

DOCUMENT NUMBER:	<b>MTN-0034-24</b>
ISSUE DATE:	<b>2024-04</b>

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Unable to delete workspace from NCM (Network Configuration Manager).

## Technology

ASTRO® 25

## Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

## Symptoms

Unable to delete workspace from NCM. During the execution of this operation, the user can see an error message: "An unexpected problem has occurred. Please contact VMware Customer Support." The error message details show:

"java.lang.NullPointerException".

NOTE: The issue most likely may appear in multi zone systems, most often with NCM workspaces containing more than 500 transport devices.

## Models / System Releases / Kits / Datecodes Affected

ASTRO 2020.HS/2020.1 - all UNC and UNCDS versions

ASTRO 2021.1 - all UNC and UNCDS versions

ASTRO 2022.HS/2022.1 - all UNC and UNCDS versions

## When To Apply

After failure ☒

As instructed ☐

## Recovery

OPTION 1:

Below recovery procedure is applicable to every UNC release:

1. Disable the UNC (Unified Network Configurator)
2. Reboot the UNC virtual machine
3. Re-enable UNC
4. Remove the workspace immediately after login to NCM

### MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

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. © 2024 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	<b>MTN-0034-24</b>
ISSUE DATE:	<b>2024-04</b>

**OPTION 2:**

Upgrade UNC to the version listed below or later and follow the procedure listed in the [Unified Network Configurator User Guide](#), Chapter 5.12 Deleting NCM Workspaces. Using this option, there is no need to restart the UNC.

System Release	Name / SW version	Details / Part Number
Astro 2020.1 / 2020.HS / 2021.1	UNC-Astro-07.20.09.74-05	KC877L0AT000210100 or later
	UNCDS-Astro-07.20.09.74-05	KC877L0AT000210150 or later
	UPDATE-UNC-Astro-07.20.09.74-05	KC877L0AT000210101 or later
Astro 2022.1 / 2022.HS	UNC-Astro-07.22.04.36-05	KC877L0AT000220120 or later
	UNCDS-Astro-07.22.04.36-05	KC877L0AT000220160 or later
	UPDATE-UNC-Astro-07.22.04.36-05	KC877L0AT000220121 or later

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
  - Reference MTN-0034-24 in the 'Reason for Software/Hardware Change' section of the software order form.
  - List the version number (KC # as listed under "[OPTION 2 of the Recovery section](#)" above) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

## Time To Implement/System Impact

Estimated time to implement - per machine - approximately 15 minutes

Low - time-consuming but no loss of functionalities

## Additional Information

The description of the new option for removing NCM workspace from the admin menu has been documented in the [Unified Network Configurator User Guide](#), Chapter 5.12 Deleting NCM Workspaces.

## Reference The Following Documents/Processes For Installation Procedures

Manual: [Private Network Management Servers](#) (for appropriate release)

Chapter: Upgrading Linux-Based Virtual Machines

---

### MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

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. © 2024 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	<b>MTN-0034-24</b>
ISSUE DATE:	<b>2024-04</b>

---

## Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

---

### MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

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. © 2024 Motorola Solutions, Inc. All rights reserved.