

Motorola Solutions Technical Notification (MTN)

TITLE: UNC upgrade fails during NCM Report Advisors upgrade.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

UNC upgrade fails during NCM Report Advisors upgrade.

The following errors can be seen on the console as well as in `/unc/logs/var-logs/update.log`:

```
/unc/scripts/install/install-vc-common.sh: ERROR: NCM 9.2.2a Advisors Uninstall FAILED!  
/unc/scripts/install/install-vc-common.sh: ERROR: NCM Advisors installation FAILED!
```

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Systems during the upgrade from the below releases:

ASTRO 2019.2 (up to UNC-Astro-07.19.06.95-04 and UNCDS-Astro-07.19.06.95-04)

ASTRO 2020.1/ 2021.1/ 2020.HS (up to UNC-Astro-07.20.07.85-05 and UNCDS-Astro-07.20.07.85-05)

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

None

WORKAROUNDS:

Before the upgrade, execute the following commands on the UNC server:

```
. /etc/voynce.conf  
sed -i "s/^CURRENT_VERSION.*/CURRENT_VERSION=$VERSION/"  
/opt/ionix-ncm/conf/setup/reportsadvisor.properties
```

This will allow the upgrade to proceed normally.

CORRECTIVE ACTIONS:

Perform the above workaround and then upgrade the UNC to the version listed below.

RESOLUTIONS AND REPAIR PROCEDURES:

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

To obtain software:

DOCUMENT NUMBER: MTN-0039-23-NA
APC: 877
ISSUE DATE: June-2023
EXPIRATION DATE: 30-June-2024
Bulletin Type: Informational Only

- 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-0039-23-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.
- 4) Email completed Software Order Form to MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - Approximately 1-2 hours for UNC upgrade and 5 mins to execute workaround command

Medium - time consuming but no loss of functionalities

PARTS REQUIRED (HARDWARE/SOFTWARE):

System releases: 2019.2, 2020.1, 2021.1, 2020.HS, 2022.1, 2022.HS

Software:

Astro 2019.2

- UNC-Astro-07.19.07.18-04, KC877L0AT000190235 or later
- UNCDs-Astro-07.19.07.18-04, KC877L0AT000190275 or later
- UPDATE-UNC-07.19.07.18-04, KC877L0AT000190236 or later

Astro 2020.1 / 2021.1 / 2020.HS

- UNC-Astro-07.20.08.18-03, KC877L0AT000200137 or later
- UNCDs-Astro-07.20.08.18-03, KC877L0AT000200176 or later
- UPDATE-UNC-07.20.08.18-03, KC877L0AT000200138 or later

Astro 2022.1

- UNC-Astro-07.22.02.37-06, KC877L0AT000220108 or later
- UNCDs-Astro-07.22.02.37-06, KC877L0AT000220154 or later
- UPDATE-UNC-Astro-07.22.02.37-06, KC877L0AT000220109 or later

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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

Chapter: Upgrading Linux-Based Virtual Machines

WHEN TO APPLY RESOLUTION:

Before upgrade _X_

After failure _X_

Information only _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.

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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.

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

In EMEA https://www.motorolasolutions.com/en_xu/support.html

In Asia https://www.motorolasolutions.com/en_xp/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

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