

DOCUMENT NUMBER:	MTN-0002-24
ISSUE DATE:	2024-01

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

When performing the 'Get Log Files' operation on the UNC (Unified Network Configurator), user may see an error '*gzip: stdout: No space left on device. ERROR: Unable to create log archive, see /var/log/messages, ERROR: Unable to create log archive.*

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

User can not create UNC logs archive ("getallogs" tar file) from the admin menu due to not enough space available in the UNC. Operation "Get Log Files" ends with an error '*gzip: stdout: No space left on device. ERROR: Unable to create log archive, see /var/log/messages, ERROR: Unable to create log archive.*

Models / System Releases / Kits / Datecodes Affected

ASTRO 2020.HS/2020.1 (UNC-Astro-07.20.09.00-07 and prior / UNCDS-Astro-07.20.09.00-07 and prior)

ASTRO 2021.1 (UNC-Astro-07.20.09.00-07 and prior / UNCDS-Astro-07.20.09.00-07 and prior)

ASTRO 2022.HS/2022.1 (UNC-Astro-07.22.03.57-09 and prior / UNCDS-Astro-07.22.03.57-09 and prior)

When To Apply

After failure

During maintenance

As instructed

Workaround/Recovery

N/A

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0002-24
ISSUE DATE:	2024-01

2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-0002-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

Time To Implement/System Impact

Estimated time to implement - per machine - approximately 1-2 hours

Medium - time-consuming but no loss of functionalities

Software Parts Required

System Release	Name / SW version	Details / Part Number
Astro 2020.1 / 2020.HS	UNC-Astro-07.20.09.00-12	KC877L0AT000200145 or later
	UNCDS-Astro-07.20.09.00-12	KC877L0AT000200180 or later
	UPDATE-UNC-Astro-07.20.09.00-12	KC877L0AT000200146 or later
Astro 2021.1	UNC-Astro-07.20.09.00-12	KC877L0AT000200145 or later
	UNCDS-Astro-07.20.09.00-12	KC877L0AT000200180 or later
	UPDATE-UNC-Astro-07.20.09.00-12	KC877L0AT000200146 or later
Astro 2022.1 / 2022.HS	UNC-Astro-07.22.03.57-16	KC877L0AT000220116 or later
	UNCDS-Astro-07.22.03.57-16	KC877L0AT000220158 or later
	UPDATE-UNC-Astro-07.22.03.57-16	KC877L0AT000220117 or later

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

Manual: [Private Network Management Servers \(for appropriate release\)](#)

Chapter: Upgrading Linux-Based Virtual Machines

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0002-24
ISSUE DATE:	2024-01

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

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.