

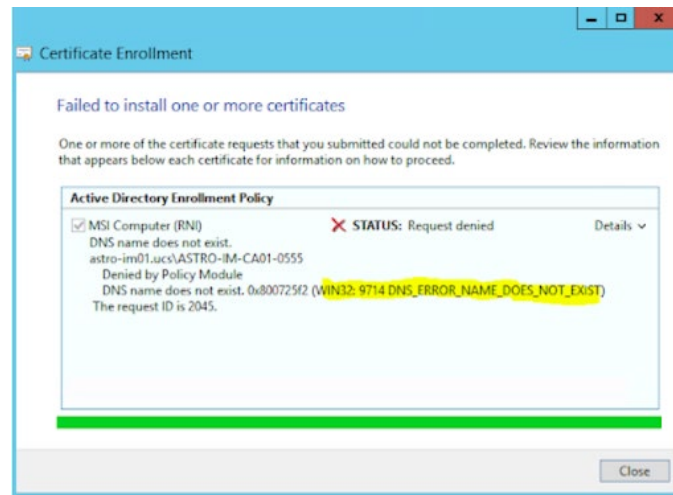
Motorola Solutions Technical Notification (MTN)

TITLE: Missing UCS suffix in InfoVista Server hostname.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

When trying to enroll a PKI Certificate, required for proper CAC-PIV feature operation, the operation on InfoVista Server fails, as shown in the picture below.



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO A7.17.x

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Certificate enrollment requires proper hostname defined in DC, including correct DNS suffix. InfoVista Server does not have default DNS suffix set up properly (as "ucs").

WORKAROUNDS AND CORRECTIVE ACTIONS:

For an existing installation, if a problem occurs, update the relevant DNS suffix information in the registry:

1. Log in to InfoVista Server using an account with administrative rights.
2. Click the Windows Start button.
3. Type "regedit".
4. Start "Registry Editor"
5. Go to "Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters"
6. Change **Domain** and **NV Domain** keys values data to "ucs".
7. Restart the InfoVista Server and wait approx. 1 hour for the changes to be propagated to a Domain Controller
8. Retry the operation to enroll a PKI Certificate on InfoVista Server.

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RESOLUTIONS AND REPAIR PROCEDURES:

Modified InfoVista Server installation scripts to includes a step where “domain” and “nv domain” registry keys are set up correctly.

For fresh installation or disaster recovery use below versions:

Media Name	KC Number	Release
InfoVista Server Plugin	KC877C021000071705	A7.17.2 / A7.17.3
Windows Supplemental Full Config	KC877V087000071704 or later	A7.17.2 / A7.17.3
Windows Supplemental Trans Config	KC877V088000071704 or later	A7.17.2 / A7.17.3
Windows Supplemental Common	KC877V089000071704 or later	A7.17.2 / A7.17.3

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-0020-20-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 the Motorola Solutions Software Factory for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

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ADDITIONAL INFORMATION:**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:****WHEN TO APPLY RESOLUTION:**

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ___
Information only _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.

For assistance with this bulletin please contact your MSI Technical support center

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

Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer _____
Name _____

Case Number _____
Site ID _____
Site Name _____

Form _____
Completed by _____
Organization _____
Phone _____
Number _____
Pager _____
Number _____
Fax Number _____

Field Contact _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change: _____

Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____

Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____

Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory* Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
