MOTOROLA *SOLUTIONS*

DOCUMENT NUMBER: MTN-0063-20-NA
APC: 877
ISSUE DATE: 06-2020
EXPIRATION DATE: 30-06-2021
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: ASTRO Windows Platform DNS entries are not migrated to A7.18 and A2019.x

TECHNOLOGY: ASTRO25

SYMPTOMS:
Multiple instances of systems upgraded from 7.16 to 7.18 and 7.17 to 2019.x where DNS entries for the RF site CCGWs are missing after the upgrade. The DNS entries are missing from RF sites 1 to 64. Sites 65 and up do have the expected CCGW DNS entries. The missing DNS entries have names of the form z00ZsYYYc0X.siteY.zoneZ, and alias ccgw0X.siteY.zoneZ. In fact ccgw0X.siteY.zoneZ records exist in DNS but invisible because there are only CNAME records and they relate with z00ZsYYYc0X.siteY.zoneZ records which are missing.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
A7.18, A2019.x

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
The main reason for the error were the differences in IP Plans. Between versions 7.16 - 7.18 and 7.17 - 2019.x, the subnet names were changed, which caused the lack of entries in DNS.

WORKAROUNDS AND CORRECTIVE ACTIONS:

RESOLUTIONS AND REPAIR PROCEDURES:
Resolved in:
1. For fresh installation or disaster recovery use below versions:

Media Name	KC Number	Release
DC Plugin	KC877C04C000190205 or later	A2019.x
DC Plugin	KC877C04C000718007 or later	A7.18

2. For systems that are already upgraded:
    1. Upgrade DC Plugin using media marked as KC877C04C000718007 or later
    2. On system DC run following script on Powershell command line
        C:\Program Files\Motorola\AstroDC\DNS\scripts\FixDNSData.ps1
    3. After completing the script, the missing entries will appear in DNS.

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-0063-20-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):

Media Name	KC Number	Release
DC Plugin	KC877C04C000190205 or later	A2019.x
DC Plugin	KC877C04C000718007 or later	A7.18

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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

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 #: _____

° 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 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 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: _____