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Motorola Solutions Technical Notification (MTN)

TITLE: Red X condition and loss of audio on sites with consoles running Windows 10 v1507 and utilizing SYSLOG server.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Red X condition and loss of audio on consoles may occur on sites where consoles are running Windows 10 v1507. This occurs as a result of site link loss due to excessive Windows Event Log 4703 security messages being sent to the SysLog server. Loss of the site link causes all consoles at the site to lose audio.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A2019.x, A2020.1, A2020.HS, A2021.1

Windows Client machines running Windows 10 v1507, sending logs to SYSLOG server.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE:

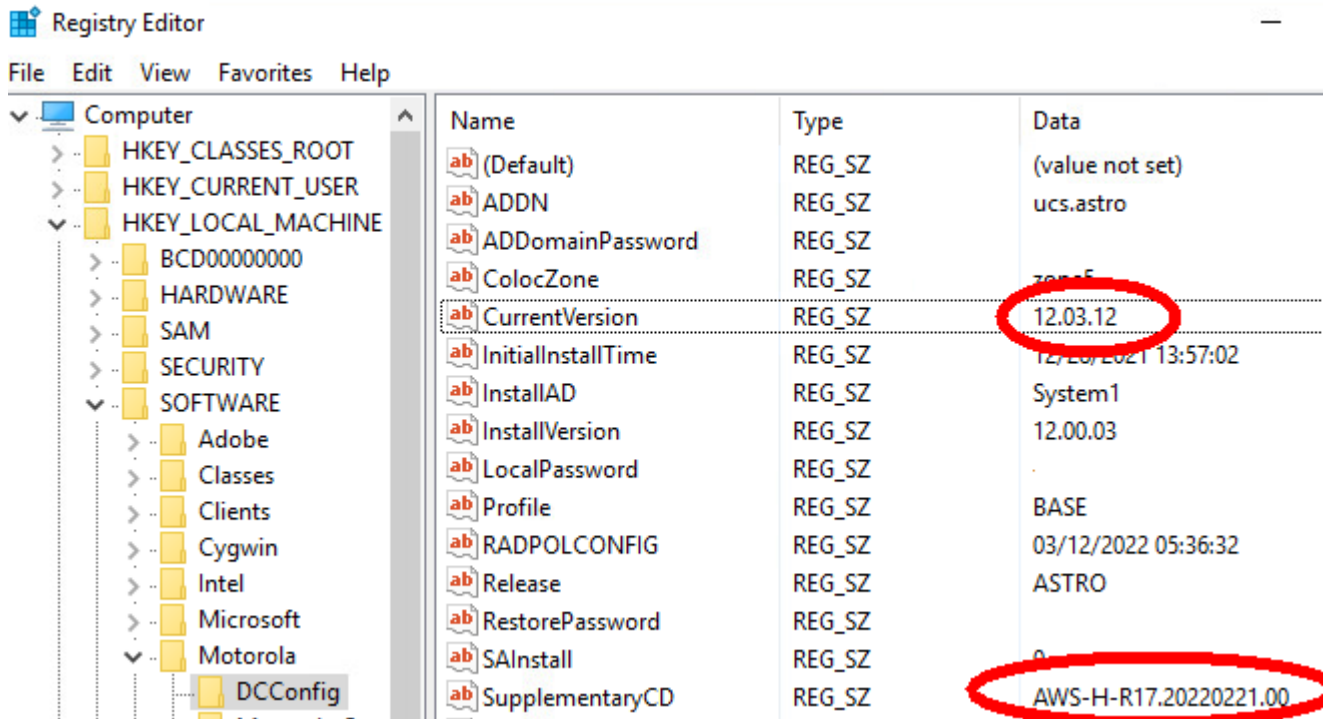
Third-party Operating System issue affecting MSI application

DEFINITIVE TEST:

The system is affected by this issue, if "DC Plugin" and "Windows Supplemental" media versions used for the installation / upgrade of the domain controller are prior to those listed in the table below, AND at least some Windows Client machines are running Windows 10 version 1507. So both conditions need to be verified using the following procedure:

A) Verify the Domain Controller DC Plugin and Supplemental Media versions.

- 1) Log into the Domain Controller using an Active Directory account that is a member of the Domain Administrators group. The domain administrator's desktop appears.
- 2) Click the Windows Start button and type "regedit". Press enter to launch the Registry Editor.
- 3) In the Registry Editor window, expand HKEY_LOCAL_MACHINE\Software\Motorola\DCConfig and verify CurrentVersion key value for DC Plugin version and SupplementaryCD for Windows Supplemental version (see picture below)



| Media Name | KC number | Version | Astro Release |
|------------|-----------------------------|---------------------|-------------------|
| DC Plugin | KC877C04C000190214 or later | R10.00.103 or later | A2019.x and later |
| DC Plugin | KC877C04C000200116 or later | R11.00.95 or later | A202x.y and later |

| Media Name | KC number | Version | Astro Release |
|-----------------------------------|-----------------------------|--------------------------|-------------------|
| Windows Supplemental Full Config | KC877V087000190207 or later | R15.20220308.01 or later | A2019.x and later |
| Windows Supplemental Trans Config | KC877V088000190207 or later | R15.20220308.01 or later | A2019.x and later |
| Windows Supplemental Full Config | KC877V087000200110 or later | R16.20220224.01 or later | A202x.y and later |
| Windows Supplemental Trans Config | KC877V088000200110 or later | R16.20220224.01 or later | A202x.y and later |

B) Verify the Windows system version on client machines:

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Open PowerShell console (on the Domain Controller) in Administrator Mode

Issue the following command:

```
Get-ADComputer -filter {OperatingSystemVersion -like "**10240*"} -properties * | ft name, OperatingSystemVersion, lastlogondate
```

This would return the list showing if there are any Windows Clients joined to the domain that are running Windows 10 v1507.

In case of Window Client machines not connected to the domain, open the PowerShell console on the client machine in Administrator Mode and enter the following command:

```
(Get-WmiObject -Class Win32_OperatingSystem).Version
```

If the version shown is equal to **10.0.10240**, it corresponds to Windows 10 v1507.

WORKAROUNDS:

N/A

CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

1. For fresh installation or disaster recovery, install the "DC Plugin" and "Windows Supplemental" versions as listed in the section **PARTS REQUIRED (HARDWARE/SOFTWARE)**.
2. If the system has been already upgraded to A2019.x / A202x.y, use the following repair procedure:

NOTE: Apply this procedure only if the system matches **DEFINITIVE TEST:**

A) Update of Global Policy on the Domain Controller:

Perform the following steps on primary System Domain Controller (UCS-DC01):

1. Log into the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The domain administrator's desktop appears.
2. Mount ISO containing Supplemental Media on the CD/DVD drive of the Domain Controller.
3. Click the Windows Start button and type **gpmc.msc**. Launch Group Policy Management Console by clicking gpmc.msc.
4. In the left pane, expand your forest and domain, and navigate to **WMI Filters** folder and expand it
5. Create a copy of an already existing WMI filter
 - a) Right click on "**Windows_10**" filter and select **Copy** from the dropdown menu.
 - b) In the left pane, right click the **WMI Filters** folder and select **Paste**. Press **OK** if the confirmation window shows up.
 - c) Right click on the "**Copy of Windows_10**" filter and select **Rename**. The new name should be set to "**Windows_10_1507**"
 - d) Right click on the "**Windows_10_1507**" filter and choose **Edit...**
 - e) In the **Queries** section, select the existing query and click the Edit button on the right.

f) In the **WMI Query** window, modify **Query** section to the following:

select * from Win32_OperatingSystem where Version like "10.0.10240%" AND ProductType="1"

g) Press **"OK"** to accept change and then **"Save"** button.

6. Create a new Group Policy Object named **"AHT_WIN_10_1507_ADM"**:

- In the left pane of the Group Policy Management Console, locate the Group **Policy Object** folder. Right click it and select **"New"**.
- In the New GPO window, enter the Name **"AHT_WIN_10_1507_ADM"** and press **OK**.
- Right click the **"AHT_WIN_10_1507_ADM"** policy and select **Import Settings...**
- In the **Import Settings Wizard** Window, press the **Next** button twice until you see the Backup **location** section. In the **Backup folder**, click on **Browse** button and navigate to the <DVD drive:>\ActiveDirectory\data\GPO folder and press **OK** button. Hit **Next** button.

Note: <DVD Drive:> is a drive where Supplemental Media ISO has been mounted.

- From the list of Backed up GPOs, select **AHT_WIN_10_1507_ADM** and click **Next**.
- Wait until the wizard scans the backup folder, check results and click **Next**.
- Check the summary and click **Finish**, and then **OK**.

7. Apply the WMI Filter to the **AHT_WIN_10_1507_AHT** policy.

- In the left pane of the Group Policy Management Console, locate the Group **Policy Object** folder. Expand it and select **"AHT_WIN_10_1507_ADM"** (by left clicking it in the left pane).
- In the right pane, select the Scope tab and go down to the **WMI Filtering** section right at the bottom.
- From the **"This GPO is linked to the following WMI filter"** dropdown menu, select **Windows_10_1507** filter.
- When the confirmation window appears, click the **Yes** button.

8. Link the **AHT_WIN_10_1507_ADM** policy to all Windows Client Organizational Units.

NOTE: In the instruction below, **WinClient Authentication Client** is used as an example. **This step (8) should be repeated for ALL OU that start with the name WinClient.**

- In the left pane of the Group Policy Management Console, expand the domain. Scroll down to **WinClient Authentication Client**. Right click it and select **Link an existing GPO...** Option.
- Select **AHT_WIN_10_1507_ADM** from the list and click **OK**
- In the right pane, ensure **WinClient Authentication Client** is selected and select **Linked Group Policy Objects** tab. Left click on the **AHT_WIN_10_1507_ADM** and using the arrow icon on the left, move this GPO up, and place it directly above **RHT_ADM**.

WARNING: An incorrect order of GPOs applied to a given OU might result in specific settings applied incorrectly.

- Repeat steps a) - c) for all WinClient OUs in the domain.

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B) Update of Policies on Windows Clients running Windows 10 v1507 that are not connected to the domain:

NOTE: Ensure you use the Windows Supplemental media version as listed in the Definitive Test section of this document.

NOTE 2: This policy update needs to be performed individually on every single Windows Client that runs Windows 10 v1507 and is not connected to the domain.

Use the procedure to apply hardening as described in the GCD Manual "Windows Supplemental Configuration Setup Guide", section 2.3.3 - Applying Device-Specific Settings Using the Windows Supplemental Media.

- **A2019.x, A2020.HS/A2020.1: MN005996A01-F**
- **A2021.1: MN007188A01-C**

To obtain software:

- 1) Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0060-22-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 MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Medium - time consuming but no loss of functionalities

Estimated time to implement - per machine - 30 minutes (per Domain Controller), 10 minutes (per standalone Windows Client not connected to the domain)

PARTS REQUIRED (HARDWARE/SOFTWARE):

| Media Name | KC number | Release |
|------------|-----------------------------|-------------------|
| DC Plugin | KC877C04C000190214 or later | A2019.x and later |
| DC Plugin | KC877C04C000200116 or later | A202x.y and later |

| Media Name | KC number | Release |
|-----------------------------------|-----------------------------|-------------------|
| Windows Supplemental Full Config | KC877V087000190207 or later | A2019.x and later |
| Windows Supplemental Trans Config | KC877V088000190207 or later | A2019.x and later |
| Windows Supplemental Full Config | KC877V087000200110 or later | A202x.y and later |
| Windows Supplemental Trans Config | KC877V088000200110 or later | A202x.y and later |

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ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

The installation procedure for domain controllers is described in Chapter 5 - AD/DNS Installation and Configuration of Authentication Services Feature Guide. In case of fresh installation, use mentioned document in following versions (or newer):

- **A2019.x: MN005934A01-M**
- **A2020.HS/A2020.1: MN007180A01-P**
- **A2021.1: MN007588A01-K**

WHEN TO APPLY RESOLUTION:

As instructed _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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf