

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Internetworking Firewall Fortinet 101e running firmware version 7.0.12 sends syslog traffic out the wrong network interface causing no events to report to the syslog server.

Technology

ASTRO® 25 - Fortinet 101e firewall (FW)

Severity Recommendation

Medium

Symptoms

Internetworking Firewall Fortinet 101e running firmware version 7.0.12 sends syslog traffic out the wrong network interface causing no events to report to the syslog server. This may occur after a temporary interruption in the connection between the Internetworking firewall and the RNI firewall.

Models / System Releases / Kits / Datecodes Affected

ASTRO releases: A2022.x/AN2024.x with Fortinet 101e firewall specified below.

- Internetworking Firewall Fortinet 101e firmware version 7.0.12

When To Apply

During maintenance _X_

As instructed _X_

Workaround/Recovery

Temporary recovery of the connection to the syslog server can be made by restarting the Interworking Firewall.

Resolution And Repair Procedure

Update the firewall configuration for this model using the appropriate TNCT version listed in the "Software Parts Required" section below:

Order of upgrade:

1. Generate TNCT configuration using the version listed below.
2. Deploy configuration for every Internetworking Firewall Fortinet 101e firmware version 7.0.12.

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To schedule a TNCT update, please contact your dedicated Motorola Customer Support Manager (CSM) or System Manager.

Time To Implement/System Impact

Estimated time to implement - per firewall - up to 10min (including configuration transfer and reboot time)

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.x, AN2024.x	TNCT Version: R26.147.00 or later	N/A

Additional Information

None

Reference The Following Documents/Processes For Installation

N/A

Procedures

N/A

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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