

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

ASTRO 2022.x RHEL boxes may hang/crash

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

MSI recommends executing this MTN immediately to prevent the symptoms below and to avoid a RHEL server crash.

ASTRO 2022.x RHEL boxes may hang/crash due to high CPU usage. This issue requires an update to the Trellix Endpoint Security for Linux Threat Prevention (ENSLTP) software.

Models / System Releases / Kits / Datecodes Affected

A2022.x

The table below explains the necessity to run this MTN depending on the CSMS OVF version and ENSLTP version.

System release	CSMS Version	Trellix ENSLTP Version	Impacted (necessary to run MTN)
A2022.x	21.01.19-01(Standard) and prior 21.01.14-01 (HB CSMS) and prior	10.7.12 and prior	Yes
A2022.x	21.01.22-01(Standard) and later 21.01.15-01 (HB CSMS) and later	10.7.17 and later	No (not-impacted)

NOTE 1: Trellix ENSLTP 10.7.17 is built into Standard CSMS 21.01.22-01 and later, as well as Host-Based CSMS 21.01.15-01 and later. There is no need to run this MTN if those OVFs are installed. This OVF version can be found by running the procedure in the Test To Perform section.

NOTE 2: Systems with SUS (Security Update Service) or RSUS (Remote Security Update Service) do not need to run this entire MTN. Simply apply the latest Motopatch for Trellix ENS (version 2024.09-01(Q3) or later) to resolve this issue.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0152-24
ISSUE DATE:	2024-11

NOTE 3: When the system is not SUS or RSUS and Trellix ENSLTP Version installed in the CSMS is 10.7.12 and prior (checked via the procedure in the Test To Perform section) this MTN should be applied.

When To Apply

Immediately _X_

Test To Perform

To determine the current OVF version:

1. Login to CSMS
2. Launch Powershell as an Administrator
3. Type the following command:
 - a. `(Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions\).'OVF Version'`
4. Compare the version returned against those listed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section above.

To determine the current Trellix Endpoint Security for Linux Threat Prevention version:

1. Login to CSMS
2. Launch McAfee ePolicy Orchestrator 5.10.0 Console from CSMS Desktop
3. Login to McAfee ePolicy Orchestrator with admin credentials
4. Select the 3 Horizontal lines in the top left corner for the Menu
5. Select Main Repository under Software
6. Find McAfee Endpoint Security for Linux Threat Prevention under the Name column
7. Compare the Version under the Version column with that listed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section above.

Workaround/Steps to avoid the symptom

Reboot the impacted RHEL 8 box to restore functionality.

Resolution And Repair Procedure

To update ENSLTP 10.7.x, a replacement CSMS is installed:

1. Run [Procedure 1: Export CSMS Managed Devices List and Hosts File Configuration](#) (below)
 - a. Be sure to pull the <CSMS hostname>-ConfigBackup.zip file from the CSMS before the VM is deleted.
2. If your CSMS is managing over 300 McAfee Agents, THEN run [Procedure 2: Unmanage McAfee Agents](#) (below)
3. Shutdown and delete the existing CSMS VM
4. Install CSMS ([REF#1 - Chapter 3](#))
5. Run [Procedure 3: Import CSMS Managed Devices List and Hosts File Configuration](#) (below)
6. Follow [REF #1 - Chapter 5](#). Run procedures in 5.1 and 5.2 to Install Agent and ENS on RNI and CEN devices.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0152-24
ISSUE DATE:	2024-11

WARNING: Deployment of Agent and ENS to Consoles may cause a service outage. Coordinate deployment to these devices with system management. Note: The List of devices for 5.1 and 5.2 can be loaded from the backups if you used the default location detailed in [Procedure 3: Import CSMS Managed Devices List and Hosts File Configuration](#):

- C:\ProgramData\Motorola\ePOAgentRestore\DC_SADRs_IPs.txt
- C:\ProgramData\Motorola\ePOAgentRestore\Site_SADRs_IPs.txt
- Wait 30 minutes for SADR replication.
- C:\ProgramData\Motorola\ePOAgentRestore\NonSADR_Windows_IPs.txt
- C:\ProgramData\Motorola\ePOAgentRestore\NonSADR_Linux_IPs.txt

To obtain software listed in the "[Software/Hardware Parts Required](#)" section below:

- 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)
- Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-152-24 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.
- 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:

3 hours for CSMS installation

10 minutes for Agent/ENS deployment to each endpoint (but some level of parallelization is possible)

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.x	CSMS Supplementary Disk - R09.01.14 or later	KC877C085000220103 or later
A2022.x	Standard CSMS - 21.01.22-01 (2 disk set) or later	CSMSASTRO220100002 or later KC877L09N000220102 or later KC877L0DW000220102 or later
A2022.x	Host Based CSMS - 21.01.15-01 (3 disk set) or later	CSMSHBASTRO220100002 or later KC877L09N000221002 or later KC877L0DW000221002 or later KC877L0DH000221002 or later
A2022.x	CSMS Configuration Media R07.01.20 or later	KC877V0C4000000120 or later

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

Additional Information

None

Reference The Following Documents/Processes For Installation Procedures

1. [MN009803A01](#) - Core Security Management Server Feature Guide

Additional Installation Procedures:

Procedure 1: Export CSMS Managed Devices List and Hosts File Configuration

Time to Perform:	10 min
Before You Begin:	Obtain CSMS Supplemental Media version R08.04.33 or newer. Obtain the ePO console admin credentials to login to the ePO console.
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure 1.1:	Ensure a Sufficient CSMS Supplemental Version is Currently Installed on CSMS
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell as an Administrator (do not use "Windows PowerShell (x86)")
3.	Execute the following command: <pre>(Get-ItemProperty -Path "HKLM:\SOFTWARE\Motorola\Motorola Core Security Management Server").'Version'</pre>
4.	IF the version is lower than R08.04.33, THEN install a newer version by following the remaining items in this step. ELSE, proceed to Procedure 1.2. <ol style="list-style-type: none">1. Obtain CSMS Supplemental Media version R08.04.33 (KC877C085000000113) or newer.2. Mount the CSMS Supplemental Media to the CSMS VM.3. Log on to the CSMS VM with administrative credentials.4. Navigate to the main folder on the mounted CD and double click CSMSUtilities.msi<ol style="list-style-type: none">a. Result: The installation is successful when no window appears.
Procedure 1.2:	Backup Console SADR-LC Config and Hosts File
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell as an Administrator (do not use "Windows PowerShell (x86)")
3.	Execute command:

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0152-24
ISSUE DATE:	2024-11

	cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"
4.	<p>Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted:</p> <pre>.\BackupRestoreManagedAgents.ps1</pre> <p>If you'd like the script to clean up if SADR's were incorrectly tagged on core devices, add the switch to the command instead: If SADR's were previously configured, In ePO's System Tree, there would be some devices that have the tag "MSI_SADR_LC" applied. It's possible that this Tag was <i>applied manually</i> to specific devices for a customized config. If that's the case, you may not want to use the "-CorrectSadrConfig" switch as it will reset the SADR config to a Motorola suggested config. On the other hand, if the SADR config was not customized by <i>manually applying</i> the "MSI_SADR_LC" tag to specific devices and there is any doubt, choose this option below to ensure the system's SADR config is following Motorola guidelines.</p> <pre>.\BackupRestoreManagedAgents.ps1 -CorrectSadrConfig</pre>
5.	Ensure the script finishes successfully
6.	<p>Save the resultant <CSMS hostname>-ConfigBackup.zip file (on the Desktop) <u>external to the CSMS</u> to be restored in the new CSMS01 (and CSMS02 if DSR).</p> <p>Note: This .zip contains multiple files that are used to restore the config (managed agents lists and etc\hosts file) on the new CSMS.</p>
7.	Come back to the section <u>RESOLUTIONS AND REPAIR PROCEDURES:</u> of this MTN and continue the next steps accordingly.

Procedure 2: Unmanage McAfee Agents

Time to Perform:	10 min
Before You Begin:	Obtain the ePO console admin credentials to login to the ePO console.
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure 2.1:	Unmanage McAfee Agents
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
3.	<p>Execute command:</p> <pre>cd "C:\Program Files\Motorola\AstroCSMS\McAfeeAgent\scripts\"</pre>
4.	<p>Execute the <i>UnmanageAgents.ps1</i> script, providing the ePO console admin credentials if prompted:</p> <pre>.\UnmanageAgents.ps1</pre>
5.	Ensure the script finishes successfully (red text referring to CEN devices can be ignored)
6.	Come back to the section <u>RESOLUTIONS AND REPAIR PROCEDURES:</u> of this MTN and continue the next steps accordingly.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

Procedure 3: Import CSMS Managed Devices List and Hosts File Configuration

Time to Perform:	~10 minutes
Before You Begin:	Locate/Obtain the <CSMS hostname>-ConfigBackup.zip(s) exported from the previous CSMS. Ensure you obtain <i>both</i> <CSMS hostname>-ConfigBackup.zip(s) for DSR as they will <i>both</i> be restored to <i>each instance of new CSMS</i> .
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure 3.1:	Ensure a Sufficient CSMS Supplemental Version is Currently Installed on CSMS
1.	Log on to the CSMS VM with administrative credentials
2.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
3.	Execute the following command: <code>(Get-ItemProperty -Path "HKLM:\SOFTWARE\Motorola\Motorola Core Security Management Server").'Version'</code>
4.	IF the version is lower than R08.04.07, THEN install a newer version by following the remaining items in this step. ELSE, proceed to Procedure 3.2. <ol style="list-style-type: none">1. Obtain CSMS Supplemental Media version R08.04.07 (KC877C085000000108) or newer.2. Mount the CSMS Supplemental Media to the CSMS VM.3. Log on to the CSMS VM with administrative credentials.4. Navigate to the main folder on the mounted CD and double click CSMSUtilities.msi<ol style="list-style-type: none">a. Result: The installation is successful when no window appears.
Procedure 3.2:	Restore Console SADR-LC Config and Hosts File
1.	Log on to the CSMS VM with administrative credentials
2.	Create a folder called ePOAgentRestore at C:\ProgramData\Motorola\ OTHERWISE the script can be told an alternate location
3.	Copy <CSMS hostname>-ConfigBackup.zip (both from the matching CSMS instance AND the opposite CSMS instance [for DSR]) to C:\ProgramData\Motorola\ePOAgentRestore OR to your chosen alternate location
4.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
5.	Execute command: <code>cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"</code>

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0152-24
ISSUE DATE:	2024-11

6.	<p>Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted:</p> <ul style="list-style-type: none">• If using default C:\ProgramData\Motorola\ePOAgentRestore location:<ul style="list-style-type: none">◦ <code>.\BackupRestoreManagedAgents.ps1 -Restore</code>• If using <alternate location>:<ul style="list-style-type: none">◦ <code>.\BackupRestoreManagedAgents.ps1 -Restore -RestoreZip <alternate location>\<CSMS hostname for this instance>-ConfigBackup.zip</code>
7.	<p>Ensure the script finishes successfully.</p> <p>Result: The script has created a system in ePO's system tree for each hostname in <i>Console_SADRs_hostnames.txt</i> and applied the tag MSI_SADR-LC. It has also restored the etc\hosts file containing NATed IPs for CEN devices.</p>

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

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

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0152-24
ISSUE DATE:	2024-11

Appendix A – List of Potentially Affected RHEL Devices

1. Inter-system Gateway (ISGW)
2. Packet Data Gateway - Conventional IVD
3. Packet Data Gateway - IVD
4. Zone Controller (ZC)
5. Land Mobile Radio Multicast Proxy (LMP)
6. Air Traffic Router (ATR)
7. System Statistical Server (SSS)
8. Unified Event Manager (UEM)
9. Zone Statistical Server (ZSS)
10. Backup and Restore Server (BAR)
11. Centralized Event Logging Server (SYSLOG)
12. ESU Waypoint
13. IP Packet Capture (IPCAP)
14. License Server (LM)
15. Unified Network Configurator/ Unified Network Configurator Device Server (UNC/UNCDS)
16. User Configuration Server (UCS)
17. Zone Database Server (ZDS)

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.