MOTOROLA *SOLUTIONS*

Motorola Solutions Technical Notification (MTN)

TITLE: During upgrade flow the pre-upgrade script performs no tasks for ZC04, syslog02 or syslog04.

TECHNOLOGY: ASTRO25

SYMPTOMS: When performing upgrade to A2019.2 or A2020.1/A2020.HS, on ZC04, syslog02 and syslog04 the pre-vm-upgrade.ps1 script completes but does not show a list of performed tasks. This is due to the fact that tasks are not performed. Also, no log file "/etc/opt/Motorola/upgrade/a2019.1preupgrade.cfg" is created.
One of possible effects is that the /tmp folder might not be located on a separate partition.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
VMS server in A2019.2, A2020.1/A2020.HS

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Root Cause:
Code error in the script.

Definitive Test:

The procedure below checks if the script has executed correctly.
It needs to be applied to each of the ZC04, syslog02 and syslog04 servers

1	Establish the ssh connection to the IP address of the server using a **PuTTY** terminal emulator software, log in as a user that belongs to an appropriate role group. **Result:** A command prompt is displayed on **PuTTY** terminal emulator window.
2	At the prompt, type the following and press **Enter** `ls -l /etc/opt/Motorola/upgrade/a2019.1preupgrade.cfg` **Result**: Either file attributes are displayed or an error "No such file or directory" is shown.
3	Exit the ssh session.

If file attributes for "/etc/opt/Motorola/upgrade/a2019.1preupgrade.cfg" are shown, the script has executed correctly on the server (even if the file size is 0 bytes).
If there is no file and "No such file or directory" error is shown, the script has not executed correctly and needs to be reapplied (see Resolutions and Repair Procedures).

WORKAROUNDS AND CORRECTIVE ACTIONS: None.

RESOLUTIONS AND REPAIR PROCEDURES:
Use the fixed version of media (see Parts Required) and re-apply the script (please refer to Appendix A)

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 Motorola Solutions Software Factory with instructions
3) Complete the Motorola Solutions Software Factory Software Order Form:
   a) Reference **MTN-0061-21-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO Release	KC number
A2019.2	KC877C0B1000190207
A2020.1/A2020.HS	KC877C0B1000201003

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
Please see Appendix A

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

Appendix A

Reapplying the pre-upgrade script.

To be done for each of the ZC04, syslog02 and syslog04 servers.

Prerequisites

Time to Perform:	5 minutes
Before You Begin:	This procedure must not be run from a virtual machine. A standalone NM Client, Dispatch Console, service laptop, etc. should be used.
Notes:	Performs resource reallocations and other VM configuration, in the case of this MTN for the purpose of applying correct settings. Requires mot-csr-vsphere-cfg disc. PowerCLI must be installed on the Windows device.

Procedure

1	Insert the mot-csr-vsphere-cfg disc into the optical drive of the Windows device.
2	If you are using Windows 10, type **command** in the **Search Windows** text field from the launch bar. Result: The **Command Prompt** appears in the list of available programs and files.
3	Right-click **Command Prompt** and select **Run as administrator**. **Result:** The **Command Prompt** window appears.
4	At the command prompt, enter: powershell **Result:** The powershell prompt is displayed.
5	At the powershell prompt, type the drive letter of the optical drive that contains the mot-csr-vsphere-cfg disc followed by a colon (example: **E:**) and press **Enter**. **Result:** The directory is changed to the root directory of the mot-csr-vsphere-cfg disc.

6	At the powershell prompt, type cd astro\bin and press **Enter**.
	Result: The directory is changed to the astro\bin directory of the mot-csr-vsphere-cfg disc.

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	IF	**PowerCLI** on the system you are running this script was upgraded
	THEN	At the powershell prompt, type .\pre-vm-upgrade.ps1 and press **Enter**. Go to next step.
	OTHERWISE	At the powershell prompt, type .\pre-vm-upgrade.ps1 -moduleCheck Skip and press **Enter**. Go to next step.
	Result: The user is prompted to "Enter System Location(1-6):"	

8	Enter the number corresponding to the correct system type and press **Enter**.
	Result: The user is prompted to "Enter Configure for DSR? (y|n)"

9	If the system is configured for DSR, type y and press **Enter**. Otherwise, type n and press **Enter** and skip to step 11.
	Result: The user is prompted to "Enter DSR Core(1-2):"

10	Type the number corresponding to the correct core type and press **Enter**.
	Result: The user is prompted to "Enter Zone ID(1-7):"

11	Type the number corresponding to the Zone and press **Enter**.
	Result: The user is prompted to "Enter VMS Host(1-#):" (where # is the total number of ESXi servers)

| 12 | Type the number corresponding to the ESXi server that contains the VM to be upgraded and press **Enter**.

Result: The user is prompted to "Enter Root Password for <vms host>:" (where <vms host> is VMS Host) |
|---|---|
| 13 | Type the password for the root user for the ESXi server that contains the VM being upgraded and press **Enter**.

Result: The user is prompted to "Enter VM Host(1-#):" (where # is the total number of virtual machines) |
| 14 | Enter the number corresponding to the VM to be upgraded and press **Enter**.

Result: The user may be prompted to "Enter Root User Password for <guest vm>:" (where <guest vm> is Guest VM). If not, skip to step 16. |
| 15 | Enter the password for the root user for the VM being upgraded and press **Enter**.

Result: The user is prompted to "Enter whether the inputs are correct(y|n|m|q) [y]:" |
| 16 | Type y and press **Enter**.

Result: The ESXi pre-upgrade configuration is performed and the user is prompted to "Press Enter to Exit". |
| 17 | Verify that there are no messages stating "[FAILED]" in the output of the script on the screen and then press **Enter**.

Result: The powershell command prompt appears. |
| 18 | Enter exit and press **Enter**.

Result: The Windows command prompt appears. |
| 19 | Enter exit and press **Enter**.

Result: The procedure is complete. |

MOTOROLA SOLUTIONS

Motorola Solutions Software Factory

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

Motorola Solutions Software Factory   Phone Number: (800) 221-7144

° This form has been sent to you because you have requested an order from
  the *Motorola Solutions Software Factory* Team.

° Please fill out the order form and email back to the *Motorola Solutions Software Factory*
  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 is SSA CUSTOMER please order via Motorola factory order.
2) Limited Liability is Implied to the maximum of order amount.
3) Price quotes provided by SCHSWF 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: