

Motorola Solutions Technical Notification (MTN)

TITLE: ASTRO Box Profiles (ABP) does NOT enable SNMP service.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

After applying console profiles from ASTRO Box Profile media the SNMP service does not exist. This causes the device to not be discovered correctly in the UEM.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 2019.2

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The latest version of Astro Box Profile media for 2019.2 (ABP-R03.20190701.00.iso KC: KC877V0E7000190200) did not include the newest console profiles, which are enabling SNMP Service.

WORKAROUNDS AND CORRECTIVE ACTIONS:

RESOLUTIONS AND REPAIR PROCEDURES:

Update to the latest version of software listed in the Parts Required Section

For all affected systems:

1. Login to the system using an account with administrator privileges.
2. Open Powershell command line as an Administrator and execute the following command:

Add-WindowsCapability -Online -LimitAccess -Name SNMP.Client~~~~0.0.1.0 -Source

C:\Install_Files\SNMP_Capability

or

dism /online /add-capability /capabilityname:SNMP.Client~~~~0.0.1.0 /limitaccess

/source:C:\Install_Files\SNMP_Capability

3. Restart the computer

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - a. Reference **MTN-0043-20-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 the Motorola Solutions Software Factory for processing

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PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
Motorola Windows CommonOS Box Profile	KC877V0E7000190201 or later	A2019.2

ADDITIONAL INFORMATION:**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:****WHEN TO APPLY RESOLUTION:**

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed _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.

For assistance with this bulletin please contact your MSI Technical support center

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

Motorola Solutions Software Factory

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 InformationShip To: _____

_____Bill To: _____

Email: _____

Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

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

**Internal
Billing**

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

- ° 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 Fax or 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 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

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:
