impact

Estimated time to implement per machine: up to 5 minutes.

Low - not time-consuming, no loss of functionalities

Software Parts Required

Name / SW version / System Release	Details / Part Number
N/A	N/A

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

N/A

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>

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