MOTOROLA SOLUTIONS

DOCUMENT NUMBER: MTN-0055-18-NA
APC: 877
ISSUE DATE: 06-2018
EXPIRATION DATE: 30-06-2019
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: UNC Application enters into Malfunction state every time a Nessus scan is performed

TECHNOLOGY: Unified Network Configurator (UNC)

SYMPTOMS:
During the Nessus scanning, some UNC services crash and do not restart on their own and subsequently not restarted. Status of services is monitored and Malfunction state of UNC was reported to the UEM.

```
# sr
Started: Mon May 7 02:56:58 CDT 2018


[UNC]
Application state is MALFUNCTION
Requested state is Enabled
No locks found


Target/Service name          Running on   State               PID     Health
-----------------------      ----------   ----------------    -----   --------
monitor.target               ALWAYS       active                      OK
  monitor.service            ALWAYS       active (running)    1068    OK
disabled-app.target          ALWAYS       active                      OK
  common-agent.service       ALWAYS       active (running)    1851    OK
enabled-app.target           ON_DEMAND    inactive (dead)             FAILURE
  pgsql.service              ON_DEMAND    active (running)    15943   OK
  unc-bulkdis-jobseq.service ON_DEMAND    inactive (dead)     -       FAILURE
  unc-business-rules.service ON_DEMAND    inactive (dead)     -       FAILURE
  unc-tomcat.service         ON_DEMAND    inactive (dead)     -       FAILURE
  unc-voyence.service        ON_DEMAND    active (running)    18969   OK
```

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 7.17 (application versions less than UNC-Astro-07.17.00.48-14 and UNCDS-Astro-07.17.00.48-14)
ASTRO 7.17.1 ((application versions less than UNC-Astro-07.17.01.03-00 and UNCDS-Astro-07.17.01.03-00)
ASTRO 7.17.2 ((application versions less than UNC-Astro-07.17.02.13-00 and UNCDS-Astro-07.17.02.13-00)

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
There were two problems:
- during Nessus scan the Voyence service was restarted;
- invalid dependency configuration of the UNC services. Restart of UNC Voyence service causes failure for the dependent services. They were stopped and did not restart.

WORKAROUNDS AND CORRECTIVE ACTIONS:
Workaround: After scanning, start the following services to make UNC operational:
unc-tomcat, unc-bulkdis-jobseq and unc-business-rules:

> *(ucs-unc01.ucs):(root) 06:21:51 CDT UNC-Astro-07.17.00.48-06*
> *# service unc-tomcat start*
> *Redirecting to /bin/systemctl start unc-tomcat.service*

> *(ucs-unc01.ucs):(root) 06:21:57 CDT UNC-Astro-07.17.00.48-06*
> *# service unc-bulkdis-jobseq start*
> *Redirecting to /bin/systemctl start unc-bulkdis-jobseq.service*

> *(ucs-unc01.ucs):(root) 06:22:30 CDT UNC-Astro-07.17.00.48-06*
> *# service unc-business-rules start*
> *Redirecting to /bin/systemctl start unc-business-rules.service*

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
    a. Reference **MTN-0055-18-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
ASTRO 7.17 UNC: KC877L0AT000071705 (UNC-Astro-07.17.00.48-14) and KC877L0AT000071755 (UNCDS-Astro-07.17.00.48-14)
ASTRO 7.17.1 UNC: KC877L0AT000071706 (UNC-Astro-07.17.01.03-00) and KC877L0AT000071756 (UNCDS-Astro-07.17.01.03-00)
ASTRO 7.17.2 UNC: KC877L0AT000071707 (UNC-Astro-07.17.02.13-00) and KC877L0AT000071757 (UNCDS-Astro-07.17.02.13-00)

ADDITIONAL INFORMATION:
Problem with restarting Voyence service was reported to EMC and fix will be incorporated into UNC 7.18 release.
Incorrect configuration of UNC services have been fixed, however the Malfunction state will be still reported to the UEM during the Nessus scan. Services will be temporary stopped and then started automatically, so manual workaround would not be required to apply.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
System releases: A7.17, A7.17.1, A7.17.2
- **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 _x_
Immediately __
As instructed __
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.

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Upgrade Operations Software Team

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		Case Number	
System ID		Site ID	
System Name		Site Name	
Customer Name			
Form Completed by		Field Contact	
Organization		Organization	
Phone Number		Phone Number	
Pager Number		Pager Number	
Fax 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: _____   Bill To: _____

_____   _____

_____   _____

Email: _____
Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing		**Internal Billing**	
P.O. #:		PROJECT #:	
CUST #:		FSB #:	
TAG #:		DEPT #:	
		APC #:	

MOTOROLA SOLUTIONS

Software Order Form

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 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 in 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: