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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Capacity Max MNIS backup may fail to restore if M2023.01 ESU Launchpad is used in CMSS firmware upgrade M2022.03

Technology

MOTOTRBO™ Capacity Max

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

Upgrade artifacts in ESU Launchpad (Enhanced Software Update Launchpad) from release M2023.01 (part no T8483B) do not support upgrade path M2022.01 to M2022.03.

As a result, restore of data fails, and some of data is not restored correctly (MNIS data, ESXi license).

Models / System Releases / Kits / Datecodes Affected

Capacity Max CMSS version upgraded from M2022.01 to M2022.03 using Capacity Max ESU Launchpad version M2023.01 - T8483B

Other combinations are not impacted, e.g Capacity Max CMSS version M2022.01 upgrade to version M2023.01 upgrade using Capacity Max ESU Launchpad version M2023.01 (T8483B).

When To Apply

Before upgrade _x_

As instructed _x_

To complete upgrade successfully _x_

Test To Perform

To confirm that a workaround is needed, check the version of upgrade artifacts planned to be used in the upgrade process - if all following conditions are met, **workaround procedure must be applied**:

- upgrade artifacts are delivered as part of ESU Launchpad (the files should be present in the *upgrade_artifacts* directory, in ESU Launchpad delivered online or on physical media - T8483A or T8483B)
- filenames from above mentioned location contain M2023.01 release version - e.g.
cmss_upgrade_application_backup_M2023.01.1_<timestamp>.iso
- targeted upgrade release is not M2023.01, but M2022.03

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Workaround

The workaround steps mentioned here are targeted only towards **preventing** the usage of incorrect upgrade artifacts **before** upgrade.

Customers upgrading to M2022.03 from M2022.01 are advised to upgrade to the recent M2023.01 release instead - ESU Launchpad and procedures in System Release Upgrade Guide for MOTOTRBO™ Capacity Max fully support that path.

If an upgrade to M2022.03 cannot be avoided, customers should use upgrade artifacts released along with this MTN (see below) in the upgrade scenarios to M2022.03.

System Release Upgrade Guide procedures corrections:

1. Download *ESU Launchpad 1.0 (M2023.01) Patch MTN-0153-23* package located in the Software Entitlement section from MyView portal.
2. After downloading the file, verify its checksum (MD5) - shall match one listed in the Software Parts Required section.
 - a. In the Command Prompt console (or equivalent like PowerShell) navigate to the location where the file was downloaded. In Windows search enter `cmd` to run a Command Prompt.
 - b. In Command Prompt console run command to validate MD5 checksum (example for Command Prompt, use equivalent for your console):
`certutil -hashfile MTN-0153-23_UA.zip md5`
Expected result:
MD5 hash of MTN-0153-23_UA.zip:
3892ccb5500b5378b289c4ad06fb8871
CertUtil: -hashfile command completed successfully.
3. Extract the file content, e.g. by using Windows Explorer.
4. File content shall list 2 .iso files:
 - a. *cmss_upgrade_application_backup_M2022.03.1_20221104.iso*
 - b. *cmss_upgrade_application_restore_M2022.03.1_20221104.iso*
5. Use the unpacked files during upgrade procedure execution:
 - a. In System Release Upgrade Guide procedure 12.3.3.4 "Making a Backup of the Capacity Max Server Applications Data", step 13, point to the downloaded and extracted file *cmss_upgrade_application_backup_M2022.03.1_20221104.iso*.
NOTICE: At the end of the procedure, before stopping ESU Backend and logging out of the ESU interface, please make sure that proper backup structure is present. Go to the Storage File Browser tab and navigate to backup_storage->backup->[CMSS server ID]->ESXI folder. Check that esxi_license.txt is present.
 - b. In System Release Upgrade Guide procedure 12.3.3.6 "Restoring the Capacity Max Server Applications Data", step 11, point to the downloaded and extracted file *cmss_upgrade_application_restore_M2022.03.1_20221104.iso*.

M2023.01 ESU Launchpad can still be used in any upgrade scenario, as the application itself is backward compatible.

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Supported combinations and upgrade paths (by target upgrade release):

- CMSS upgrade up to and including M2022.01 - there is no need to supply external upgrade artifacts, please follow the procedures in the *System Release Upgrade Guide* as normal.
- CMSS upgrade to M2022.03 - use the upgrade artifacts released as part of this MTN instead of the ones released as part of M2023.01 ESU Launchpad (T8483B).
- CMSS upgrade to M2023.01 - use the upgrade artifacts released as part of M2023.01 ESU Launchpad (T8483B) - *cmss_upgrade_application_backup_M2023.01.1_<timestamp>.iso* and *cmss_upgrade_application_restore_M2023.01.1_<timestamp>.iso*.

Time To Implement/System Impact

Low - not time-consuming, no loss of functionalities

Software Parts Required

Name / SW version / System Release	Details / Part Number
MTN-0153-23_UA.zip	ZIP Archive containing 2 .iso files. 3892ccb5500b5378b289c4ad06fb8871 (MD5)

Reference The Following Documents/Processes For Installation Procedures

MN003506A01-AW System Release Upgrade Guide - System Release M2023.01 MOTOTRBO™ CAPACITY MAX

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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