

Motorola Solutions Technical Notification (MTN)

TITLE: After upgrading ATR to 07.17.00.71 or 07.17.03.09 "ATR ADS LINK: Down, Internal Failure - Internal error with ADS link" alarm is reported on UEM

TECHNOLOGY: Astro 7.17 (ATR-07.17.00.71-00, ATR-07.17.03.09-00)

SYMPTOMS:

After upgrade to ATR-07.17.00.71-00 or ATR-07.17.03.09-00 from previous A7.17 versions the ADS link to the ZDS fails to establish and generates an alarm to the UEM.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Astro A7.17 Minors Upgrades (within A7.17) with Upgraded ATR-07.17.00.71-00 or Upgraded ATR-07.17.03.09-00

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

ATR ADS LINK: Down, Internal Failure - Internal error with ADS link alarm is displayed on UEM when ATR is upgraded to ATR-07.17.00.71-00 or ATR-07.17.03.09-00. See Appendix A for ATR's example logs showing fault on ATR side.

WORKAROUNDS AND CORRECTIVE ACTIONS:

None

RESOLUTIONS AND REPAIR PROCEDURES:

1. Login on ATR as **root** user
2. Examine EDDI configuration file with following command:
cat /opt/Motorola/stm/eddi/data/eddiagent.properties | grep serverHostname
3. If output contains following line:
serverHostname=z001.ads01
 - **Proceed to step 4,**
 - Otherwise if your system still present error from the headline, and your ATR is located in Zone 1 on Primary Core then **Stop** this procedure and contact Motorola Support
4. Stop EDDI Agent service: **systemctl stop eddi-agent.service**
5. Fix value of **serverHostname** entry by manual edit of **eddiagent.properties** file:
vi /opt/Motorola/stm/eddi/data/eddiagent.properties
 - Correct value should fit into following pattern:
z00Xads01.zoneX for Primary Core, where "X" is actual zone number
z00Xads02.zoneX for Backup Core, where "X" is actual zone number

Example for correct line in Primary Core, Zone 5:

serverHostname=z005ads01.zone5

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6. Save file and exit vi editor
7. Start EDDI Agent service: **systemctl start eddi-agent.service**

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

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

LABOR ALLOWANCE:

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

Appendix A – Additional Symptom details

In /stm/log/eddiagt.err:

DNS name for the ADS server is incorrect, it **should be z001ads01.zone1** and **not z001.ads01**

```
2018-10-09 10:21:02.511 ERROR [main] com.mot.nmclassic.eddi.client.jms.ActiveMQJmsManager:(142) in start() - Connection
starting failed; reason: Could not connect to broker URL:
ssl://z001.ads01:49597?socket.enabledProtocols=TLSv1.2&socket.enabledCipherSuites=TLS_RSA_WITH_AES_128_GCM_SHA2
56,TLS_RSA_WITH_AES_128_CBC_SHA. Reason: java.net.UnknownHostException: z001.ads01, retrying...2018-10-09
10:22:04.535 ERROR [JMS connection restart] com.mot.nmclassic.eddi.client.jms.ActiveMQJmsManager:(142) in start() -
Connection starting failed;reason: Could not connect to broker URL:
ssl://z001.ads01:49597?socket.enabledProtocols=TLSv1.2&socket.enabledCipherSuites=TLS_RSA_WITH_AES_128_GCM_SHA2
56,TLS_RSA_WITH_AES_128_CBC_SHA. Reason: java.net.UnknownHostException: z001.ads01, retrying...2018-10-09
10:23:06.549 ERROR [JMS connection restart] com.mot.nmclassic.eddi.client.jms.ActiveMQJmsManager:(142) in start() -
Connection starting failed;reason: Could not connect to broker URL:
ssl://z001.ads01:49597?socket.enabledProtocols=TLSv1.2&socket.enabledCipherSuites=TLS_RSA_WITH_AES_128_GCM_SHA2
56,TLS_RSA_WITH_AES_128_CBC_SHA. Reason: java.net.UnknownHostException: z001.ads01, retrying..
```