MOTOROLA *SOLUTIONS*

Motorola Solutions Technical Notification (MTN)

TITLE: BAR server Admin Menu reports "Another offline operation in progress for media manager" and is unable to delete files from NAS

TECHNOLOGY: ASTRO

SYMPTOMS:
The problem is seen when any subsequent NAS file delete operation is done after the first delete operation is requested. (See Symptom 1 in Appendix A) Users will also see that the first delete operation stays in progress indefinitely until the delete job is either cancelled by the user or the BAR server is rebooted.   (See Symptom 2 in Appendix A)

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 7.17, ASTRO 7.17.1, ASTRO 7.17.2, ASTRO 7.17.3
Full BAR applications FULL_BAR-Astro-07.17.00.09-07 and lower and Baseline BAR applications Baseline_BAR-Astro-07.17.00.09-07 and lower

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:
Users can clear the BAR Server's NAS operational status by cancelling the NAS delete operation in progress in the Admin Menus. Subsequent delete operations will require the same cancel operation to correctly have the BAR Server's NAS operational status changed to the correct state.

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-0061-18-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.
    Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
ASTRO 7.17, ASTRO 7.17.1, ASTRO 7.17.2, ASTRO 7.17.3
KC877V08Z000071702 - SOFTWARE,VIRTUAL APPLIANCE - BASELINE BAR
BASELINE_BAR-Astro-07.17.00.10-03

KC877V09E000071702 - SOFTWARE,VIRTUAL APPLIANCE – BAR
FULL_BAR-Astro-07.17.00.10-03

ADDITIONAL INFORMATION:
NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
Use the Private Network Management Servers manual following the section Upgrading Linux-Based Virtual Machines

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

Appendix A – Additional Symptom details

Symptom 1
Abstract: BAR server reports it is unable to perform NAS data delete because another operation is in progress
Special Configurations: None
User Symptoms: Unable to delete second date range of files until delete operation is cancelled or BAR server is rebooted
Description:

```
# admin_menu
Generating menu, please wait...done.


 Main Menu (* - Option not available)
**************************************
   1. Software Administration
   2. OS Administration
   3. Services Administration
   4. Backup and Restore Administration
   5. Application Administration
   q. Quit
Enter selection (1-5,q): 5


 Application Administration (* - Option not available)
**************************************
   1. Backup Administration
   2. Manage Backup Data
   3. Restore Administration
   4. Storage Administration
   5. Manage Application
   6. Client Administration
   7. Reports
   b. Back to Previous Menu
   q. Quit
Enter selection (1-7,b,q): 2


 Manage Backup Data (* - Option not available)
**************************************
   1. Create Offline Archive
   2. Import Offline Archive (ISO images)
   3. Import Offline Archive (TAR files)
   4. Delete Offline Archive (ISO images)
   5. Delete Offline Archive (TAR files)
   6. Removable NAS and offsite data
   7. Delete Backup Data from Storage
   b. Back to Previous Menu
   q. Quit
Enter selection (1-7,b,q): 3


 Removable NAS and offsite data (* - Option not available)
**************************************
   1. Export Data to NAS
   2. Import Data from NAS
   3. Delete Data on NAS
   4. Cancel NAS Data Operation
   5. Display NAS Data Transfers
   6. Manage NAS Device
   b. Back to Previous Menu
   q. Quit
Enter selection (1-6,b,q): 3
Use CTRL-C to cancel this operation at any time.
Delete archives older than YYYY-MM-DD: 2016-01-01
Another offline operation in progress for media manager 10.1.233.12.
```

Symptom 2

Abstract: BAR server reports delete operation is in progress indefinitely

Special Configurations:

User Symptoms: The report shows that the delete operation is in progress when in actuality, the delete operation is complete when the menu returns to the user.

Description:

```
# admin_menu
Generating menu, please wait...done.

 Main Menu (* - Option not available)
***************************************
  1. Software Administration
  2. OS Administration
  3. Services Administration
  4. Backup and Restore Administration
  5. Application Administration
  q. Quit
Enter selection (1-5,q): 5

 Application Administration (* - Option not available)
***************************************
  1. Backup Administration
  2. Manage Backup Data
  3. Restore Administration
  4. Storage Administration
  5. Manage Application
  6. Client Administration
  7. Reports
  b. Back to Previous Menu
  q. Quit
Enter selection (1-7,b,q): 7

 Reports (* - Option not available)
***************************************
  1. Backup Reports
  2. Restore Reports
  3. Offline Storage Reports
  b. Back to Previous Menu
  q. Quit
Enter selection (1-3,b,q): 4 3

Generating report...
.
.
.
Delete Status Report for: z001bkup01.zone1
Media Manager IP address: 10.1.233.12
--------------------------------------------------
Delete started 2018-04-02 11:10 ended 2018-04-02 11:12 with status Canceled.
Number of files deleted 0, 0 errors occurred, completed in 137.00 secs.

Delete started 2018-06-06 11:33 ended 2018-06-06 12:57 with status Canceled.
Number of files deleted 0, 0 errors occurred, completed in 5015.00 secs.

Delete started 2018-06-18 14:33 in progress.
```

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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 #:	_____

° 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: