MOTOROLA SOLUTIONS

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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Devices managed by UEM using DDP-managed metadata may be discovered as GenericNodes in the UEM.

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

When a user attempts to discover DDP managed devices (e.g. TRAK, Lantronix SLC8000, Juniper EX4100, Juniper SRX1500, Juniper SRX300, Juniper SRX345), these may appear in the *Network Database* as *GenericNodes*. Additionally, the *Loaded Packages* table in the *Device Definition Package Administration* page of the UEM web client does not contain the corresponding entries for those devices, despite the fact that the required DDP files are present on the UEM server in the */opt/Motorola/nms/ddp* folder.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2020.1, A2020.HS, A2021.1	UEM-Astro-20.01.14.48-00 and prior
A2022.1, A2022.HS, AN2024.1, AN2024.HS	UEM-Astro-22.01.05.92-00 and prior

When To Apply

After failure _X_
During maintenance _X_

Test To Perform

1. Open the UEM web client, go to the *Device Definition Package Administration* page and verify if the entries for the suspected devices are present in the *Loaded Packages* table.
2. Go to the */opt/Motorola/nms/ddp* folder on the UEM server and verify if there are the DDP files for the suspected devices. If the files exist and there are no entries for the suspected devices in the table mentioned above, the described issue occurs.

Workaround/Recovery

It is possible to work around the issue by performing the following procedure:

1. Disable the UEM server and perform the UEM database backup operation.
2. Restore the backup and enable the UEM server.
3. Wait for about 30 seconds, open the UEM client and try to discover the devices again - this time they will be discovered normally.

NOTE: This workaround is eliminating the problem only temporarily and the issue may appear again after UEM upgrade to one of the versions specified in the section *Models / System Releases / Kits / Datecodes Affected* above. To permanently fix this issue, the UEM must be upgraded to the version listed below.

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.
To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at https://motorolasolutions.com/support (for NA call directly: 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:
   - Reference MTN-0144-24 in the 'Reason for Software/Hardware Change' section of the software order form.
   - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing.

NOTE: Shortly before reboot/upgrade, systems having connection for MSI Technical Support or when the system is Monitored by MSI (i.e. NOC), call the Network Operations Center at 1-800-MSI-HELP (800-674-4357) with Change Request number and to request NBI to be disabled. When work is completed, call back to have it enabled.

Time To Implement/System Impact

Estimated time to implement - per machine - 30 - 60 minutes.
Low - not time-consuming, no loss of critical functionalities. UEM will not be available during software installation.

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2020.1, A2020.HS, A2021.1	UEM-Astro-20.01.14.56-00 or later	KC877V0AW000200123 or later
A2022.1, A2022.HS, AN2024.1, AN2024.HS	UEM-Astro-22.01.07.17-00 or later	KC877V0AW000220108 or later

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

In order to complete the upgrade of Linux servers, the procedure requires RedHat Enterprise Linux media. Ensure you use installation media delivered together with your system or order RedHat Enterprise Linux media according to the table below:

System Release	Name / SW version	Details / Part Number
A2020.1, A2020.HS, A2021.1	Red Hat Enterprise Linux 7.X (7.5z_20180821)	KC877L0D9000071715
A2022.1, A2022.HS, AN2024.1, AN2024.HS	Red Hat Enterprise Linux 8.X (8.4.z.20211018)	KC877L0D9000220102

Reference The Following Documents/Processes For Installation Procedures

System release: A2020.1, A2020.HS, A2021.1, A2022.1, 2022.HS, AN2024.1, AN2024.HS

☐ **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

Labor Allowance

For assistance with this bulletin please contact your MSI Technical Support Centre at https://motorolasolutions.com/support.