

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Failure to login to vCenter 6.5 due to certificates expired

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

1. Cannot login to the vCenter via vCenter web client.
2. UEM failed to login with MotoMaster account and caused UEM to generate commFailure alarms on all virtual servers managed by vCenter.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

A2019.2 - systems with HA vCenter 6.5 installed

**SEVERITY RECOMMENDATION:**

**High / Safety** - Perform Immediately

The Astro system is working and there are no disruptions in voice services, however, fault management and any operational or maintenance action on the vCenter Appliance are not possible.

**ROOT CAUSE:**

Third-Party: VMware Security Token Service (STS) certificate is about to expire due to the default installation parameter set to 2 years.

**DEFINITIVE TEST:**

**Prerequisites**

- Obtain the root credentials for vCenter Appliance,
- Obtain the administrator credentials for vCenter Appliance
- Download the `fixsts.sh` and `checksts.py` script files. Download links listed in the section PARTS REQUIRED.

- |   |   |
|---|---|
| 1 | Open SSH console to the vCenter Appliance (use <b>root</b> credentials) and execute the command<br><code>shell</code>   |
| 2 | Execution the <code>date</code> command and note the current date and time configured on the vCenter Appliance Guest OS.<br>example output:<br><code>root@z002vcs1 [ ~ ]# date</code><br><code>Sat Jan 4 21:08:38 UTC 2025</code> |

3 List certificates by executing the following command:

```
for i in $(/usr/lib/vmware-vmafd/bin/vecs-cli store list); do echo STORE $i; sudo /usr/lib/vmware-vmafd/bin/vecs-cli entry list --store $i --text | egrep "Alias|Not After"; done
```

Verify that the output contains already expired certificates, in particular, the certificate referred by 'STORE machine'

example output:

```
root@z002vcs1 [ ~ ]# for i in $(/usr/lib/vmware-vmafd/bin/vecs-cli store list); do echo STORE $i; sudo /usr/lib/vmware-vmafd/bin/vecs-cli entry list --store $i --text | grep -E "Alias|Not After"; done
STORE MACHINE_SSL_CERT
Alias : __MACHINE_CERT
                Not After : Jan  5 04:43:28 2024 GMT
STORE TRUSTED_ROOTS
Alias : 5e48c7fcac8176e5a6a14a90b5b7f22fe7ca3e21
                Not After : Dec 30 16:43:28 2031 GMT
STORE TRUSTED_ROOT_CRLS
Alias : c4bc0e928879d9e8a367b51aee0f90c54de4c2b2
STORE machine
Alias : machine
                Not After : Jan  4 16:34:23 2024 GMT
STORE vsphere-webclient
Alias : vsphere-webclient
                Not After : Jan  4 16:34:23 2024 GMT
STORE vpxd
Alias : vpxd
                Not After : Jan  4 16:34:24 2024 GMT
STORE vpxd-extension
Alias : vpxd-extension
                Not After : Jan  4 16:34:24 2024 GMT
STORE SMS
Alias : sms_self_signed
```

	<p>Not After : Jan 4 16:49:56 2032 GMT</p> <pre>root@z002vcs1 [ ~ ]#</pre>
4	<p>Upload the <b>checksts.py</b> scripts to vCenter Appliance</p> <p><i>To allow uploading files over scp protocol, the shell for root account needs to be changed first.</i></p> <ol style="list-style-type: none"> <li>Open SSH console to the vCenter Appliance (use root credentials)</li> <li>change the default shell on vCenter Appliance guest OS by executing the following command:           <pre>root@z002vcs1 [ ~ ]# chsh -s /bin/bash root</pre> </li> <li>upload the <b>checksts.py</b> file to vCenter Appliance to <b>/tmp</b> directory using an SCP client,</li> </ol>
5	<p>Verify STS certificate by executing the command on SSH console:</p> <pre>root@z002vcs1 [ /tmp ]# python checksts.py</pre> <p>Check if the output contains the following message:</p> <p><b>WARNING! You have expired STS certificates. Please follow the KB corresponding to your OS</b></p> <p>Example output from the command:</p> <pre>root@z002vcs1 [ /tmp ]# python checksts.py 1 VALID CERTS =====       LEAF CERTS:       None       ROOT CERTS:       [] Certificate 5E:48:C7:FC:AC:81:76:E5:A6:A1:4A:90:B5:B7:F2:2F:E7:CA:3E:21 will expire in 2551 days (6.0 years). 1 EXPIRED CERTS =====       LEAF CERTS:       [] Certificate: A3:40:F9:65:E5:26:B1:D4:42:7C:1B:9B:CE:B4:5C:DB:D3:0C:6D:48 expired on 2024-01-04 16:33:43 GMT!       ROOT CERTS:       None       WARNING!</pre>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

**You have expired STS certificates.** Please follow the KB corresponding to your OS:  
 VCSA: <https://kb.vmware.com/s/article/76719>  
 Windows: <https://kb.vmware.com/s/article/79263>  
 root@z002vcs1 [ /tmp ]#




### WORKAROUNDS AND CORRECTIVE ACTIONS:

Not Applicable


### RESOLUTIONS AND REPAIR PROCEDURES:

Warning:

*This script interacts with the VMDIR's database. Take an offline snapshot for vCenter Servers before running the script. Failing to do so may result in an unrecoverable error and require redeploying vCenter Server.*

1	Login do the ESXi Host Client on the VMS hosting the vCenter Appliance VM using the administrator's credential <b>Note:</b> vCenter Appliance VM might be hosted on VMS02 (default) or VMS01
2	Reenable snapshots if needed <ol style="list-style-type: none"> <li>On the Navigator panel select  <b>Virtual Machines</b></li> <li>On the list of Virtual Machines right-click the VCS VM</li> <li>On the context menu click the <i>Edit Settings</i></li> <li>On the Edit Settings dialog select the <i>VM Options</i> tab</li> <li>Expand the <i>Advanced</i> section</li> <li>Click the <i>Edit Configuration...</i> button</li> <li>Set the <i>snapshot.maxSnapshots</i> parameter to 1.If the parameter does not exist then create.</li> <li>Confirm the changes and exit the settings dialog</li> </ol>
3	Power Off the vCenter Appliance virtual machine. <ol style="list-style-type: none"> <li>Select the VCS VM by clicking on it</li> <li>Click the  <b>Shut down</b> button on the VCS VM summary page.</li> <li>Wait for the VM to shut down. This may take a couple of minutes</li> </ol>
4	Create snapshot <ol style="list-style-type: none"> <li>Click  <b>Actions</b> on the VCS VM summary page</li> <li>On the context menu, select <i>Snapshots</i> → <i>Take snapshot</i></li> <li>Enter a name for the snapshot and click <i>Take snapshot</i> button</li> </ol>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

5	Power On the vCenter Appliance virtual machine by clicking the  <b>Power on</b> button on the VCS VM summary page and wait for it to boot up.
6	<p>Upload the <code>fixsts.sh</code> and <code>checksts.py</code> scripts to vCenter Appliance to the <code>/tmp</code> directory using an SCP client,</p> <p><b>Note:</b>  <i>To allow uploading files over SCP protocol, the shell for the <b>root</b> account needs to be changed first.</i></p> <ol style="list-style-type: none"> <li>1. Open SSH console to the vCenter Appliance (use root credentials)</li> <li>2. change the default shell on vCenter Appliance guest OS by executing the following command:</li> </ol> <pre>root@z002vcs1 [ ~ ]# chsh -s /bin/bash root</pre> <ol style="list-style-type: none"> <li>3. upload the <code>fixsts.sh</code> file to vCenter Appliance to <code>/tmp</code> directory using an SCP client,</li> <li>4. make the script executable by executing the following commands on SSH console:</li> </ol> <pre>root@z002vcs1 [ ~ ]# cd /tmp root@z002vcs1 [ /tmp ]# chmod +x fixsts.sh</pre>
7	<p>Execute the following script and provide the administrator's password when prompted:</p> <pre>root@z002vcs1 [ /tmp ]# ./fixsts.sh</pre> <p>example output:</p> <pre>root@z002vcs1 [ /tmp ]# bash fixsts.sh NOTE: This works on external and embedded PSCs This script will do the following 1: Regenerate STS certificate What is needed? 1: Offline snapshots of VCs/PSCs 2: SSO Admin Password IMPORTANT: This script should only be run on a single PSC per SSO domain ===== Resetting STS certificate for z002vcs1.zone2 started on Sat Jan  4 21:37:33 UTC 2025  Detected DN: cn=z002vcs1.zone2,ou=Domain Controllers,dc=z002vcs1,dc=zone2 Detected PNID: z002vcs1.zone2 Detected PSC: z002vcs1.zone2 Detected SSO domain name: z002vcs1.zone2 Detected Machine ID: 500c0618-86ad-4b39-af30-a0a18e7ea974 Detected IP Address: 10.2.233.38 Domain CN: dc=z002vcs1,dc=zone2 ===== =====  Detected Root's certificate expiration date: 2031 Dec 30 Detected today's date: 2025 Jan 4 =====  Exporting and generating STS certificate</pre>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

	<p>Status : Success          Using config file : /tmp/vmware-fixsts/certool.cfg          Status : Success</p> <p>Enter password for administrator@z002vcs1.zone2:          Highest tenant credentials index : 1          Exporting tenant 1 to /tmp/vmware-fixsts</p> <p>Deleting tenant 1</p> <p>Highest trusted cert chains index: 1          Exporting trustedcertchain 1 to /tmp/vmware-fixsts</p> <p>Deleting trustedcertchain 1</p> <p>Applying newly generated STS certificate to SSO domain          adding new entry          "cn=TenantCredential-1,cn=z002vcs1.zone2,cn=Tenants,cn=IdentityManager,cn=Services,dc=z002vcs1,dc=z          one2"</p> <p>adding new entry          "cn=TrustedCertChain-1,cn=TrustedCertificateChains,cn=z002vcs1.zone2,cn=Tenants,cn=IdentityManager,          cn=Services,dc=z002vcs1,dc=zone2"</p> <p>Replacement finished - Please restart services on all vCenters and PSCs in your SSO domain          =====          IMPORTANT: In case you're using HLM (Hybrid Linked Mode) without a gateway, you would need to          re-sync the certs from Cloud to On-Prem after following this procedure          =====          =====</p>
8	<p>Restart all services on vCenter server by executing:</p> <pre># service-control --stop --all # service-control --start --all</pre> <p><b>Note:</b> Restart of services will fail if there are other expired certificates like Machine SSL or Solution User. Even with the failed services, this step is necessary to replace the rest of the expired certificates.</p> <p>example output of failed service:</p> <pre>.... 2025-01-11T03:46:38.986Z    Running command: ['/usr/bin/systemctl', 'unset-environment', 'VMON_PROFILE'] 2025-01-11T03:46:38.989Z    Done running command Service-control failed. Error Failed to start vmon services.vmon-cli RC=1, stderr=Failed to start sca, vpxd-svcs, cm, vapi-endpoint services. Error: Operation timed out</pre>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

#	
9	<p>Execute the following command to regenerate the rest of the expired certificates:</p> <pre>/usr/lib/vmware-vmca/bin/certificate-manager</pre> <ol style="list-style-type: none"> <li>when prompted for Option[1 to 8]: select <b>4</b></li> <li>answer <b>'y'</b> for the question if you wish to generate all certificates</li> <li>for the username enter the administrator's username, i.e. <code>administrator@z00&lt;Zone&gt;vcs&lt;Instance&gt;.zone&lt;Zone&gt;</code> where <code>&lt;Zone&gt;</code>: zone number; <code>&lt;Instance&gt;</code>: 1 for primary zone and 2 for DSR backup zone. Example: <code>administrator@z002vcs1.zone2</code></li> <li>enter the administrator's password</li> <li>for the 'Country' select the default value: <i>US</i> by pressing <b>Enter</b></li> <li>for the 'Name' select the default value: <i>CA</i> by pressing <b>Enter</b></li> <li>for 'Organization' select the default value: <i>VMware</i> by pressing <b>Enter</b></li> <li>for 'OrgUnit' select the default value: <i>VMware Engineering</i> by pressing <b>Enter</b></li> <li>for 'State' select the default value <i>California</i> by pressing <b>Enter</b></li> <li>for 'Locality' select the default value <i>Palo Alto</i> by pressing <b>Enter</b></li> <li>for 'IPAddress' do not provide any values by pressing <b>Enter</b></li> <li>for 'Email' select the default value '<i>email@acme.com</i>' by pressing <b>Enter</b></li> <li>for 'Hostname' enter the Fully Qualified Domain Name(FQDN), i.e. <code>z00&lt;Zone&gt;vcs&lt;Instance&gt;.zone&lt;Zone&gt;</code> where <code>&lt;Zone&gt;</code>: zone number; <code>&lt;Instance&gt;</code>: 1 for primary zone and 2 for DSR backup zone. Example: <code>z002vcs1.zone2</code></li> <li>for 'VMCA Name' enter the Fully Qualified Domain Name(FQDN) (see: the Hostname above)</li> <li>answer <b>'y'</b> to the question if to continue the operation</li> <li>wait for the following message:</li> </ol> <p><b>Status : 100% Completed [All tasks completed successfully]</b></p> <p>Note: This operation may take several minutes to execute.</p> <p>Note: You can also select Option 8 (Reset all Certificates). Both options perform the same functionality. (The difference is that option 8 does not perform automatic Rollback of the certificates). However, suggested is option 4.</p> <p>example output:</p> <pre>root@z002vcs1 [ /tmp ]# /usr/lib/vmware-vmca/bin/certificate-manager</pre> <div style="border: 1px dashed black; padding: 10px; text-align: center;"> <p>*** Welcome to the vSphere 6.5 Certificate Manager ***</p> <p>-- Select Operation --</p> </div>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

1. Replace Machine SSL certificate with Custom Certificate
2. Replace VMCA Root certificate with Custom Signing Certificate and replace all Certificates
3. Replace Machine SSL certificate with VMCA Certificate
4. Regenerate a new VMCA Root Certificate and replace all certificates
5. Replace Solution user certificates with Custom Certificate
6. Replace Solution user certificates with VMCA certificates
7. Revert last performed operation by re-publishing old certificates
8. Reset all Certificates

Note : Use Ctrl-D to exit.

Option[1 to 8]: 4

Do you wish to generate all certificates using configuration file : Option[Y/N] ? : y

Please provide valid SSO and VC privileged user credential to perform certificate operations.

Enter username [Administrator@vsphere.local]:Administrator@z002vcs1.zone2

Enter password:

Please configure certtool.cfg with proper values before proceeding to next step.

Press Enter key to skip optional parameters or use Default value.

Enter proper value for 'Country' [Default value : US] :

Enter proper value for 'Name' [Default value : CA] :

Enter proper value for 'Organization' [Default value : VMware] :

Enter proper value for 'OrgUnit' [Default value : VMware Engineering] :

Enter proper value for 'State' [Default value : California] :

Enter proper value for 'Locality' [Default value : Palo Alto] :

Enter proper value for 'IPAddress' (Provide comma separated values for multiple IP addresses) [optional] :

Enter proper value for 'Email' [Default value : email@acme.com] :

Enter proper value for 'Hostname' (Provide comma separated values for multiple Hostname entries) [Enter valid Fully Qualified Domain Name(FQDN), For Example : example.domain.com] : z002vcs1.zone2

Enter proper value for VMCA 'Name' : z002vcs1.zone2

You are going to regenerate Root Certificate and all other certificates using VMCA

Continue operation : Option[Y/N] ? : y

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

	<pre>Get site nameCompleted [Replacing Machine SSL Cert...] z002vcs1-zone2 Lookup all services Update service d1b58901-3d0c-44f8-b44e-622d418aa717; spec: /tmp/svcspec_9yYg8c ... ... Updated 30 service(s) Status : 60% Completed [Replace vpxd-extension Cert...] 2025-01-11T03:57:56.259Z   Updating certificate for "com.vmware.vim.eam" extension  2025-01-11T03:57:56.453Z   Updating certificate for "com.vmware.rbd" extension  Status : 100% Completed [All tasks completed successfully]  root@z002vcs1 [ /tmp ]#</pre>
10	<p>Execute the following command to verify that all certificates are valid:</p> <pre>for i in \$(/usr/lib/vmware-vmafd/bin/vecs-cli store list); do echo STORE \$i; sudo /usr/lib/vmware-vmafd/bin/vecs-cli entry list --store \$i --text   egrep "Alias Not After"; done</pre> <p>Verify that all lines starting with Not After: show the expiration date at least two years in the future.</p> <p>example output:</p> <pre>root@z002vcs1 [ ~ ]# for i in \$(/usr/lib/vmware-vmafd/bin/vecs-cli store list); do echo STORE \$i; sudo /usr/lib/vmware-vmafd/bin/vecs-cli entry list --store \$i --text   egrep "Alias Not After"; done STORE MACHINE_SSL_CERT Alias : __MACHINE_CERT       Not After : Jan 11 03:46:15 2027 GMT STORE TRUSTED_ROOTS Alias : 69e585685fccaada4305ff0b84b27dbfe643a2a9       Not After : Dec 31 00:59:44 2031 GMT Alias : 573b78b425685b13ac505dca2d148ec8a134c55a       Not After : Jan  6 03:56:15 2035 GMT STORE TRUSTED_ROOT_CRLS Alias : bf11f603e59dd8aaee4ce8ea365a5c9301f421c7 Alias : 61ae2f2cebc575c69780c675f962894378cad00d STORE machine Alias : machine       Not After : Jan 11 03:47:54 2027 GMT STORE vsphere-webclient Alias : vsphere-webclient       Not After : Jan 11 03:47:55 2027 GMT</pre>

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.

	STORE vpxd Alias : vpxd Not After : Jan 11 03:47:55 2027 GMT STORE vpxd-extension Alias : vpxd-extension Not After : Jan 11 03:47:55 2027 GMT STORE SMS Alias : sms_self_signed Not After : Jan 5 01:06:10 2032 GMT STORE BACKUP_STORE Alias : bkp___MACHINE_CERT Not After : Jan 5 12:59:44 2024 GMT Alias : bkp_machine Not After : Jan 5 00:50:41 2024 GMT Alias : bkp_vsphere-webclient Not After : Jan 5 00:50:41 2024 GMT Alias : bkp_vpxd Not After : Jan 5 00:50:42 2024 GMT Alias : bkp_vpxd-extension Not After : Jan 5 00:50:42 2024 GMT
11	Reboot the vCenter Appliance by executing the following command: <pre># reboot</pre> Wait for vCenter Appliance virtual machine to boot completely. This may take around 10 minutes.
12	Verify that you are able to login to vCenter Client via the vSphere web Client.  <pre>https://z00&lt;Zone&gt;vcs&lt;Instance&gt;.zone&lt;Zone&gt;/ui/</pre> where <Zone>: zone number; <Instance>: 1 for primary zone and 2 for DSR backup zone.  Example: <pre>https://z002vcs1.zone2/ui/</pre>
13	Restore the original shell by executing the following command on the SSH console to the vCenter Appliance (use <b>root</b> credentials):  <pre>#chsh -s /bin/appliancesh root</pre>
14	Disable snapshots by setting the snapshot.maxSnapshots parameter to 0 for the VCS virtual machine.  Step 2 describes a method of doing this.  <b>Note:</b> Keep the snapshot for about a week to make sure that everything works.

DOCUMENT NUMBER: MTN-0029-22-NA  
APC: 877  
ISSUE DATE: Apr-2023  
EXPIRATION DATE: 30-Apr-2024  
Bulletin Type: Informational Only

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

Script **fixsts.sh** <https://kb.vmware.com/s/article/76719>

Script **checksts.py** <https://kb.vmware.com/s/article/79248>

**ADDITIONAL INFORMATION:**

Procedure for certificates regeneration case. <https://kb.vmware.com/s/article/2112283>

Issue description <https://kb.vmware.com/s/article/76719>

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

As instructed ☒\_X\_

After failure ☒\_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-topics.html](https://www.motorolasolutions.com/en_us/support-topics.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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.