![Motorola Solutions logo]

Motorola Solutions Technical Notification (MTN)

TITLE: Active Directory DNS server missing DNS entries

TECHNOLOGY: Active Directory DNS or Domain Controller

SYMPTOMS:
When the Zone DNS tables are built, they are missing a number of DNS entries, including those for the Syslog servers.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 7.18 DC Plugin Media

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
When the Zone DNS tables are built, they are missing a number of DNS entries, including those for the Syslog servers.

Resolved in DC Plugin version ADC_R09.00.47.

WORKAROUNDS AND CORRECTIVE ACTIONS:
NA

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-0058-19-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.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
DC Plugin - 09.00.51 (or later) - KC877C04C000718001

ADDITIONAL INFORMATION:
How to determine ADC (DC Plugin) version? Use one of the below.
1. On Domain Controller open "Program and Feature" and look for "ADC_RXX.YY.ZZ" on the installed applications list. XX.YY.ZZ is an ADC (DC Plugin) version.
2. Open regedit as Administrator and navigate to HKLM\Software\Motorola\DCConfing. Current Version attribute has currently installed version number of ADC (DC Plugin).

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
Please see Appendix A for information on how to perform the upgrade procedure for the DC

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 x

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 centre
https://www.motorolasolutions.com/en_us/support.html

Appendix A – Installation Instructions

Notes:		GENERAL NOTES:
		Please **<u>DO NOT</u>** take snapshots of Domain Controller VMs as this increases the likelihood of reverting and causing permanent corruption of data.
		When shutting down the Domain Controller, gracefully shutdown using the Start->Shutdown method.
		ALWAYS USE AN ACCOUNT THAT IS A MEMBER OF *"Enterprise Admins"* AND *"Schema Admins"* DOMAIN GROUPS FOR ALL THE TASKS DURING DC UPGRADE.
Procedure:		**Upgrade the Domain Controller**
1.		Log in to the Domain Controller using an account that is a member of *"Enterprise Admins"* and *"Schema Admins"* domain groups.
2.		Insert the Domain Controller Plugin media and navigate to the CD ROM drive. **Result**: The contents of the CD ROM drive are displayed.
3.		Double-click **ADC_RXX.XX.XX.msi** to install the DC scripts. **Result**: The required files are installed at **c:\Program Files\Motorola\AstroDC.** **NOTE** The installation completes without any user interaction within 5 minutes. If no popup window appears, the installation is successfully finished. To verify the installation was complete, please open the control panel and verify the version of the program starting with ADC is the latest.
4.		Insert the Windows Supplemental media into the drive.
5.		Do the following from the Start menu: 5.1 Select **All Programs**. 5.2 Select **Accessories**. 5.3 Select **Windows** PowerShell **5.4** Select **Windows PowerShell.** You can also launch PowerShell by clicking the icon on the taskbar. **Result**: The PowerShell window opens.
6.		Change directory to **C:\Program Files\Motorola\AstroDC\common\scripts** and run the following commands: .\UpgradeDC.ps1 **Result**: A prompt appears requesting a Domain Admin password.
7.		Type in a Domain Admin password twice. **NOTE** If you see any errors related to UpgradePhantomDomain.ps1 that are persistent, please hit Continue in WIF windows to complete the upgrade. After the DC is upgraded, please execute the following scripts on powershell command prompt: cd 'c:\Program Files\Motorola\AstroDC\DNs\scripts' and then execute: .\RemovePhantomDomain.ps1 <name of the Phantom zone> .\AddPhantomDomain.ps1 <name of the Phantom zone> Result: When execution starts, a window called "WIF" will pop-up. The WIF installation completes with a reboot. If there are any errors, please check the log file at c:\windows\debug\DCInstall.log and contact Motorola Solutions Support. If there were no errors, DC upgrade completely successfully statement will logged to c:\windows\debug\DCInstall.log.

MOTOROLA *SOLUTIONS*

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 #: _____

° 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 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: _____