

Motorola Solutions Technical Notification (MTN)

TITLE: ADS failure on ZDS causing Ops to beep and/or failure to access/login to ZDS

TECHNOLOGY: ASTRO25

SYMPTOMS:

Symptoms that may be seen include

- ADS link down between ZDS and Ops
- ADS link down between ZDS and ATR
- ADS link down between ZDS and ZCs
- Unable to access/login to ZDS

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ZDS Release Version(s) Impacted: A7.18 with MotoPatch 2019Q1 through MotoPatch 2020Q1

CSMS / McAfee Models Affected

Models (Linux) with Endpoint Security (ENS) 10.6.2 and prior which will get ENS replaced:

- Linux (M-Core and L-Core)
 - ZDS, BAR, SYSLOG, ZSS, ZC, License Manager, etc.

Models (non-Linux) impacted by this MTN:

- **CSMS** (M-Core and L-Core)
 - CSMS will have new packages installed in ePO.
 - CSMS will have Client Tasks updated in ePO.

System Releases Affected:

- ASTRO® 25 System Release 7.18 (A7.18)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

Root Cause:

The combination of McAfee ENS 10.6.2 and prior (CSMS delivery) and logrotate (introduced in a MotoPatch 2019Q1 or later) deplete resources on the ZDS. Over time, the ADS in ZDS fails and the ZDS box may become unresponsive to access/login.

To determine if you are affected please check Appendix A and B for definitive test

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. For ZDS, remove logrotate (see Appendix A)
 - a. If unable to log into the ZDS, user should power off and power on the ZDS from the Vsphere client
2. For McAfee, please see Appendix B and either Appendix C or Appendix D based on output from Appendix B.

RESOLUTIONS AND REPAIR PROCEDURES:

1. Perform procedure located in Appendix A

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2. Perform procedure located in Appendix B
3. If McAfee Agent is not 5.6.1 or greater, perform procedure in Appendix C.
4. If McAfee Agent is 5.6.1 or greater, perform procedure in Appendix D.

Upgrade to the appropriate version as listed in the "[PARTS REQUIRED \(HARDWARE/SOFTWARE\):](#)" section below, based on the model.

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0036-20-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.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

A7.18

CSMS Configuration Media (Non-SA CSMS CONFIG) (KC877V0C4000000105)

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

General CSMS Manuals:

A7.18 Core Security Management Server Feature Guide (MN005338A01)

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 X____
Information only ____

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 center

https://www.motorolasolutions.com/en_us/support.html

Appendix A – Procedure for Removing logrotate

Procedure to determine if logrotate exists in ZDS

Step	Description
1	Log into to the ZDS
2	<ul style="list-style-type: none">● Switch user to root user with the following command: <i>su -</i>● Enter root user password. <p><input type="checkbox"/> Result: The root user is logged in. A command prompt is displayed on PuTTY.</p>
3	Run the following command to check whether the file already exists : <i>ls -l /etc/cron.daily/logrotate</i> If there is an error saying “No such file or directory” there is nothing to do and you can exit from the server – goto the last point of this procedure. If the output gives the filename, proceed to step 4 and perform the file deletion from step 1 of "Procedure to remove logrotate"
4	To ensure that logs are being rotated, proceed with step 4 Run the following command to ensure one script is launched periodically: <i>crontab -l grep monitor_disk</i> The expected output follows: 0 4 * * * /opt/Motorola/clc/sbin/monitor_disk --config=/etc/opt/Motorola/clc/monitor_disk.cfg >> /var/log/clc 2>&1 Then we need to ensure that this version of monitor_disk tool launches logrotate: <i>grep logrotate /opt/Motorola/clc/sbin/monitor_disk grep system</i> The expected output is as follows: if(system("logrotate /etc/logrotate.conf") != SUCCESS) <input type="checkbox"/> Contact Motorola Solutions Support Center If any of the above mentioned outputs do not match the expected output value, then logrotate is not going to be launched as designed.

Procedure to remove log rotate if found in ZDS

1	Perform the file deletion, run the command : <i>rm /etc/cron.daily/logrotate</i> Confirm that you want to delete this file.
2	Procedure is finished. Run the following command twice to logout from root account and to logout from the server: <i>exit</i>

Appendix B – Checking versions of Agent and ENS for Linux

Definitive Test for Checking Agent for Linux Version

Steps to check ENS for Linux packages versions:

- Log in to the McAfee ePolicy Orchestrator X.X.X Console on the CSMS
 - Double click “**Launch McAfee ePolicy Orchestrator x.x.x Console**” icon on the desktop of the CSMS
 - Enter **User name** and **Password** credentials for ePO to login.
- Click the **Menu Button** (3 horizontal lines)
- Select **Master Repository** under **Software**
- Look for the module **McAfee Agent for LINUX**
- Note down the **Version** and **Branch** for this module. This info will be used below.

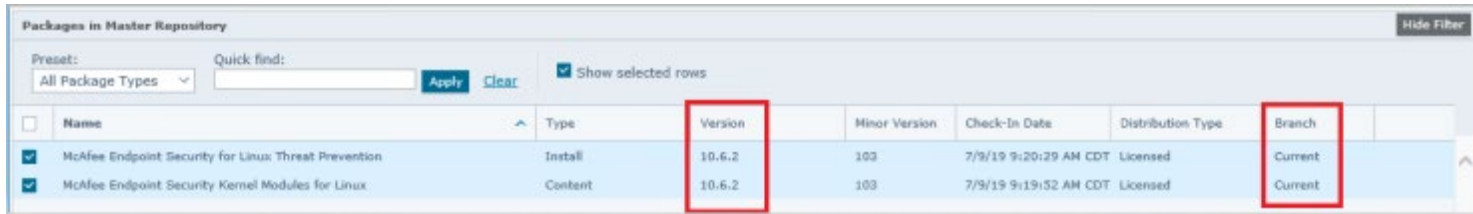


The screenshot shows the 'Packages in Master Repository' interface. A search filter is applied for 'McAfee Agent for Linux'. The table below lists the package details, with the 'Version' and 'Branch' columns highlighted by red boxes.

Name	Type	Version	Minor Version	Check-In Date	Distribution Type	Branch
McAfee Agent for LINUX	Install	5.5.1	362	6/3/20 12:35:55 PM CDT	Licensed	Current

Definitive Test for Checking ENS for Linux Version

- Look for the modules **McAfee Endpoint Security for Linux Threat Prevention** and **McAfee Endpoint Security Kernel Modules for Linux**
- Note down the **Version** and **Branch** for these two modules.



The screenshot shows the 'Packages in Master Repository' interface with two results. The 'Version' and 'Branch' columns for both rows are highlighted by red boxes.

Name	Type	Version	Minor Version	Check-In Date	Distribution Type	Branch
McAfee Endpoint Security for Linux Threat Prevention	Install	10.6.2	103	7/9/19 9:20:29 AM CDT	Licensed	Current
McAfee Endpoint Security Kernel Modules for Linux	Content	10.6.2	103	7/9/19 9:19:52 AM CDT	Licensed	Current

- If Agent is not 5.6.1 or higher proceed to **Appendix C**.
- If Agent is 5.6.1 or higher and ENS is not 10.6.5 or higher proceed to **Appendix D**.

Appendix C – Installing Agent and ENS Extensions and deploying

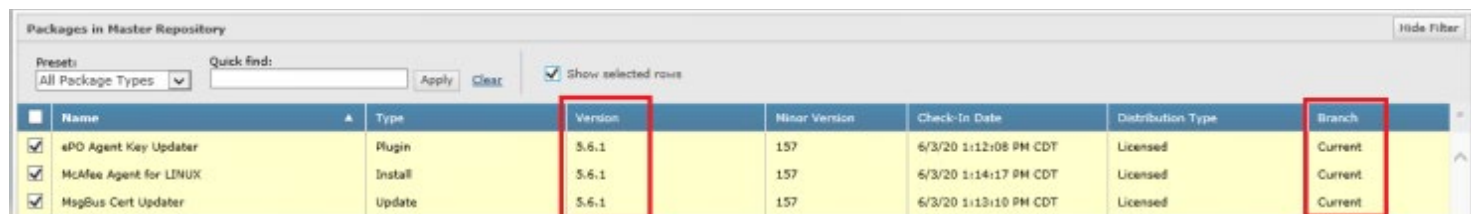
Repair Procedures for Agent and ENS for Linux / CSMS

Prerequisites:

- Obtain the admin credentials for CSMS.
- Obtain the admin credentials for ePO.
- Obtain a copy of the CSMS Configuration Media (see PARTS REQUIRED (HARDWARE/SOFTWARE) section)

Procedure:

1. Import Extension Packages
 - a. Mount the CSMS Configuration Media to the CSMS
 - b. Log into the CSMS with administration rights
 - c. Open **File Explorer**
 - d. Navigate to the **DVD-ROM Drive** labeled **CSMS-Configuration_Media**
 - e. Copy **CSMS_Package_Installer** folder to Desktop
 - f. Double click “**Launch McAfee ePolicy Orchestrator x.x.x Console**” to open up the McAfee ePO Console.
 - g. An Internet Explorer window will open to the McAfee ePolicy Orchestrator log-in window
 - h. Enter **User name** and **Password** credentials for ePO to login.
 - i. Once logged in click the **Menu Button** (3 horizontal lines)
 - j. Under **Software**, select **Extensions**
 - k. Click the **Install Extension** button
 - l. Click **Browse** and navigate to the **CSMS_Package_Installer** folder on the desktop.
 - m. Select **EPOAGENTMETA.zip**
 - n. Select **Open**
 - o. On the Install Extension window select **OK**.
 - p. Select **OK** on the Extensions screen.
 - q. Click the **Install Extension** button
 - r. Click **Browse** and navigate to the **CSMS_Package_Installer** folder on the desktop.
 - s. Select **help_ma_560.zip**
 - t. Select **Open**
 - u. On the Install Extension window select **OK**.
 - v. Select **OK** on the Extensions screen.
 - w. Click the **Install Extension** button
 - x. Click **Browse** and navigate to the **CSMS_Package_Installer** folder on the desktop.
 - y. Select **ENDPL_LIC-10.6.5-Build_101(Extension).zip**
 - z. Select **Open**
 - aa. On the Install Extension window select **OK**.
 - bb. Select **OK** on the Extensions screen.
2. Run the CSMS Package Installer Script
 - a. Open Powershell:
 - i. From **Start**, type in powershell
 - ii. Right click **Windows Powershell**, run as administrator
 - iii. In the User Account Control dialog box, click **Yes**
 - b. At the prompt, enter `cd 'C:\Users\<Administrator>\Desktop\CSMS_Package_Installer'`
 - c. Enter `.\CSMS_package_installer.ps1`
 - d. You will be asked for the ePO Web Interface Credentials, enter the ePO credentials obtained in the prerequisites and select **OK**.
 - e. Once you see “**CSMS_package_installer.ps1 completed successfully**” the script has finished.
 - f. Exit Powershell
 - g. Verify the new packages were installed in the CSMS
 - i. Log in to the McAfee ePolicy Orchestrator X.X.X Console on the CSMS
 1. Double click “**Launch McAfee ePolicy Orchestrator x.x.x Console**” icon on the desktop of the CSMS
 2. Enter **User name** and **Password** credentials for ePO to login.
 - ii. Click the **Menu Button** (3 horizontal lines)
 - iii. Select **Master Repository**
 - iv. Look for the modules **ePO Agent Key Updater**, **McAfee Agent for Linux** and **MsgBus Cert Updater**
 - v. Look at the columns **Version** and **Branch** for these modules.
 - vi. The Version should now be **5.6.1** on the **Current** branch.



The screenshot shows the 'Packages in Master Repository' window. It contains a table with columns: Name, Type, Version, Minor Version, Check-In Date, Distribution Type, and Branch. Three packages are listed: ePO Agent Key Updater, McAfee Agent for LINUX, and MsgBus Cert Updater. All three have Version 5.6.1 and are on the Current branch. The Version and Branch columns for each row are highlighted with red boxes.

Name	Type	Version	Minor Version	Check-In Date	Distribution Type	Branch
<input checked="" type="checkbox"/> ePO Agent Key Updater	Plugin	5.6.1	157	6/3/20 1:12:08 PM CDT	Licensed	Current
<input checked="" type="checkbox"/> McAfee Agent for LINUX	Install	5.6.1	157	6/3/20 1:14:17 PM CDT	Licensed	Current
<input checked="" type="checkbox"/> MsgBus Cert Updater	Update	5.6.1	157	6/3/20 1:13:10 PM CDT	Licensed	Current

- vii. In the Master Repository, look for the modules **McAfee Endpoint Security for Linux Threat Prevention** and **McAfee Endpoint Security Kernel Modules for Linux**
- viii. Look at the columns **Version** and **Branch** for these two modules.
- ix. The **Version** should now be **10.6.5** on the **Current** branch.

Preset: All Package Types Quick find: Apply Clear <input checked="" type="checkbox"/> Show selected rows Hide Filter							
<input type="checkbox"/>	Name	Type	Version	Minor Version	Check-In Date	Distribution Type	Branch
<input checked="" type="checkbox"/>	McAfee Endpoint Security for Linux Threat Prevention	Install	10.6.5	107	6/3/20 9:55:25 AM CDT	Licensed	Current
<input checked="" type="checkbox"/>	McAfee Endpoint Security Kernel Modules for Linux	Content	10.6.5	107	6/3/20 9:54:18 AM CDT	Licensed	Current

3. New Client Tasks, **MSI: Deploy McAfee Agent 5.6.1.157 to Linux** and **ENSLTP 10.6.5 Update** have been added to the system. **MSI: Deploy McAfee Agent 5.6.1.157 to Linux** has been run on all Linux hosts in the system.
4. Wait two hours for deployment to Linux devices to finish.
5. Run Query to check progress of installation of Agent on Linux hosts.
 - a. In **ePO**, navigate to **Menu > Reporting > Queries & Reports**
 - b. Under **Groups** on the left select **Shared Groups > MSI**
 - c. Find the query “**MSI: List Managed system with Linux**”
 - d. In the **Actions** column click **Run**
 - e. This Query will list all Linux systems along with the **Product Version** of **Agent** and **Endpoint Security Platform**, you can refresh this page to refresh the values in the **Product Version** columns.
 - f. As the **Product Version (Agent)** is updated to **5.6.1.157** you can deploy **ENS for Linux** via the following method.
 - i. Select the Linux devices you want to push ENS to by selecting the checkbox next to the name, only do this for the devices that have **Product Version (Agent)** of **5.6.1.157**.
 - ii. Select **Actions** at the bottom of the screen and navigate to **Agent > Run Client Task Now**
 - iii. Under **Product** select **McAfee Agent**
 - iv. Under **Task Type** select **Product Deployment**
 - v. Under **Task Name** select **ENSLTP 10.6.5 Update**
 - vi. Click the **Options** tab
 - vii. In **Randomization** enter 120 next to minutes.
 - viii. Click **Run Task Now**.
 - ix. The **Running Client Task Status** window will appear which will give the Status of all the systems chosen and their progress.
 - g. Repeat step e to verify all Linux hosts have had Agent and Endpoint Security Platform Versions updated. Please note that due to the Randomization it could take up to 2 hours for all Linux hosts to be updated.

Appendix D – Procedure for Updating ENS for Linux Version

Repair Procedures for ENS for Linux / CSMS

Prerequisites:

- Obtain the admin credentials for CSMS.
- Obtain the admin credentials for ePO.
- Obtain a copy of the CSMS Configuration Media (see PARTS REQUIRED (HARDWARE/SOFTWARE) section)

Procedure:

1. Import ENS Extension Package
 - a. Mount the CSMS Configuration Media to the CSMS
 - b. Log into the CSMS with administration rights
 - c. Open **File Explorer**
 - d. Navigate to the **DVD-ROM Drive** labeled **CSMS-Configuration_Media**
 - e. Copy **CSMS_Package_Installer** folder to Desktop
 - f. Double click **“Launch McAfee ePolicy Orchestrator x.x.x Console”** to open up the McAfee ePO Console.
 - g. An Internet Explorer window will open to the McAfee ePolicy Orchestrator log-in window
 - h. Enter **User name** and **Password** credentials for ePO to login.
 - i. Once logged in click the **Menu Button** (3 horizontal lines)
 - j. Under **Software**, select **Extensions**
 - k. Click the **Install Extension** button
 - l. Click Browse and navigate to the **CSMS_Package_Installer** folder on the desktop.
 - m. Select **ENDPL_LIC-10.6.5-Build_101(Extension).zip**
 - n. Select **Open**
 - o. On the Install Extension window select **OK**.
 - p. Select **OK** on the Extensions screen.
2. Run the CSMS Package Installer Script
 - a. Open Powershell:
 - i. From **Start**, type in powershell
 - ii. Right click **Windows Powershell**, run as administrator
 - iii. In the User Account Control dialog box, click **Yes**
 - b. At the prompt, enter `cd 'C:\Users\<Administrator>\Desktop\CSMS_Package_Installer'`
 - c. Enter `.\CSMS_package_installer.ps1`
 - d. You will be asked for the ePO Web Interface Credentials, enter the ePO credentials obtained in the prerequisites and select **OK**.
 - e. Once you see **“CSMS_package_installer.ps1 completed successfully”** the script has finished.
 - f. Exit Powershell
 - g. Verify the new packages were installed in the CSMS
 - i. Log in to the McAfee ePolicy Orchestrator X.X.X Console on the CSMS
 1. Double click **“Launch McAfee ePolicy Orchestrator x.x.x Console”** icon on the desktop of the CSMS
 2. Enter **User name** and **Password** credentials for ePO to login.
 - ii. Click the **Menu Button** (3 horizontal lines)
 - iii. Look for the modules **McAfee Endpoint Security for Linux Threat Prevention** and **McAfee Endpoint Security Kernel Modules for Linux**
 - iv. Look at the columns **Version** and **Branch** for these two modules.
 - v. The Version should now be **10.6.5** on the **Current** branch.



Name	Type	Version	Minor Version	Check-In Date	Distribution Type	Branch
McAfee Endpoint Security for Linux Threat Prevention	Install	10.6.5	107	6/3/20 9:55:25 AM CDT	Licensed	Current
McAfee Endpoint Security Kernel Modules for Linux	Content	10.6.5	107	6/3/20 9:54:18 AM CDT	Licensed	Current

3. A Client Task has been scheduled to run on all Linux Hosts. This could take up to 2 hours before all the Linux hosts have ENS upgraded successfully
4. Wait 2 hours for installations to complete.
5. Run Query to check progress of installation of ENS on Linux hosts.
 - a. In **ePO**, navigate to **Menu > Reporting > Queries & Reports**
 - b. Under **Groups** on the left select **Shared Groups > MSI**
 - c. Find the query **“MSI: List Managed system with Linux”**
 - d. In the **Actions** column click **Run**
 - e. This Query will list all Linux systems along with the **Product Version** of **Agent** and **Endpoint Security Platform**, you can refresh this page to refresh the values in the **Product Version** columns. Verify that **Product Version (Endpoint Security Platform)** is updated to **10.6.5**.

This MTN includes the following software updates or configuration changes:

Software updates:

- McAfee® ePO Server will receive new packages for the following:
 - McAfee Agent for LINUX -- version 5.6.1.157
 - McAfee Endpoint Security for Linux Threat Prevention – version 10.6.5.107
 - McAfee Endpoint Security Kernel Modules for Linux – version 10.6.5.107

Configuration changes:

- McAfee ePO Server will receive an update to the following Client Tasks:
 - McAfee Agent > Product Deployment > MSI_deploy_ENS_to_RHEL
 - McAfee Agent > Product Deployment > MSI_ENS_deploy_to_RHEL_var
 - McAfee Agent > Product Deployment > MSI_REMOVE_ENS_from_RHEL
- McAfee ePO Server will receive a new Client Tasks:
 - McAfee Agent > Product Deployment > MSI: Deploy McAfee Agent 5.6.1.157 to Linux
 - McAfee Agent > Product Deployment > ENSLTP 10.6.5 Update



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: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

- ° 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 an 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:

Software Description

Part# or Version #

Quantity:
