

Motorola Solutions Technical Notification (MTN)

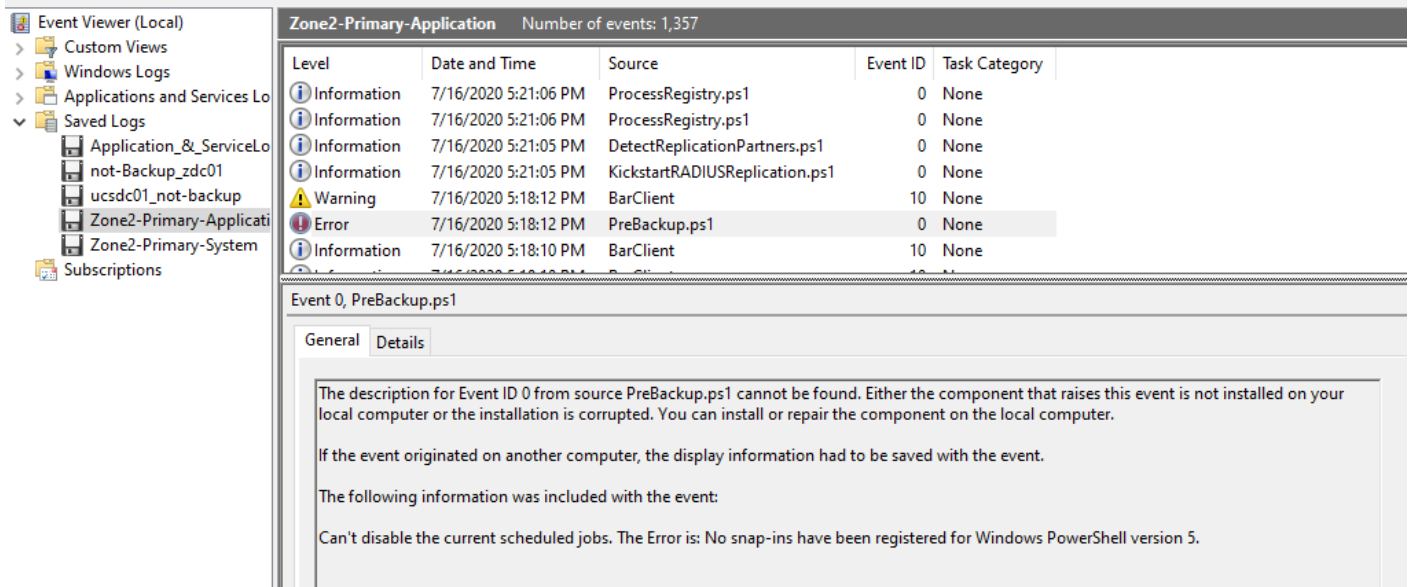
TITLE: BAR backup may fail on Domain Controllers.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

On Domain Controllers in Astro systems, pre- and post- backup scripts are not executed when doing backup of the Domain Controller to BAR Server.

There is a logged information in the Application section of Windows Event Log about this error, as seen in the picture below.



The screenshot shows the Windows Event Viewer interface. The left pane displays the 'Event Viewer (Local)' tree with 'Applications and Services Logs' expanded, showing 'Zone2-Primary-Application'. The right pane shows a list of events for 'Zone2-Primary-Application' with 1,357 events. The selected event is 'Event 0, PreBackup.ps1' with a level of 'Error'. The details pane shows the following text:

The description for Event ID 0 from source PreBackup.ps1 cannot be found. Either the component that raises this event is not installed on your local computer or the installation is corrupted. You can install or repair the component on the local computer.

If the event originated on another computer, the display information had to be saved with the event.

The following information was included with the event:

Can't disable the current scheduled jobs. The Error is: No snap-ins have been registered for Windows PowerShell version 5.

In some rare cases, failure of pre- and post backup scripts can cause the whole backup procedure to fail, if the local Windows Image Backup is running at the same time as doing backup to BAR server.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 2019.x, ASTRO 2020.1

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. ©2016 Motorola Solutions, Inc. All rights reserved."

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The issue is caused by Pre- and Post- backup scripts trying to load outdated snap-ins, resulting in scripts failing.

The affected versions of Astro DC Plugin are:

For Astro 2019.x: ADC_R10.00.77 and earlier

For Astro 2020.1: ADC_R11.00.25 and earlier

To verify currently installed version of DC Plugin, perform the following procedure:

1. Log in to the Domain Controller
2. Click on the Windows button and type "Programs and Features". Launch "Programs and Features".
3. In the list of installed programs, find "ADC_RXX.XX.XX." and verify the installed version.

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. For fresh installation or disaster recovery, use the appropriate disc from the table below when the instructions call for the plugin to be installed:

Media Name	KC Number	Release
DC Plugin	KC877C04C000190206 or later	A2019.x
DC Plugin	KC877C04C000200105 or later	A2020.x

2. For systems that are already installed, perform the following DC Plugin upgrade procedure.

Procedure:

1. Log on to the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The domain administrator's desktop appears.
2. Mount the media with the new version of DC Plugin
3. Launch Windows Explorer and navigate to the mounted media.
4. Double click on "ADC_RXX.XX.XX.msi" to upgrade the package. Domain controller MSI installation takes a couple of seconds. It does not require any user interaction.
5. Click on Windows button and type "Programs and Features". Launch "Programs and Features".
6. In the list of installed programs, find "ADC_RXX.XX.XX.msi" and verify that the ADC_R version number matches the version on the mounted media.

RESOLUTIONS AND REPAIR PROCEDURES:

Check above.

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):

Media Name	KC Number	Release
DC Plugin	KC877C04C000190206 or later	A2019.x
DC Plugin	KC877C04C000200105 or later	A2020.x

ADDITIONAL INFORMATION:

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 centre

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 _____

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:

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

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:
