

Motorola Solutions Technical Notification (MTN)

TITLE: Job view in NCM does not auto-refresh to show new jobs or the progress of running jobs

TECHNOLOGY: ASTRO 25

SYMPTOMS:

In the NCM Job View (in Schedule Manager), new jobs do not appear automatically when scheduled. Jobs that are already visible in the Job View do not auto-refresh to show their progress. In both cases, a manual refresh is required to see the latest job status.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.18 (up to UNC-Astro-07.18.00.47-01 and UNCDS-Astro-07.18.00.47-01)
ASTRO 2019.2 (up to UNC-Astro-07.19.03.38-00 and UNCDS-Astro-07.19.03.38-00)
ASTRO 2020.1 (up to UNC-Astro-07.20.02.95-00 and UNCDS-Astro-07.20.02.95-00)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

In the UNC, when FTP is disabled, a port range is closed for security reasons. This range includes a port used by NCM for auto-refreshing the scheduling of new jobs as well as auto-refreshing status changes in jobs that are already running. Since the port was closed, the auto-refresh did not occur. The issue impacts only systems with FTP disabled. In order to check FTP status open admin_menu and select: Application Administration -> FTP Services -> Display FTP status.

WORKAROUNDS AND CORRECTIVE ACTIONS:

The auto-refresh requires a specific port to remain open. This may be done as follows:

1. In the file `/unc/scripts/install/unc-iptables-config.sh`, add the following entry on line 133:

```
iptables ${CMD} ${TCP} --dport 61616 ${CMT} -j ACCEPT || RC=${FAILURE}
```
2. Save the changes
3. Run the modified script
4. Re-login is required for the change to take effect

This action will regenerate the port configuration on the UNC and auto-refresh will now be enabled.

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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-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

- A7.18
 - KC877L0AT000718007 - UNC-Astro-07.18.00.77-00
 - KC877L0AT000718007 - UNCDs-Astro-07.18.00.77-00
- A2019.2
 - KC877L0AT000190208 - UNC-Astro-07.19.03.41-03
 - KC877L0AT000190258 - UNCDs-Astro-07.19.03.41-03
- A2020.1 / A2021.1
 - KC877L0AT000200105 - UNC-Astro-07.20.03.13-02
 - KC877L0AT000200155 - UNCDs-Astro-07.20.03.13-02

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System releases: A7.18, A2019.2, A2020.1

CSA System: Installation / Upgrade – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

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:
