

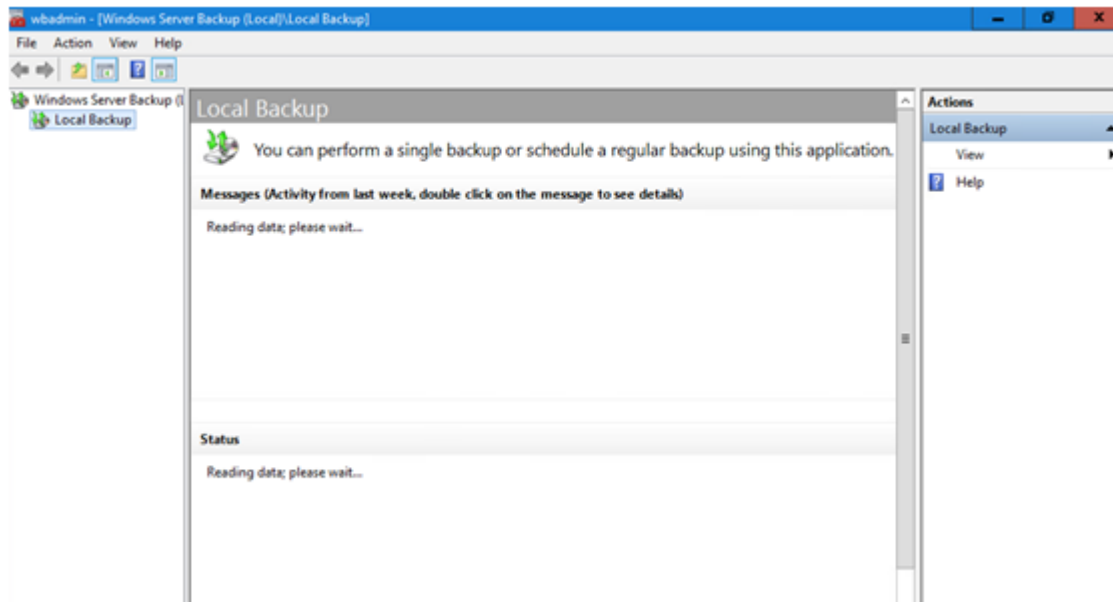
Motorola Solutions Technical Notification (MTN)

TITLE: Domain Controllers fail to backup after system upgrade

TECHNOLOGY: ASTRO 25

SYMPTOMS:

On systems that have been upgraded from Windows Server 2008 R2 to Windows Server 2012 R2 release 7.15 to 7.17.x or 7.16 to 7.18 Windows Backup service hangs up (a message reading data is displayed), there is no possibility to make a backup.



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.17.x, ASTRO 7.18

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

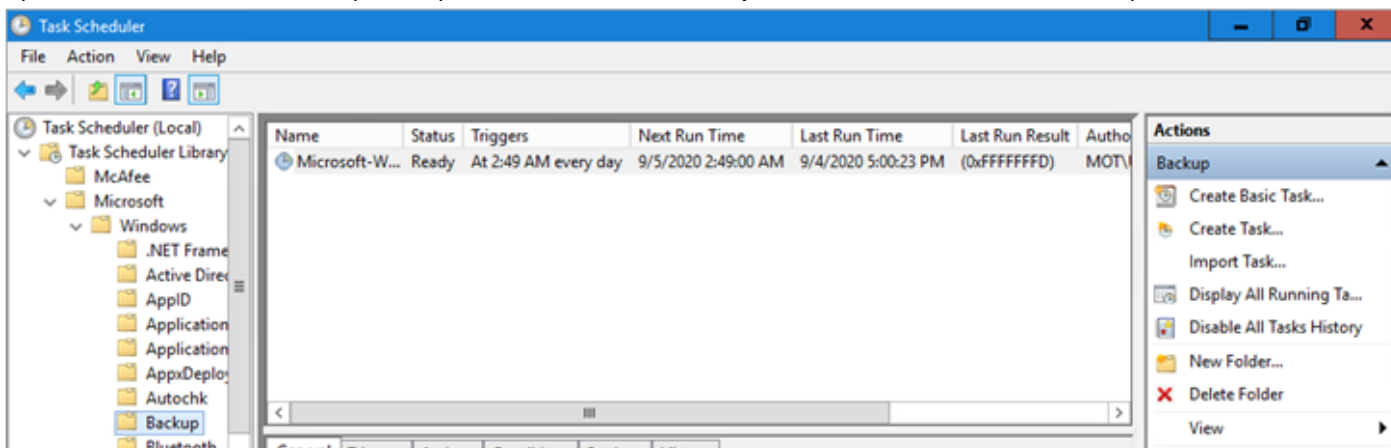
ROOT CAUSE / DEFINITIVE TEST:

During the OS upgrade from Windows Server 2008 R2 to Windows Server 2012 R2 an additional system partition is created. The definition of the backup policy which exists in the system becomes obsolete because it does not contain information about the newly created partition. Subsequently, Windows Backup service is not able to perform the backup and the service crashes.

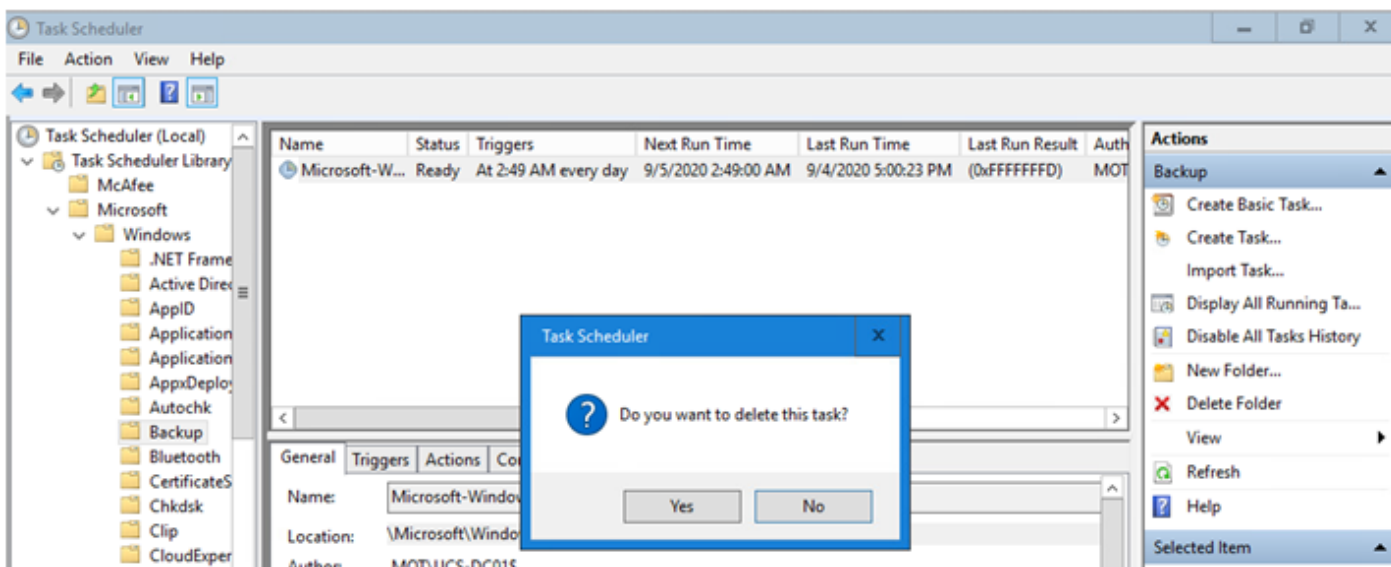
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WORKAROUNDS AND CORRECTIVE ACTIONS:

1. Log on to the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The Domain administrator's desktop appears.
2. Click on the Windows Start button and type in "services.msc" <enter>.
3. If the service "Block Level Backup Engine Service" – wbengine service is running, then restart it, if not go to step 4.
Note: During the service restart, a pop-up window may appear that the restart process has failed. In such case, refresh the view and confirm that service is stopped
4. Open Task Scheduler on the left pane expand "Task Scheduler Library" -> Microsoft -> Windows -> Backup



5. Right Click on the scheduled task and select Delete
6. Confirm deletion of the task



7. Open PowerShell command line as an Administrator, and execute the following commands:
`cd 'C:\Program Files\Motorola\AstroDC\common\scripts'`
`.\ConfigBarClient.ps1`
8. Wait until the script execution is complete.
 - a. Last line will show date and "ConfigBarClient.ps: Exit with 0"
 - b. Task scheduler shows a new task is created (same name as one previously deleted)

Note: If the script ends with a warning:

```
WARNING: Windows Server Backup has detected that the selected backup destination Local Disk contains backups taken with a previous version of Windows. Performing a new backup to that destination will erase these backups. If you want to retain these backups you should copy them to a new location before using this location as the current backup destination or use a different backup destination. To confirm that the previous backups can be deleted run the backup job using the -AllowDeleteOldBackups parameter.
Information:10/1/2020 1:59:14 PM:ConfigBarClient.ps1:Exit with 0.
```

Delete the following folder: "D:\WindowsImageBackup" and re-run the ConfigBarClient.ps1 script.

RESOLUTIONS AND REPAIR PROCEDURES:

Perform the Workaround listed above.

Please note that the restore procedure described in *Chapter 14 - Domain Controller Disaster Recovery of Authentication Services Feature Guide* was also updated.

In case of restoration, use mentioned document in following versions (or newer):

- A7.17.3: [MN005045A01-G](#)
- A7.18: [MN005325A01-I](#)

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
ASTRO DC Plugin	KC877C04C000071713 or later	A7.17.x
ASTRO DC Plugin	KC877C04C000718008 or later	A7.18

ADDITIONAL INFORMATION:**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

The restoration procedure is described in *Chapter 14 - Domain Controller Disaster Recovery of Authentication Services Feature Guide*. In case of restoration, use mentioned document in following versions (or newer):

- A7.17.3: [MN005045A01-G](#)
- A7.18: [MN005325A01-I](#)

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade _X_
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

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: _____

Email: _____
Attn: _____

Phone: _____

Customer Billing

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

Bill To: _____

Attn: _____

Phone: _____

Internal Billing

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



Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° 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 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:
