

Motorola Solutions Technical Notification (MTN)

TITLE: A7.17.3 CSMS requires a new package of ENSLTP (Endpoint Security for Linux Threat Prevention)

TECHNOLOGY: ASTRO

SYMPTOMS:

A7.17.3 CSMS requires a new package of ENSLTP (Endpoint Security for Linux Threat Prevention)

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.17.3

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

Previous package of ENSLTP on the CSMS does not have the hot fixes bundled in which causes the RHEL box to freeze upon deployment until the hot fixes got installed.

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

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

1. **To obtain software:**
2. Initiate a software request case through Motorola Solutions, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
3. Await confirmation email from UOST with instructions
4. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0047-19-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.
5. Email completed Software Order Form to UOST for processing UOSTTEAM@motorolasolutions.com

PARTS REQUIRED (HARDWARE/SOFTWARE):

KC708C0760000000000 Motopatch for McAfee ENS 2019.Q1

ADDITIONAL INFORMATION:

SUS customers can download the software directly from the SUS website. Non-SUS customers will need to order the software from the UOST team.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

After reboot ____
After (re)installation ____
After upgrade ____
After power cycle ____

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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



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: _____

Bill To: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

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

Internal Billing

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 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:

Software Description

Part# or Version #

Quantity:

