MOTOROLA SOLUTIONS

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Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: Domain Controller DNS logs exhaust all disk partitions

TECHNOLOGY: ASTRO25 Domain Controller

SYMPTOMS:
DNS logs on partitions C and D, eventually uses up all available disk space. The DNS logs in question are stored at `C:\Windows\Systems32\dns`, and are copied to `D:` partition as a part of DC backup (if BAR solution is installed).

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO Domain Controller 2019.x ADC_R10.00.63 and earlier

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:
On every Domain Controller:
1. Open an Administrator Windows PowerShell prompt.
   Enter the following "Set-DnsServerDiagnostics" cmdlet to update the DNS log settings:
   ```
   Set-DnsServerDiagnostics -EnableLogFileRollover $false <enter>
   Set-DnsServerDiagnostics -WriteThrough $false <enter>
   Set-DnsServerDiagnostics -SaveLogsToPersistentStorage $false <enter>
   Set-DnsServerDiagnostics -EventLogLevel 4 <enter>
   ```

2. Delete all files matching the pattern: dns**%DATE_TIME%***.log (e.g. dns2019-12-20T143611Z.log) using the following procedure:
   a. Open Powershell command line as an Administrator and execute the following commands:
   ```
   cd C:\Windows\Systems32\dns
   del dns2019*.log
   del dns2020*.log
   ```

3. Remove backup (only if BAR solution is installed):
   a. Open Powershell command line as an Administrator and execute the following command:
   ```
   wbadmin delete backup –keepversions:0 –quiet
   ```

RESOLUTIONS AND REPAIR PROCEDURES:
1. For fresh installation or disaster recovery use version listed in parts required section:
2. For systems that are already upgraded, on every Domain Controller:
   a. Upgrade ASTRO DC Plugin using version listed in parts required section:
   b. Change DNS configuration:
      i. Open PowerShell command line as an Administrator, and execute the following commands:
      ii. CD C:\Program Files\Motorola\AstroDC\DNS\scripts\
      iii. .\EnableDNSServerLogging.ps1

For all affected systems:
1. Login to the system using an account with administrator privileges.
2. Delete all files matching the pattern: dns**%DATE_TIME%***.log (e.g. dns2019-12-20T143611Z.log) using the following procedure:

a) Open Powershell command line as an Administrator and execute the following commands:
b) cd C:\Windows\Systems32\dns
c) del dns2019*.log
d) del dns2020*.log

3. Remove backup (only if BAR solution is installed):
   a) Open Powershell command line as an Administrator and execute the following command:
   b) wbadmin delete backup –keepversion:0 –quiet

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-0023-20-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):
ASTRO Domain Controller 2019.x KC877C04C000190204 R10.00.65 or later

ADDITIONAL INFORMATION: N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES: N/A

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

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	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		

Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax 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		**Internal Billing**	
P.O. #:	_____	PROJECT #:	_____
CUST #:	_____	FSB #:	_____
TAG #:	_____	DEPT #:	_____
		APC #:	_____

MOTOROLA *SOLUTIONS*

Software Order Form

Motorola Solutions Software Factory   Phone Number: (800) 221-7144

° This form has been sent to you because you have requested an order from
  the *Motorola Solutions Software Factory*.

° 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 in 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: _____