

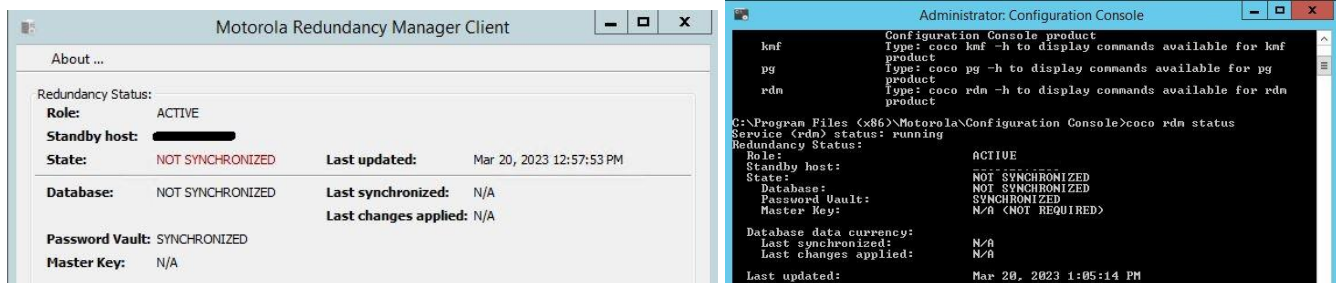
## Motorola Solutions Technical Notification (MTN)

**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**
7. 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

**ROOT CAUSE:**

Third-party application interaction with MSI application

**DEFINITIVE TEST:** None**WORKAROUNDS:** None**RESOLUTIONS AND REPAIR PROCEDURES:**

Run below procedure.

Time to Perform:	10 min
Before You Begin:	Obtain the ePO console admin credentials to login to the ePO console.
Notes:	<p>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.</p> <p><b>Ensure that:</b></p> <ul style="list-style-type: none"><li>• <b>Your CSMS contains ePO 5.10. NOTE: The procedure does not work on ePO 5.9.</b></li><li>• <b>The version of your CSMS is R08.04.26 or later. See <i>Verifying CSMS and Windows Supplementary Versions</i> in the <i>Core Security Management Server Feature Guide</i> below. If a proper version is not installed, see <i>Installing CSMS Supplementary Version in the Core Security Management Server Feature Guide</i> below. Obtain the latest version of the CSMS Config media listed in the section <b>PARTS REQUIRED</b> below.</b></li></ul>
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 <b>Start</b> and select <b>Search</b>
4.	Type <b>powershell</b>
5.	Right-click <b>Windows PowerShell</b> , and select <b>Run as administrator</b>
6.	If the <b>User Account Control</b> windows appears, click <b>Yes</b>
7.	Change to scripts directory by typing: <code>cd C:\Program Files\Motorola\AstroCSMS\McAfeeServer\scripts\</code>
8.	Import the new policies into CSMS by entering the following command: <b><code>.\ImportEpoPolicies.ps1</code></b>
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.

- 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.

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 [MTN-0023B-23-NA](#) or later for Host-Based CSMS or [MTN-0223C-22-NA](#) 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](https://www.motorolasolutions.com/en_us/support.html) - for NALA customers

[https://www.motorolasolutions.com/en\\_xu/support.html](https://www.motorolasolutions.com/en_xu/support.html) - for EMEA customers

[https://www.motorolasolutions.com/en\\_xp/support.html](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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)