MOTOROLA *SOLUTIONS*

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Motorola Solutions Technical Notification (MTN)

TITLE: Windows 10 devices experience high memory usage.

TECHNOLOGY: ASTRO25

SYMPTOMS:
Windows Update and BITS services gradually increase physical memory consumption on Windows 10 boxes.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 7.17.x   Prior to R13.03.31
ASTRO 7.18   Prior to R14.00.67
ASTRO 2019.x   Prior to R15.20190830.00

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
The wuauserv service is a standard Windows update service that is used to scan a computer, search, download, and install new security patches and updates from Windows Update or local WSUS servers. In some cases, the Windows Update service may not work correctly, causing high CPU and RAM usage.

The BITS (Background Intelligent Transfer Service) is a component of the Microsoft Windows Operating System that makes use of idle network bandwidth to download data crucial to the system (such as Windows updates) in the background. In some casesBITS can malfunction, causing it to siphon off excessively large amounts of bandwidth from the user and also cause the svchost.exe process to start using up an unacceptably significant percentage of the affected computer's RAM.

To address these issues, Windows Update and BITS services have been disabled by the GPO policy.

WORKAROUNDS AND CORRECTIVE ACTIONS:

RESOLUTIONS AND REPAIR PROCEDURES:
Prerequisites:
The supplemental CD/DVD ISO image file is available for mounting to virtual machine DVD-ROM drive from datastore or local drive. In case of using Backport follow the manual Windows_Back-port_Configuration from Backport disk.

NOTICE: Before starting the procedure, make sure that all domain controllers are in the correct state in UEM and there are no errors.

Procedure:
1. Open first system level DC virtual machine console.
2. Prepare the source data for the domain GPO re-import by mounting the Supplemental CD/DVD ISO image to virtual CD/DVD drive of domain controller virtual machine using the vSphere client. Supplemental CD/DVD ISO is presented as an E: drive on first system level DC.
3. Log in to the first system level DC with domain admin account (for example, **motosec**).
   a. You can see the desktop of the first system level DC.
4. Open the Group Policy Management Console (GPMC).
   a. Click **Search** and type: **gpmc.msc**
   b. Group policy management window opens.
5. Select **BHT_ADM** GPO.
   a. Discover in the left pane of GPMC tree: **domain - (for example, ucs.astro)**
   b. Open **Group policy management objects** folder on your domain.

        c. Click **BHT_ADM** GPO object.
6. Import settings for **BHT_ADM** GPO.
    a. Right-click on **BHT_ADM** GPO object and choose **Import Settings**.
    b. In **Import Settings** wizard window, choose **Next**.
    c. Optional: To back up the current GPO settings, follow these steps:
        i. To choose the backup folder for current settings of GPO, click the **Backup** button.
        ii. In the next window, click **Browse** and choose the folder to upload the settings.
        iii. Fill in the **Description** field. Provide a proper explanation of the backup, for example: "Previous state of test GPO settings".
        iv. Click the **Backup** button and **OK**.
7. Import the settings **NOTICE:** Double check that you are importing the right GPO, because every GPO import triggers domain synchronization process. The process takes time and must be completed before the next attempt to import.
    a. Click **Next** to continue. A new window appears
    b. Click **Browse**.
    c. Choose E: drive to get GPO in Browse folder window.
    d. Navigate to **E:\Active Directory\Data\GPO** and click **OK**.
    e. Click **Next**.
    f. From the GPO list, choose **BHT_ADM** and click **Next**.
    g. Wait until the wizard scans the backup folder, check results and click **Next**.
    h. In the next screen, choose the migration table file. Click the **Browse** button and select: **C:\Windows\Temp\updated.migtable**.
    i. Click **Next**.
    j. Check the summary and click **Finish**.
8. Make sure that import was done successfully. To close the import window, click **OK**.
9. After operation completion unmount the Supplemental CD/DVD Media from the virtual CD/DVD drive of the Domain Controller.

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-0024-20-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):

Media Name	KC Number	Release	
Windows Supplemental Full Config	KC877V087000071708 or later	A7.17.x	R13.03.31
Windows Supplemental Trans Config	KC877V088000071708 or later	A7.17.x	R13.03.31
Windows Supplemental Full Config	KC877V087000718007 or later	A7.18	R14.00.67
Windows Supplemental Trans Config	KC877V088000718007 or later	A7.18	R14.00.67
Windows Supplemental Full Config	KC877V087000190200 or later	A2019.x	R15.20190830.00
Windows Supplemental Trans Config	KC877V088000190200 or later	A2019.x	R15.20190830.00
IA-Back-Port-R10.00.13-CD1	KC708C073000000000 or later	A7.17.x	2018.Q4.02

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

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 #:	_____

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: _____