

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

PCA (Provisioning and Configuration Agent) on a Geo Secondary Prime Site reports error *"Unable to load SNMP users: config01/161"*.

## Technology

ASTRO® 25

## Severity Recommendation

Low/Maintenance - Schedule to implement (if needed)

## Symptoms

While configuring SNMP user accounts from PCA on D-Series Geo-Secondary Prime Sites, users may receive the error *"Unable to load SNMP users: config01/161"*

NOTE: Only DSCs on Geo Secondary Prime Site are impacted.

## Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2021.x, A2022.x, A2024.x	DSC8000 Virtual Prime Site Software - 9.5.120 or earlier

## When To Apply

Information only \_X\_

## Test To Perform

Perform the following steps to reproduce the issue

- Login to PCA as a user with "Network Security Administrator" role (admin)
- Navigate to → Security Settings → SNMP Configuration → SNMP Users screen
- Enter the correct "Authentication Passphrase" and "Encryption Passphrase" and select "Load USM users"
- PCA reports error message "Unable to load SNMP users: config01/161"

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## Workaround/Recovery

Rotate DSCs SNMP passphrases from UNC as described in the following sections of the [Virtualized Prime Site Installation Guide](#).

- Configuring SNMPv3 Passphrases on DSC 8000s for the MotoAdmin Account
- Configuring SNMPv3 Passphrases on DSC 8000s for Other USM Accounts from UNC

## 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-0004-25 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

## Time To Implement/System Impact

**Time to implement** - per site: 5 minutes

**System Impact:** Low - not time-consuming, no loss of functionalities

## Software Parts Required

System Release	Name / SW version	Details / Part Number
A2021.x, A2022.x, A2024.x	DSC8000 Virtual Prime Site / DSC8000 Firmware - 9.6.32 or later	KC680V001000090600

## Reference The Following Documents/Processes For Installation Procedures

Virtualized Prime Site Installation Guide <https://learning.motorolasolutions.com/installation-guide/58125enus>

## 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>

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