

Motorola Solutions Technical Notification (MTN)

TITLE: Increase CSMS CPU Resources if Sluggish Performance After CSMS Replacement

TECHNOLOGY: ASTRO 25

SYMPTOMS:

During the second half of CSMS replacement procedures (i.e. after the previous CSMS is deleted and the new one installed [can occur during system upgrades, CSMS disaster recovery, or CSMS MTN that prescribes CSMS VM replacement]) the CSMS console becomes very slow to respond to user actions and impacts the running of scripts necessary to complete the upgrade

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

The following versions can experience performance issues after CSMS replacement to (or beyond) A2019.2:

ASTRO 2019.2, 2020.1, 2020.1HS

CSMS Standard: Prior to 19.04.02

CSMS Host Based: N/A (this performance issue does not impact Host Based)

How to check CSMS version with Powershell (64 bit version only, do not use "Windows Powershell (x86)"):

- Type the following command:
 - `(Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions).OVF Version'`

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

After the CSMS Replacement (deletion of previous VM and installation of the new VM [e.g. system upgrades, CSMS disaster recovery, CSMS MTNs that state to replace the CSMS VM]) all the McAfee Agents throughout the ASTRO system try to connect back to the CSMS. If the number of McAfee Agents in the system is too large (e.g., 600 agents), it can overwhelm the CSMS.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Follow procedure below.

RESOLUTIONS AND REPAIR PROCEDURES:

To increase the CSMS' resources, a replacement CSMS is installed:

1. Update the CSMS to a version that has the larger resource allocation.
 - a. Run [Procedure 1 (below): Export CSMS Managed Devices List and Hosts File Configuration]
 - b. IF your CSMS is managing over 300 McAfee Agents, THEN run [Procedure 2 (below): Unmanage McAfee Agents]
 - c. Shutdown and delete the existing CSMS VM
 - d. Install CSMS (REF#1 - Chapter 3)

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- e. Run [Procedure 3 (below): Import CSMS Managed Devices List and Hosts File Configuration]
- f. Follow REF #1 - Chapter 5. Run procedures in 5.1 and 5.2 to Install Agent on RNI and CEN devices.
WARNING: Deployment of Agent and ENS to Consoles may cause a service outage. Coordinate deployment to these devices with system management.
Note: Select Windows OS type for the DC and Site SADR IP lists.
Note: The List of devices for 5.1 and 5.2 can be loaded from the backup:
 - i. C:\ProgramData\Motorola\POAgentRestore\DC_SADRs_IPs.txt
 - ii. C:\ProgramData\Motorola\POAgentRestore\Site_SADRs_IPs.txt
 - iii. Wait 30 minutes for SADR replication.
 - iv. C:\ProgramData\Motorola\POAgentRestore\NonSADR_Windows_IPs.txt
 - v. C:\ProgramData\Motorola\POAgentRestore\NonSADR_Linux_IPs.txt

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

To obtain software:

- 1) Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
- 2) Await confirmation email from Motorola Solutions Software Factory with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-XXX-XX-XX** in the 'Reason for Software/Hardware Change' section of the software order form.
 - b) List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE):" below) in the 'Part # or Version #' section of the software order form.
- 4) Email completed Software Order Form to MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

CSMS Supplementary Disk - R08.04.07
 KC877C085000000108
 CSMS-19.04.03 (2 Disk set)
 KC877L09N000200102, KC877L0DW000200102

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

#1 MN007181A01-B_enus_Core_Security_Management_Server_Feature_Guide.pdf

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

Time to Perform:	10 min
Before You Begin:	Obtain CSMS Supplemental Media version R08.04.07 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 was Used During CSMS Install
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: (Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions\AstroCSMS).CSMSInstallVersion'
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 1.2. <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 1.2:	Backup Initial Console SADR-LC Config and Hosts File
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 command: cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"
4.	Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted: .BackupRestoreManagedAgents.ps1
5.	Ensure the script finishes successfully
6.	Save the resultant <CSMS hostname>-ConfigBackup.zip file (on the Desktop) external to the CSMS to be restored in the new CSMS01 (and CSMS02 if DSR). Note: This .zip contains multiple files that are used to restore the config (managed agents lists and etc\hosts file) on the new CSMS.

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.	Execute command: cd "C:\Program Files\Motorola\AstroCSMS\McAfeeAgent\scripts\"
4.	Execute the <i>UnmanageAgents.ps1</i> script, providing the ePO console admin credentials if prompted: .UnmanageAgents.ps1
5.	Ensure the script finishes successfully

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 in the procedure 1 above. Ensure you obtain <i>both</i> <CSMS hostname>-ConfigBackup.zips 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 was Used During CSMS Install
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: (Get-ItemProperty -Path HKLM:\SOFTWARE\MotorolaSolutions\AstroCSMS).CSMSInstallVersion'
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 (KC877C08500000108) 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\
3.	Copy <CSMS hostname>-ConfigBackup.zip (both from the matching CSMS instance AND the opposite CSMS instance [for DSR]) to C:\ProgramData\Motorola\ePOAgentRestore
4.	Launch Powershell <u>as an Administrator</u> (do not use "Windows PowerShell (x86)")
5.	Execute command: cd "C:\Program Files\Motorola\AstroCSMS\common\scripts\"
6.	Execute the <i>BackupRestoreManagedAgents.ps1</i> script, providing the ePO console admin credentials if prompted: . \BackupRestoreManagedAgents.ps1 -Restore
7.	Ensure the script finishes successfully. 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.
Procedure 3.3: Adjust SADR Cache Config	
1.	Log on to the CSMS VM with administrative credentials
2.	Launch McAfee ePO by clicking the Launch McAfee ePolicy Orchestrator X.Y.Z Console shortcut on the desktop and login using the ePO admin credentials
3.	Along the top bar, click Policy Catalog
4.	In the left <i>Products</i> pane, click McAfee Agent
5.	In the right pane, expand <i>General</i> and click Edit for the <i>MSI_STIG_Compliant SADR LC Agent Gen Windows</i> policy
6.	Click the SuperAgent tab
7.	For the Interval to flush cache (minutes): field, change the value to 300
8.	For the Purge Interval (Days): field, change the value to 5
9.	In the bottom right, click Save

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 ___
- 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 center

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

Motorola Solutions Software Factory

SECTION 1: General Information

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

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax 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. #: _____

PROJECT #: _____

CUST #: _____

FSB #: _____



Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory* 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 is 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 SCHSWF 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:
