MOTOROLA *SOLUTIONS*

DOCUMENT NUMBER: MTN-0033-21-NA
APC: 877
ISSUE DATE: 03-2021
EXPIRATION DATE: 31-03-2022
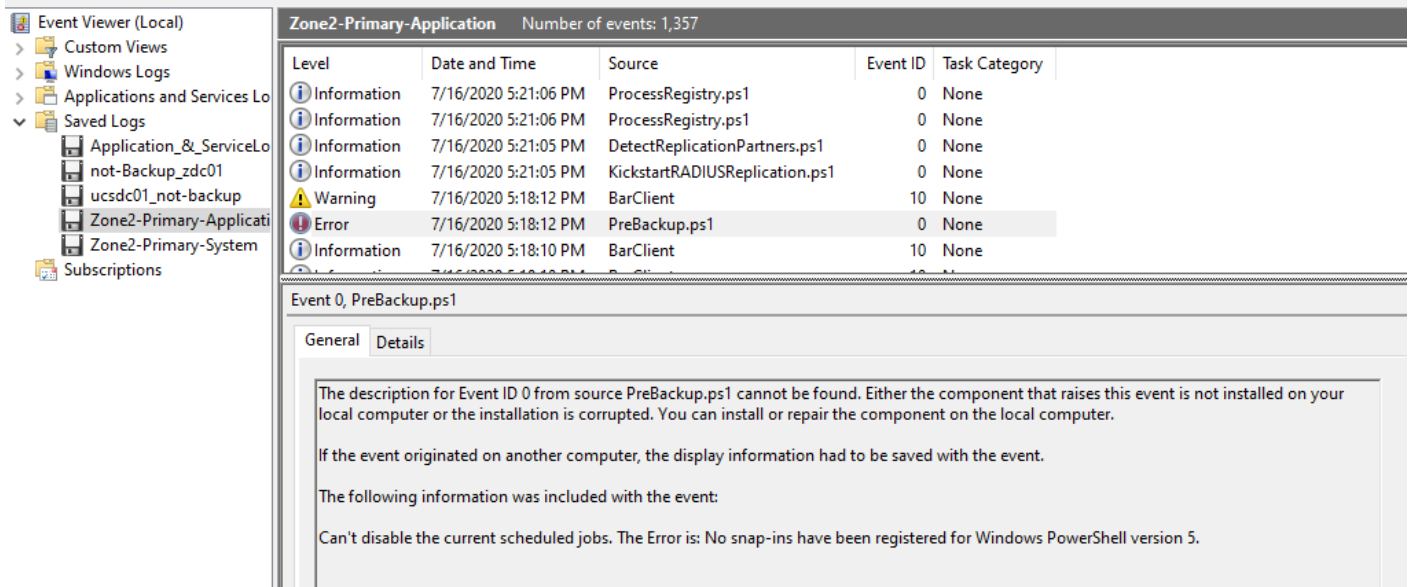Bulletin Type: Informational Only

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.

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

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The issue is caused by Pre- and Post- backup scripts trying to load outdated snap-ins, resulting in scripts failing.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

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	_____	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: _____

_____

_____

Email: _____

Attn: _____

Phone: _____

Bill To: _____

_____

_____

_____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

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: _____