

## Motorola Solutions Technical Notification (MTN)

**TITLE:** UNC does not provide an "Actual OID" value for Juniper devices in UCS audit

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

UEM reports a non-compliance alarm with the message: *System in Violation, System configuration is not within expected limits*. An Audit Report in UCS is specified as the source of the alarm. In the Audit Report Viewer on UCS, in the "Device Model" tab, the values for the "Actual OID" column for Juniper devices are empty. The "Actual OID" fields were not populated with data, which caused the UCS to trigger an alarm in UEM.

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

ASTRO 7.18 (up to UNC-Astro-07.18.00.46-15 and UNCDS-Astro-07.18.00.46-15)

ASTRO 2019.2 (up to UNC-Astro-07.19.03.03-09 and UNCDS-Astro-07.19.03.03-09)

ASTRO 2020.1 (up to UNC-Astro-07.20.01.41-02 and UNCDS-Astro-07.20.01.41-02)

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

In a UCS audit, the "Expected OID" and "Actual OID" values are obtained from separate locations. The "Actual OID" is provided by the UNC. The process for obtaining the "Actual OID" value for Juniper routers was incorrectly configured in UNC, which caused the "Actual OID" in PM to be an empty value. This discrepancy between the "Actual OID" and "Expected OID" was detected by the UCS audit and this triggered an alarm in UEM.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

N/A

## **RESOLUTIONS AND REPAIR PROCEDURES:**

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-XXX-XX-XX** 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):**

- A7.18
  - KC877L0AT000718005 - UNC-Astro-07.18.00.47-01
  - KC877L0AT000718055 - UNCDS-Astro-07.18.00.47-01
- A2019.2
  - KC877L0AT000190206 - UNC-Astro-07.19.03.26-00
  - KC877L0AT000190256 - UNCDS-Astro-07.19.03.26-00
- A2020.1
  - KC877L0AT000200103 - UNC-Astro-07.20.02.35-00
  - KC877L0AT000200153 - UNCDS-Astro-07.20.02.35-00

## **ADDITIONAL INFORMATION:**

After upgrading the system, perform the "Pull All" job in UNC for all Juniper devices.

## **REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

System releases: A7.18, A2019.2, A2020.1

**CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

## **WHEN TO APPLY RESOLUTION:**

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

## **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](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 \_\_\_\_\_

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## 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

\_\_\_\_\_

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### SECTION 3: Shipping / Billing Information

Ship To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
\_\_\_\_\_

#### Customer Billing

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_  
\_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
\_\_\_\_\_

#### Internal Billing

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
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* 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

---

Quantity:

---

Software Description

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Part# or Version #

---

Quantity:

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Software Description

---

Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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