

Motorola Solutions Technical Notification (MTN)

TITLE: SNMP does not work on License Manager(LM) outside zone 1

TECHNOLOGY: ASTRO25

SYMPTOMS:

On all License Managers except zone 1 in primary core, motca.service is down, causing SNMP to not function, resulting that on the UEM there is no information about License Managers other than z001lm01.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Astro A2019.2 License Manager builds prior to LM-Generic-02.04.00.04-19

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

/etc/opt/Motorola/ca/snmp/snmpd.conf specifies always to listen on an address from zone 1 primary core (10.1.233.119).

Definite Test : Execute command "systemctl status motca.service" to display the current status of Common Agent.

Corrective actions are required if the service is not running.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Correct config file of Common Agent (/etc/opt/Motorola/ca/snmp/snmpd.conf), line 38 (agentaddress). Change the address: 10.1.233.119 to the appropriate zone and DSR address if applicable. Then restart motca service as root from command line: systemctl restart motca.

RESOLUTIONS AND REPAIR PROCEDURES:

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

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-0050-20-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO boxes: LM-Generic-02.04.00.04-19 (KC877V0D2000190102) or newer.

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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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

Software Order Form

Phone Number: (800) 221-7144

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 #: _____

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 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 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:
