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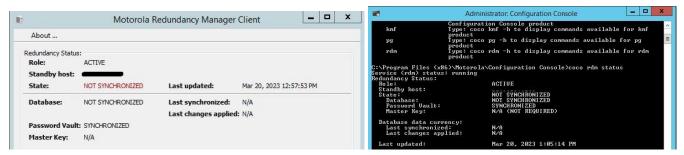
Motorola Solutions Technical Notification (MTN)

TITLE: Redundant KMF servers will not sync when McAfee is installed

TECHNOLOGY: ASTRO 25 - KMF servers with McAfee installed

SYMPTOMS:

The Main and Standby KMF will not sync when McAfee is installed and enabled on the KMF. KMF switchover will fail as a result.



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

KMF versions:

R07.18.xx, R10.01.xxxx, R10.02.xxxx

McAfee ePO 5.10.0 Update 12 or earlier:

A2019.2/A2020.1/A2020.HS/A2021.1/A2022.1/A2022.HS - CSMS Standard and CSMS Host-Based

To determine the current McAfee ePO version:

- 1. Login to CSMS
- 2. Launch McAfee ePolicy Orchestrator 5.10.0 Console from CSMS Desktop
- 3. Login to McAfee ePolicy Orchestrator with admin credentials
- 4. Launch the *Main Menu*, click the 3 horizontal bars
- 5. Select Server Settings under Configuration
- 6. Under Setting Categories, select Server Information
- In the Server Information section you will look for Version which is the ePO version installed as well as Update Installed which is the Update to ePO that is installed.

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

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ROOT CAUSE:

Third-party application interaction with MSI application

DEFINITIVE TEST: None

WORKAROUNDS: None

RESOLUTIONS AND REPAIR PROCEDURES:

Run below procedure

Run below procedure.		
Time to Perform:		10 min
Before You Begin:		Obtain the ePO console admin credentials to login to the ePO console.
Notes:		Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
		Ensure that:
		Your CSMS contains ePO 5.10. NOTE: The procedure does not work on ePO 5.9.
		• The version of your CSMS is R08.04.26 or later. See Verifying CSMS and Windows Supplementary Versions in the Core Security Management Server Feature Guide below. If a proper version is not installed, see Installing CSMS Supplementary Version in the Core Security Management Server Feature Guide below. Obtain the latest version of the CSMS Config media listed in the section PARTS REQUIRED below.
Procedure:		Import CSMS Policies
1.	Mount the CSMS Configuration Media to the CSMS VM.	
2.	Log on to the CSMS VM with administrative credentials	
3.	Right-click Start and select Search	
4.	Type powershell	
5.	Right-click Windows PowerShell, and select Run as administrator	
6.	If the User Account Control windows appears, click Yes	
7.	Change to scripts directory by typing: cd C:\Program Files\Motorola\AstroCSMS\McAfeeServer\scripts\	
8.	Import the new policies into CSMS by entering the following command: .\mathbb{ImportEpoPolicies.ps1}	
9.	Procedure is completed	

To obtain software:

- 1) Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) at 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:
 - a) Reference MTN-0035-23-NA in the 'Reason for Software/Hardware Change' section of the software order form.

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b) List the part number (**KC** # as listed under "<u>PARTS REQUIRED (HARDWARE/SOFTWARE)</u>" below) in the 'Part # or Version #' section of the software order form.

Email completed Software Order Form to MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Medium - time consuming but no loss of functionalities **Estimated time to implement - per machine:** 10 mins

PARTS REQUIRED (HARDWARE/SOFTWARE):

A2019.2/A2020.1/A2020.HS/A2021.1/A2022.1/A2022.HS

- CSMS Configuration Disk R07.01.18 or later
 - KC877V0C4000000116 or later
- CSMS Supplementary Disk R08.04.31 or later
 - KC877C085000000112 or later

ADDITIONAL INFORMATION:

NOTE 1: The procedure listed above is intended for KMF servers with McAfee managed by CSMS. If your KMF server has a Self-Managed McAfee Client (standalone) installed and your system experiences the issue listed in the SYMPTOMS section above, please contact your MSI Technical support center.

NOTE 2: Applying the procedure listed above, your McAfee ePO 5.10.0 update will remain the same.

NOTE 3: Instead of applying the procedure listed above, you may apply the complete procedure from the <u>MTN-0023B-23-NA</u> or later for Host-Based CSMS or <u>MTN-0223C-22-NA</u> or later for Standard CSMS to resolve the issue listed in the symptoms sections above. As a result, your McAfee ePO 5.10.0 will be updated to the latest MSI certified version.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

- 1. MN007181A01 Core Security Management Server Feature Guide
- 2. MN007432A01 Key Management Facility User Guide

WHEN TO APPLY RESOLUTION:

After failure _X_ Immediately _X_ As instructed _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.html - for NALA customers

https://www.motorolasolutions.com/en_xu/support.html - for EMEA customers

https://www.motorolasolutions.com/en_xp/support.html - for APAC customer

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

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