

DOCUMENT NUMBER: MTN-0039-23-NA

APC: 877

ISSUE DATE: June-2023 EXPIRATION DATE: 30-June-2024

Bulletin Type: Informational Only

# **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 <u>from</u> 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/voyence.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:

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.



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 "<u>PARTS REQUIRED (HARDWARE/SOFTWARE)</u>" 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.

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.



DOCUMENT NUMBER: MTN-0039-23-NA

APC: 877

ISSUE DATE: June-2023 EXPIRATION DATE: 30-June-2024

Bulletin Type: Informational Only

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 <a href="https://www.motorolasolutions.com/en\_us/support.html">https://www.motorolasolutions.com/en\_us/support.html</a>
In EMEA <a href="https://www.motorolasolutions.com/en\_xu/support.html">https://www.motorolasolutions.com/en\_xu/support.html</a>
In Asia <a href="https://www.motorolasolutions.com/en\_xp/support.html">https://www.motorolasolutions.com/en\_xu/support.html</a>

#### SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW\_order\_form.pdf

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2021 Motorola Solutions, Inc. All rights reserved.