

Motorola Solutions Technical Notification (MTN)

TITLE: Warning events in UEM: Bootbank cannot be found at path '/bootbank' on Gen9 servers.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Any of the following:

- Unexpected Zone Controller switchovers
- VMS Server sends a Warning Event to UEM with message "Issue detected on z00Xvms0X.zoneX in ha-datacenter: Bootbank cannot be found at path '/bootbank'"
- Virtual Machines going into Unknown state
- Unable to access Virtual Machine's console nor access it via SSH
- Unable to download ESXi logs support bundle
- ESXi shell commands failing to produce output (e.g. df -h)

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 25 A2021.1, A2020.X or A2020.HS with ESXi 7.0 and Motopatch for ESXi-2021.07-19 installed.
ESXi build number ESXi70U2a-17867351
DL380 Gen9 servers only.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Software defect in VMware ESXi version 7.0 U2a

DEFINITIVE TEST:

Check if ESXi version is 7.0 U2a which makes it vulnerable to this issue by either:

- Running "vmware -v" command when accessing ESXi via SSH
- Using Help/About from the web user interface

The impacted build number is 17867351.

Check if issue is currently occurring by evaluating UEM Events for Warning level events occurring every hour with message content:

Issue detected on z00Xvms0X.zoneX in ha-datacenter: Bootbank cannot be found at path '/bootbank' (2021-10-21T09:03:35.604Z cpu35:24658784).

WORKAROUNDS AND CORRECTIVE ACTIONS:

There is no workaround.

In case the symptoms are observed, perform shutdown of all Virtual Machines on the impacted VMS and reboot the server.

Note: Shutdown of the Virtual Machines may take longer than usual (up to an hour), but will ultimately succeed.

Note: A graceful shutdown of the server may not succeed, in such case a hard power off may be required.

RESOLUTIONS AND REPAIR PROCEDURES:

Obtain MOTOPATCH for VMware ESXi 2021.Q4 and apply it to the impacted servers using the installation instructions included on the disc.

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0006B-22-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 MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

KC708V07W000202105 - MOTOPATCH for VMware ESXi 2021.Q4

ADDITIONAL INFORMATION:

MOTOPATCH installation instructions are included on the disc. In addition - PowerCLI 12.2.0 is supported (NEW).

Corrected in version = VMware-ESXi-7.0U2d-18538813

SUS Customers should download the ESXi 2021.11_Q4 update from the SUS website.

The update of a single VMS (Virtual Management Server) takes approximately an hour to complete. All Virtual Machines hosted on that VMS will be offline for that time.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

MOTOPATCH installation instructions are included on the disc. In addition - PowerCLI 12.2.0 is supported.

WHEN TO APPLY RESOLUTION:

After (re)installation _X_

As instructed _X_

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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

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