MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

It is not possible to initiate CMSS backup and backup restoration in pre-M2024.01.01 releases, which affects the CMSS upgrade process

Technology

MOTOTRBO™

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

The actions performed as part of the CMSS upgrade process may fail stopping the upgrade operations. They may fail on one of the initial tasks such as:

- backup/restore of the virtual machines
- SMA/SUM verification
- loading the upgrade definitions for backup and restore
- ESU CM could lose connectivity to the agents and show information that not all agents are registered

The "SSL: TLSV1_ALERT_INTERNAL_ERROR" error appears after navigating to the details of the failed task.

❓ Script Response Code: 1

❓ Script outputs:

```
signature:
2025-01-16 07:58:58 - Uploading file to agent - started
2025-01-16 07:58:58 - Host to upload to: '192.168.231.1:49600'
2025-01-16 07:58:58 - Task to upload to: '/internal/upgrade_artifact'
2025-01-16 07:58:58 - File to be uploaded:
'/storage/sw_storage/CMSS_M2025.01.00/cmss_data_backup/UpgradeArtifacts/UpgradeArtifact_tc.zip'
2025-01-16 07:58:58 - Starting upload
2025-01-16 07:58:58 - Problem with uploading file
'/storage/sw_storage/CMSS_M2025.01.00/cmss_data_backup/UpgradeArtifacts/UpgradeArtifact_tc.zip'
to agent '192.168.231.1:49600' (action is '/internal/upgrade_artifact'). RC=99
```

```
ERROR: Problem with connection: <urlopen error [SSL: TLSV1_ALERT_INTERNAL_ERROR] tlsv1 alert internal
error (_ssl.c:618)>
```

Affected operations are:

- A. For the CMSS systems currently on the M2023.01 release utilizing ESU CM (Capacity Max) to perform upgrade:
  - ○ restore as part of the upgrade process to the M2023.01 release
  - ○ backup as part of the upgrade process of the M2023.01 release to newer release
- B. For the pre-M2023.01 CMSS systems utilizing ESU LP (Launchpad) to perform upgrade:
  - ○ upgrade/backup/restore of the R2.10 to M2022.03 releases
- C. For the CMSS systems currently on the M2023.01 release or lower, utilizing ESU CM (Capacity Max) to perform management of the CMSS virtual machines:
  - ○ backup
  - ○ restore
- D. For the CMSS systems currently on the M2024.01 release utilizing ESU CM (Capacity Max) to perform upgrade:
  - ○ loading the upgrade definitions for restore as part of the upgrade process to the M2024.01 release
  - ○ loading the upgrade definitions for backup as part of the upgrade process from the M2024.01 release

The backup/restore operations or the upgrade may fail if:

- A. upgrade or backup/restore operations are performed on a CMSS which has been upgraded to release M2023.01 or release M2024.01 **in January 2025 or later**,
- B. the ESU LP used for upgrade or backup/restore operations for pre-M2023.01 releases has been installed **in January 2025 or later**.

Models / System Releases / Kits / Datecodes Affected

All relevant models with MOTOTRBO™ Capacity Max CMSS version M2023.01, and older versions are affected if the system or the ESU LP is installed/upgraded **in January 2025 or later**.

When To Apply

After (re)installation _x_
Before upgrade _x_
After upgrade _x_
After failure _x_
As instructed _x_
To complete upgrade successfully _x_

Workaround/Recovery

A. M2023.01 ESU CM PROCEDURE: to be performed for the CMSS systems currently on release M2023.01

NOTE: When executed, the procedure will restart the ESU CM VM. Please allow 10 minutes for the reboot to complete.

1. Open the browser on the service laptop.
2. Login to the ESU CM VM web UI with the 'upgrade' user (default password is 'upgrade').
3. Navigate to the **Upgrade Composer** tab.
4. Click the **Browse** link on the right side of the **Upload and Analyze File** row.
5. Navigate to and select the **cmss_ESU_CM_patch_MTN-25_<TIMESTAMP>.iso** file (note the file is for the ESU CM, not the ESU LP).
6. Click the **Upload and Compose** button.
7. Accept the license agreement.
8. Click the **Execute** button.
   Result: The **Patch for the ESU CM** task is marked as **Started** and the page becomes unresponsive for about 10 minutes.
9. Wait 10 minutes and refresh the page.
10. Login again with the 'upgrade' user.
11. Navigate the **Upgrade Player** tab.
12. Verify the **Patch for the ESU CM** task is marked as **Completed** (see the screenshot below).
13. Remove the tasks related to this MTN.
14. Remove previous tasks related to backup or restore operations, if loaded previously and failed.
15. Navigate the **Upgrade Composer** tab.
16. Remove the upgrade files related to this MTN.
17. Remove the upgrade files related to backup or restore operations, if loaded previously and failed.
18. Repeat the failed operation by loading proper upgrade artifacts and re-running the tasks.

B. ESU LP Procedure: to be performed for the CMSS systems utilizing ESU LP (Launchpad) to perform upgrade (i.e. CMSS systems running M2022.03 or below):

1. Open the browser on the service laptop.
2. Login to the ESU LP web UI with the 'upgrade' user (default password is 'upgrade').
3. Navigate to the **Upgrade Composer** tab
4. Click the **Browse** link on the right side of the **Upload and Analyze File** row.

5. Navigate to and select the **cmss_ESU_LP_patch_MTN-25_<TIMESTAMP>.iso** file (note the file is for the ESU LP, not the ESU CM)
6. Click the **Upload and Compose** button
7. Accept the license agreement.
8. Click the **Execute** button.
9. Wait 10 minutes for the task to complete.
10. Verify the **Patch for the ESU LP** task is marked as **Completed** (see the screenshot below).
11. Remove the tasks related to this MTN.
12. Remove previous tasks related to backup and restore operations, if loaded previously and failed.
13. Navigate to the **Upgrade Composer** tab.
14. Remove the upgrade files related to this MTN.
15. Remove the upgrade files related to backup and restore operations, if loaded previously and failed.
16. Repeat the failed operation by loading proper upgrade artifacts and re-running the tasks.

C. Actions to be performed for the CMSS systems currently running release M2023.01 or lower, utilizing ESU CM (Capacity Max) to perform backup or restore operations management of the VMs

1. If the version is M2023.01, perform procedure **A** above
2. If the version is lower than M2023.01, upgrade to M2023.01 or later using procedure **B** above. Please note that if you upgrade to M2023.01, you will need to perform procedure **A** as well for backup/restore operations to function correctly. If an upgrade to M2023.01 or later is not possible and you would still like to use the ESU CM backup/restore functionality, please contact the Motorola Solutions technical support - see below for contact details.

D. Actions to be performed for the CMSS systems currently running release M2024.01, utilizing ESU CM (Capacity Max) to perform upgrade

1. Please contact the Motorola Solutions Technical Support to initiate procedures necessary to fix the issue.

Resolution And Repair Procedure

Apply the procedure in the Workaround/Recovery section above, and upgrade the CMSS to M2024.01 software release or newer.

Time To Implement/System Impact

Low - not time-consuming, loss of functionalities for the time when the ESU CM VM is rebooted.

Software Parts Required

Name / SW version / System Release	Details / Part Number
cmss_ESU_CM_patch_MTN-25_202501161754.iso	(e.g. SHA256)
cmss_ESU_LP_patch_MTN-25_202501161754.iso	(e.g. SHA256)

Labor Allowance

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