

Motorola Solutions Technical Notification (MTN)

TITLE: Manage IMW ENS from CSMS

TECHNOLOGY: ASTRO 25 with Intelligent Middleware (IMW)

SYMPTOMS:

This MTN serves as a reminder and procedure to improve IMW Antivirus management by utilizing the CSMS. Administration of IMW VMs with standalone ENS takes a lot more effort than using CSMS. The investment in updating the CSMS to manage the IMW VMs will make it much easier to update virus definitions for the IMW VMs.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

The following versions would need to be upgraded before they can administer the IMW devices.

ASTRO 7.18:

CSMS Standard: Prior to 07.18.00-19

CSMS Host Based: Prior to 07.18.00-24

ASTRO 2019.2

CSMS Standard: Prior to 19.02.00.20

CSMS Host Based: Prior to 19.02.00-27

ASTRO 2020.1, 2020.1HS:

CSMS Standard: Prior to 19.03.02-01

CSMS Host Based: Prior to 19.03.04-19.03.04-01

IMW must be at least 5.2.2 with 2020.Q1 quarterly patch or 5.2.3.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

IMW is version 5.2.2 with 2020.Q1 patch or version 5.2.3 and has standalone ENS or no malware protection installed. IMW devices are not present in the CSMS.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Follow procedure below

RESOLUTIONS AND REPAIR PROCEDURES:

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

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. ©2016 Motorola Solutions, Inc. All rights reserved."

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-XXX-XX-XX** 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

To Configure CSMS support for IMW:

1. If you already have IMW compatible CSMS or CSMS-HB installed (see above), skip to step 3.
 - a. Alternatively: Log into ePO, open Hamburger Menu > Tag Catalog and Search for **MSG**.
 - b. If you find the tag **MSI_IMW_MSG** then skip to [Step 3: Uninstall Standalone McAfee...].
2. Update the CSMS to a version that supports the IMW.
 - a. Run [Procedure 1: Export CSMS Managed Devices List and Hosts File Configuration]
 - b. Shutdown and delete the existing CSMS VM
 - c. Install CSMS (REF#1 - Chapter 3)
 - d. Run [Procedure 2: Import CSMS Managed Devices List and Hosts File Configuration]
 - e. Follow REF #1 - Chapter 5. Run procedures in 5.1 and 5.2 to Install Agent on RNI and CEN devices.
WARNING: Deployment of Agent and ENS to Consoles may cause a service outage. Coordinate deployment to these devices with system management.
Note: Don't add the IMW CEN devices at this time.
Note: Select Windows OS type for the DC and Site SADR IP lists.
Note: The List of devices for 5.1 and 5.2 can be loaded from the backup:
 - i. C:\ProgramData\Motorola\ePOAgentRestore\DC_SADRs_IPs.txt
 - ii. C:\ProgramData\Motorola\ePOAgentRestore\Site_SADRs_IPs.txt
 - iii. Wait 30 minutes for SADR replication.
 - iv. C:\ProgramData\Motorola\ePOAgentRestore\NonSADR_Windows_IPs.txt
 - v. C:\ProgramData\Motorola\ePOAgentRestore\NonSADR_Linux_IPs.txt
3. Uninstall the Standalone McAfee product(s) from the IMW VMs.
4. Use procedures in "McAfee Client Software Deployment in CEN" (REF#1 section 5.2) to add management of the IMW VMs to the CSMS.

PARTS REQUIRED (HARDWARE/SOFTWARE):

Common for Standard or Host Based CSMS for ASTRO 7.18, 2019.2 or 2020.1:

CSMS Supplementary Disk - R08.03.08 or newer

KC877C085000000107

Non-SA CSMS Configuration - R07.01.04 or newer

KC877V0C4000000107

For Standard CSMS ASTRO 07.18:

CSMS-07.18.00-20 or newer (2 Disk set)

KC877L09N000071804, KC877L0DW000071804

Windows Supplemental Hardening Configuration - 14.00.79 or newer

Full: KC877V087000718009, Transparent: KC877V088000718009

For HostBased CSMS 07.18:

CSMS-07.18.00-27 or newer (3 Disk set)

KC877L0DH000071803, KC877L0DD000071803, KC877L0DE000071803

Windows Supplemental Hardening Configuration - 14.00.79 or newer

Full: KC877V087000718009, Transparent: KC877V088000718009

For Standard CSMS 2019.2:

CSMS-19.02.00.20 or newer (2 Disk set)

KC877L09N000190104, KC877L0DW000190104

Windows Supplemental Configuration - R15.20200805 or newer

Full: KC877V087000190203, Transparent: KC877V088000190203

For HostBased CSMS 2019.2:

CSMS-19.02.00-27 or newer (3 Disk set)

KC877L09N000190003, KC877L0DW000190004, KC877L0DH000190004

For Standard CSMS 2020.1, 2020.1HS:

CSMS-19.03.05-01 or newer (2 Disk set)

KC877L09N000200101, KC877L0DW000200101

Windows Supplemental Configuration - R16.20200805.00 or newer

Full: KC877V087000200104, Transparent: KC877V088000200104

For HostBased CSMS 2020.1, 2020.1HS:

CSMS-19.03.04-19.03.04-01 or newer (3 Disk set)

KC877L09N000201001, KC877L0DW000201001, KC877L0DH000201001

Windows Supplemental Configuration - R16.20200805.00 or newer

Full: KC877V087000200104, Transparent: KC877V088000200104

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

#1 MN007181A01-B_enus_Core_Security_Management_Server_Feature_Guide.pdf

Procedure 1: Export CSMS Managed Devices List and Hosts File Configuration

Time to Perform:	10 min
Before You Begin:	Obtain CSMS Supplemental Media version R08.03.08 or newer. Obtain the ePO console admin credentials to login to the ePO console.
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure:	Ensure a Sufficient CSMS Supplemental Version was Used During CSMS Install
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell as an Administrator (do not use "Windows PowerShell (x86)")
3.	Execute the following command: (Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions\AstroCSMS).\CSMSInstall\Version'
4.	IF the version is lower than R08.03.08, THEN install a newer version by following the remaining items in this step. ELSE, proceed to the next procedure. 1. Obtain CSMS Supplemental Media version R08.03.08 (KC877C085000000107) or newer. 2. Mount the CSMS Supplemental Media to the CSMS VM. 3. Log on to the CSMS VM with administrative credentials. 4. Navigate to the main folder on the mounted CD and double click CSMSUtilities.msi a. Result: The installation is successful when no window appears.
Procedure:	Restore Initial Console SADR-LC Config and Hosts File
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell as an Administrator (do not use "Windows PowerShell (x86)")
3.	Execute command: cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"
4.	Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted: .\BackupRestoreManagedAgents.ps1
5.	Ensure the script finishes successfully
6.	Save the resultant <CSMS hostname>-ConfigBackup.zip file (on the Desktop) external to the CSMS to be restored in the new CSMS01 (and CSMS02 if DSR).

Note: This .zip contains multiple files that are used to restore the config (managed agents lists and etc\hosts file) on the new CSMS.

Procedure 2: Import CSMS Managed Devices List and Hosts File Configuration

Time to Perform:	~10 minutes
Before You Begin:	Locate/Obtain the <CSMS hostname>-ConfigBackup.zip(s) exported from the old CSMS. Ensure you obtain <i>both</i> <CSMS hostname>-ConfigBackup.zip(s) for DSR as they will <i>both</i> be restored to <i>each instance of new CSMS</i> .
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure:	Ensure a Sufficient CSMS Supplemental Version was Used During CSMS Install
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
3.	Execute the following command: (Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions\AstroCSMS).CSMSInstallVersion'
4.	IF the version is lower than R08.03.08, THEN install a newer version by following the remaining items in this step. ELSE, proceed to the next procedure. <ol style="list-style-type: none"> Obtain CSMS Supplemental Media version R08.03.08 (KC877C085000000107) or newer. Mount the CSMS Supplemental Media to the CSMS VM. Log on to the CSMS VM with administrative credentials. Navigate to the main folder on the mounted CD and double click CSMSUtilities.msi <ol style="list-style-type: none"> Result: The installation is successful when no window appears.
Procedure:	Restore Initial Console SADR-LC Config and Hosts File
1.	Log on to the CSMS VM with administrative credentials
2.	Create a folder called ePOAgentRestore at C:\ProgramData\Motorola\
3.	Copy <CSMS hostname>-ConfigBackup.zip (both from the matching CSMS instance AND the opposite CSMS instance [for DSR]) to C:\ProgramData\Motorola\epoAgentRestore
4.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
5.	Execute command: cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"
6.	Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted: .BackupRestoreManagedAgents.ps1 -Restore
7.	Ensure the script finishes successfully. Result: The script has created a system in ePO's system tree for each hostname in <i>Console_SADRs_hostnames.txt</i> and applied the tag MSI_SADR-LC. It has also restored the etc\hosts file containing NATed IPs for CEN devices.
Procedure:	Adjust SADR Cache Config
1.	Log on to the CSMS VM with administrative credentials
2.	Launch McAfee ePO by clicking the Launch McAfee ePolicy Orchestrator X.Y.Z Console shortcut on the desktop and login using the ePO admin credentials
3.	Along the top bar, click Policy Catalog
4.	In the left <i>Products</i> pane, click McAfee Agent
5.	In the right pane, expand <i>General</i> and click Edit for the <i>MSI_STIG_Compliant SADR LC Agent Gen Windows</i> policy
6.	Click the SuperAgent tab
7.	For the Interval to flush cache (minutes): field, change the value to 999

8.	For the Purge Interval (Days): field, change the value to 5
9.	In the bottom right, click Save

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 ___

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:
