

Motorola Solutions Technical Notification (MTN)

TITLE: MotoMaster account does not show up in snmpv3 CA User Credentials application on an Astro 7.17 system Domain Controller

TECHNOLOGY: Domain Controller, Domain Controller Fault Management

SYMPTOMS:

Domain Controller reported as “generic” on UEM.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED: Domain Controller, Domain Controller Plugin Media 7.17

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The issue is caused by mismatch between latest changes in Common Agent introduced in version 8.0.9 (version 5.0.9 of installer) delivered for A7.17 Audit Load and DC Fault Management which wasn't changed and adjusted to new default behavior of CA.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround that can be applied on Domain Controllers to make Fault Management work is:

1. Stop Net-SNMP Agent service
2. Remove C:\ProgramData\Motorola\Motorola Common Agent\persist\snmpd.conf file
3. Reinstall DCFMS.msi from C:\Program Files\Motorola\AstroDC\AD\data directory
4. Rediscover Domain Controller on UEM

RESOLUTIONS AND REPAIR PROCEDURES:

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference MTN-0006-17-NA 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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Domain Controller Plugin Media - 08.01.35 - KC877C04C000071701

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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 ___
- Information only x

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

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



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

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- 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 Fax or 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:
