MOTOROLA SOLUTIONS

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Motorola Solutions Technical Notification (MTN)

TITLE: Key Management Facility (KMF) Server application stops working.

TECHNOLOGY: ASTRO 25

SYMPTOMS: The KMF application stops working. A status check of the KMF Server Service shows it is not running. If the KMF is configured to support redundancy and to switchover automatically, a switchover does not occur on a KMF failure. The KMF that failed, remains in the active state. While in this state, a manual switchover to the Standby KMF can be performed successfully. If another manual switchover from the Standby KMF back to the Main KMF is performed, the switchover and the starting of the Main KMF application are successful.

This issue will be seen if a remote KMF Client PC remains logged into the KMF Server for an extended period of time (after several weeks). The KMF Client login will not time out when the Operation Status screen is displayed.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
KMF Software Application versions:
R07.18.0442
R10.00.0523 - R10.01.0050

SEVERITY RECOMMENDATION:
High / Safety - Perform Immediately

ROOT CAUSE:
3rd party software defect

DEFINITIVE TEST:
NA

WORKAROUNDS AND CORRECTIVE ACTIONS:
As a best practice it is recommended to logout whenever you are not actively using KMF - this would prevent the issue from occuring.
If the KMF experiences the symptoms above, restarting the KMF Server Service will clear the problem. However, this does not prevent the symptoms from occurring again.

RESOLUTIONS AND REPAIR PROCEDURES:

Standalone KMF configuration:

1. Log on to the KMF Server with local Windows Administrator privileges.

2. Check the status of the KMF Server Service. If the service is not running, start the service.
   - To check and/or start the KMF Server Service, refer to the section titled, *KMF Server Management*, in the Key Management User Guide.

3. Log into the KMF Client and backup the database.
   - Refer to the section titled, *Backing Up the Active KMF Server Manually*, in the Key Management User Guide.

4. Stop the KMF Server Service.
   - Refer to the section titled, *KMF Server Management*, in the Key Management User Guide.

5. Open Windows Explorer and navigate to C:\Program Files (x86)\Motorola\KMF Server\server\standalone\configuration.

6. Open the file, standalone.xml. Perform the following modification:
   ```
   <buffer-pool name="default"/>
   ```
   to
   ```
   <buffer-pool name="default" direct-buffers="false"/>
   ```

7. Save and close the file.

8. Reboot the KMF Server.

Redundant KMF configuration:

1. Perform the following steps on the Standby KMF Server.
   a. Log on to the Standby KMF Server with local Windows Administrator privileges.
   b. If the Standby KMF Server is active, perform a manual switchover to the Main KMF Server.
      - Refer to the section titled, *Performing the KMF Server Switchover Manually*, in the Key Management User Guide.
   c. Open Windows Explorer and navigate to C:\Program Files (x86)\Motorola\KMF Standby Server\server\standalone\configuration.
   d. Execute steps 6 - 8 in the Standalone KMF procedure above.

2. On the Main KMF Server, execute the Standalone KMF procedure above.

Note: For KMFs that support redundancy, two switchover operations and two server reboots executed during the patching process will cause the KMF service to be not operational for up to 25 minutes.

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

No software update required.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Key Management User Guide

R07.18.0442:
MN006220A01-G

R10.00.0523 - R10.01.0050:
MN007432A01-D

WHEN TO APPLY RESOLUTION:

Immediately _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-topics.html

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