

Motorola Solutions Technical Notification (MTN)

TITLE: Multiple Fixes for A7.17 ASTRO KMF

TECHNOLOGY: ASTRO KMF

SYMPTOMS: Please see Appendix A

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Please see Appendix A

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade the KMF to version R07.17.0057. The upgrade must be performed before installing the KMF software patches. Install the KMF Software Patches.

PARTS REQUIRED (HARDWARE/SOFTWARE):

KMF Software Upgrade to version R07.17.0057

- KC137V01I000071703 – Web KMF Server
- KC137V01J000071703 – Web KMF Standby Server

KMF Software Patches

- KC137C01PA00071702
- KC137C01PA00071703

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Upgrading KMF

Key Management Facility User Guide - MN003312A01-D

- 8.2 - Upgrading the High/Mid Tier KMF Server from Version R07.17.0052 or Later Without Hardware Replacement"

Installing Patches

1. Stop the KMF service.
2. Follow the instructions on the patch CD: deployInstructions.txt.
3. Start the KMF service.

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WHEN TO APPLY RESOLUTION:

- After reboot ___
- After (re)installation ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure ___
- On FRU replacement ___
- During maintenance ___
- Immediately _X_
- As instructed _X_
- Information only ___

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre

https://www.motorolasolutions.com/en_us/support.html

Appendix A – Additional Symptom details –

Abstract: The Main and/or Standby KMF Server service will not start

Special Configurations:

T7688 - KMF

- ZA01180AA - Web Client Option
- CA01229AA - Redundancy Option

User Symptoms A manual or automatic KMF switchover fails because the KMF service will not start. Additionally, the KMF service cannot be started manually. This issue occurs only when the last octet of the OTAR IP is a subset of the last octet of the Main and/or Standby KMF Server IP. This assumes the first three octets are the same.

Example:

KMF server IP: 10.1.2.101

OTAR IP: 10.1.2.10 OR 10.1.2.1

Impacted Releases/Products: Affected Versions: R07.17.0052 – R07.17.0057

Resolution: Install patch on Main and Standby KMFs to fix defect.

Patch Required: KC137C01PA00071702

Abstract: The KMF stops processing OTAR activities.

Special Configurations:

T7688 - KMF

- ZA01180AA - Web Client Option

User Symptoms The Operations Status window on the KMF will unexpectedly stop displaying new inbound and outbound activity. The KMF doesn't respond to KMF initiated operations. Restarting the KMF service or rebooting the KMF server will clear the condition and results in the KMF operating normally.

Impacted Releases/Products: Affected Versions: R07.17.0052 – R07.17.0057

Resolution: Install patch on Main and Standby KMFs to fix defect.

Patch Required: KC137C01PA00071703

Abstract: Rekey request and encrypted registrations from subscriber intermittently fails

Special Configurations:

T7688 - KMF

- ZA01180AA - Web Client Option

User Symptoms Rekey request and registrations from one or more subscriber to a KMF may fail. Once a failure occurs, it will continue to fail. KMF initiated Full Update operations to the same subscriber(s) are successful when this condition exist.

Impacted Releases/Products: Affected Versions: R07.17.0052 – R07.17.0057

Resolution: Install patch on Main and Standby KMFs to fix defect.

Patch Required: KC137C01PA00071703



SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
 System ID _____
 System Name _____
 Customer _____
 Name _____

Case Number _____
 Site ID _____
 Site Name _____

Form _____
 Completed by _____
 Organization _____
 Phone _____
 Number _____
 Pager Number _____
 Fax Number _____

Field Contact _____
 Organization _____
 Phone Number _____
 Pager Number _____
 Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change: _____
 Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____

Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____
 Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

Internal Billing

P.O. #: _____
 CUST #: _____
 TAG #: _____

PROJECT #: _____
 FSB #: _____
 DEPT #: _____
 APC #: _____

Software Order Form

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
