

DOCUMENT NUMBER:	MTN-0059-25
ISSUE DATE:	2025-04

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

After some period of time following an ATR upgrade to AN2024.1, new ATIA messages are not displayed on ATIAlog Viewer, new statistics are not displayed in Historical Reports and RCM reports are not being generated.

Technology

ASTRO Infrastructure - ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately - if upgrade was performed to A2024

Symptoms

The following issues may be observed on ATR after an upgrade to AN2024.1:

On the ATIAlog Viewer, new ATIA messages are not available. The partition: **/opt/Motorola/stm/atialog/logs** becomes full, as a result new ATIA packets are not collected.

On the Historical Reports, new statistics are not available. The partition: **/opt/Motorola/stm/stats/stats_files** becomes full, as a result new statistics are not collected.

New scheduled RCM reports are not being generated. The partition: **/opt/Motorola/stm/reports/export** becomes full

Models / System Releases / Kits / Datecodes Affected

All ATRs upgraded to AN2024.1 with versions up to ATR-Astro-07.33.00.35-00

When To Apply

After upgrade _X_

Immediately _X_

Workaround/Recovery

Login to ATR as root account, and launch following commands:

chown wildfly /var/log/mot/atia/atia_arch.log

chown svstats /var/log/mot/stats_files/stats_files_cleanup.log

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chown tempest /var/log/mot/rpts/rpts_rotation.log

If a partition was full, new data will start to be collected after logs will be rotated again

- In case of ATIA logs it will be after 2 minutes
- In case of Historical Reports it will be after 15 minutes
- In case of RCM Reports it will be after 1 hour

Time To Implement/System Impact

Low - up to 5min for ATR. No service downtime or loss of functionality.

Software Parts Required

N/A

Hardware Parts Required

N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

N/A

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

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