MOTOROLA *SOLUTIONS*

Motorola Solutions Technical Notification (MTN)

TITLE: CSS ver. 37.37.x installation procedures

TECHNOLOGY: ASTRO 25

SYMPTOMS:
Improvements which were made in CSS ver 37.37.x:

1. **The Open JDK used by SWDL was updated to x64 version:**
   Additional 64bit file is required as part of a standard upgrade/install for SWDL now. This is in addition to the 32bit version that is already existing for CSS. OpenJDK installers shall be taken from Supplemental CD:
   - For CSS: Motorola OpenJDK
   - For SWDL: Motorola OpenJDK x64
2. **Removing all correlations to release name:**
   CSS Release name was removed from CSS/SWDL desktop icon, startup menu, help about, installer wizard, install folder, etc. Only internal versions are used instead, with one exception: prefix **"A7.18+"** is used in the shortcut menu and icon.
3. **One version of CSS (latest) instead of different versions of CSS per each release**
   The latest CSS version supports all serviced devices.   Also, users will always install the latest CSS version no matter what system release they have. This rule only applies for system releases >= A7.18. Different versions of CSS may need to be installed on the same machine if support for system releases prior to A7.18 is also required (i.e., the latest greatest version and the legacy version).

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
All CSS ver 37.37.x and those customers who apply the **MTN-0279A-21-NA - CVE-2021-44228 and CVE-2021-45046 'Log4Shell' Java log4j Remote Code Execution vulnerability**

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. **Adding backward compatibility matrix to each CSS media iso**

   The CSS Release Matrix was included in CSS iso. This additional file explains differences between the CSS & SWDL Versions and "Setup Wizard version" that is printed on the CD label. For example: *CSS/SWDL setup wizard: CSS_36.36.6, installs CSS Version: 36.36.4 and SWDL Version: 36.36.4)*. The location of this file is provided in the **readme** file.

MOTOROLA *SOLUTIONS*

DOCUMENT NUMBER: MTN-0025-22-NA
APC: 877
ISSUE DATE: 02-2022
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2. **Using previous releases (prior to A7.18) from PrevReleases folder in iso file**
CSS iso file contains also a legacy CSS version in the **PrevRelease/7.17.x to 7.15** folder. The user can use it to work with legacy devices (which are not supported by the latest CSS version).

3. **The prefix "A7.18+" in the name of CSS/SWDL**
The name of shortcut and desktop icon was changed to:
for CSS: "*A7.18+ Motorola Configuration Service Software*"
for SWDL: "*A7.18+ Motorola Software Download Manager*"
This was done to show that the one (latest/greatest) CSS version could be used to configure all devices from releases**:** A7.18, A2019.2 and A2020.1/A2021.1

RESOLUTIONS AND REPAIR PROCEDURES:
CSS/SWDL Installation procedure:

CSS/SWDL Installation Procedure

1. *Insert the **Configuration/Service Software media** in the drive on the NM client.*
Result: *The installation program automatically starts and the CSS Install Wizard dialog box appears briefly before the Welcome to Configuration/Service Software Setup dialog box appears. For more details see **CSS Getting started Guide***:
https://learning.motorolasolutions.com/user-guide/28866enus

Note 1: If the installer does not automatically start, double-click the **setup.exe** file.

2. *After installation, open CSS and SWDL applications.*
Result: *CSS and SWDL applications are started successfully.*

Note 2: The name of shortcut and desktop icon is now:
- for CSS: "*A7.18+ Motorola Configuration Service Software*"
- for SWDL: "*A7.18+ Motorola Software Download Manager*"

Note 3: The users might be prompted with the warning: "***Minimum allowed Java version is 1.8.9_182. Application is closed***". This means that Java has a too low version or users have Oracle java (instead of OpenJDK). In this case, please install "Motorola OpenJDK" from the Supplemental CD (see **Note 4** for more details).

Note 4: The user might be prompted with the warning:
- "***A suitable Java Runtime Environment was not found. Please Install the Motorola JDK.***" or
- "***A suitable Java Runtime Environment x64 was not found. Please Install the Motorola OpenJDK x64.***"

In this case, please close the warning and use the Windows Supplemental media to install the Motorola OpenJDK before installing the Configuration/Service Software. OpenJDK installers shall be taken from **Supplemental CD**:
- For CSS use folder: Motorola OpenJDK
- For SWDL use folder: Motorola OpenJDK x64
- If both applications are to be used, install both versions of OpenJDK

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Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

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-0025-22-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 MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
- Configuration Service Software (CSS):
  - A7.18, A2019.2, A2020.1, A2021.1: version CSS-37.37.19 and later, KC491V004000200108 and later
- Windows Supplemental Common:
  - A7.18: version 14.00.103 and later, KC877V089000718013 and later
  - A2019.2: version R15.20210702.00 and later
  - A2020.1, A2021.1: version R16.20210831.00 and later

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
CSS Getting Started Guide: https://learning.motorolasolutions.com/user-guide/28866enus

WHEN TO APPLY RESOLUTION:
As instructed _X_
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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.
https://www.motorolasolutions.com/en_us/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:
http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf