

## Motorola Solutions Technical Notification (MTN)

**TITLE:** McAfee® ePolicy Orchestrator (ePO) Server and Antivirus Client software upgrade for fielded ASTRO® 25 7.17.X systems (A7.17.0, A7.17.1, A7.17.2.).

**TECHNOLOGY:** ASTRO® 25 Infrastructure

### **SYMPTOMS:**

Certain McAfee EPO an Agent versions will no longer be supported. Refer to the table below for specific versions (and how to identify what versions you are running). The anti-malware protection software McAfee® VirusScan Enterprise (VSE) for Windows and McAfee® VirusScan Enterprise for Linux (VSEL) are still supported for security patches and virus definition updates (DATs).

### **MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

Models:

- **Core Security Management Server (CSMS) Managed Solution** (M-Core and L-Core)
  - Windows platform boxes (Windows 10, Windows Server 2012)
  - RedHat platform boxes (Linux RHEL 7)
- **Self-Managed Solution** (M-Core, L-Core and K-Core)
  - Windows platform boxes (Windows 10, Windows Server 2012)

System Releases Affected:

- ASTRO® 25 System Release 7.17.0 (A7.17.0)
- ASTRO® 25 System Release 7.17.1 (A7.17.1)
- ASTRO® 25 System Release 7.17.2 (A7.17.2)

### **SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

### **ROOT CAUSE / DEFINITIVE TEST:**

See table below regarding for McAfee® Products End of Life / End of Support dates:

McAfee® Product Name	Version	End of Life / End of Support	McAfee® Website Link
McAfee® ePolicy Orchestrator (ePO)	v5.3	3/31/2019	<a href="#">McAfee ePO Product EOL Information</a>
McAfee® Agent	v4.8	3/31/2018	<a href="#">McAfee Agent Product EOL Information</a>
McAfee® Agent	v5.0	12/17/2019	<a href="#">McAfee Agent Product EOL Information</a>

### **WORKAROUNDS AND CORRECTIVE ACTIONS:**

Apply this MTN solution to fielded ASTRO® 25 systems (A7.17.0, A7.17.1, A7.17.2).

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This MTN includes the following software updates:

- McAfee® ePO Server v5.3 to v5.9
- McAfee® Agent v4.8 or v5.0 to v5.5
- McAfee® VSE v8.8 and VSEL v2.03 to ENS v10.5 and ENSLTP v10.2
- SQL Express 2014 to SQL Express 2016
- McAfee® Standalone CD media (anti-malware package for Self-Managed Windows PC and Server)

### **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:**

1. Initiate a software request case through Motorola Solutions, 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-0041-19-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 UOST for processing

### **PARTS REQUIRED (HARDWARE/SOFTWARE):**

#### **Core Security Management Server (CSMS) Managed Solution (M and L Cores)**

- CSMS: McAfee® Software Media (KC877V0C4000071701)
- CSMS Supplemental CD (KC877C085000071701)
- Virtual Appliance - CSMS - Disk 1 (KC877L09N000071704)
- Virtual Appliance - CSMS - Disk 2 (KC877L0DW000071704)
- Windows Supplemental Full Config Software (KC877V087000071704)
- Windows Supplemental Transparent Config Software (KC877V088000071704)
- Windows Supplemental Common Software (KC877V089000071704)

#### **Self-Managed (Standalone) Solution (M, L and K Cores)**

- McAfee® Standalone Local Media (KC877V0A0000071702)
- Windows Supplemental Full Config Software (KC877V087000071704)
- Windows Supplemental Transparent Config Software (KC877V088000071704)
- Windows Supplemental Common Software (KC877V089000071704)

**Both security solutions above require:** TNCT version 23.61.00 or greater

- With change to the new version of McAfee®, firewalls within the ASTRO® 25 will need to be refreshed with the new and updated TNCT configuration files.

### **ADDITIONAL INFORMATION:**

#### **REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

Use the following link on how to apply this MTN to fielded ASTRO® 25 systems (A7.17.0, A7.17.1 or A7.17.2)

[Application of MTN - Appendix A](#)

#### **WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_  
After (re)installation \_\_\_  
After upgrade \_\_\_  
After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_\_\_  
On FRU replacement \_\_\_  
During maintenance \_Y\_  
Immediately \_\_\_  
As instructed \_Y\_  
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](https://www.motorolasolutions.com/en_us/support.html)

Upgrade Operations Software Team

**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

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**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 \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**

Ship To: \_\_\_\_\_ Bill To: \_\_\_\_\_

Email: \_\_\_\_\_

Attn: \_\_\_\_\_ Attn: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

**Customer Billing**

**Internal Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software 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 in 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 UOST are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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