

Motorola Solutions Technical Notification (MTN)

TITLE: BMC AppSight Black Box service running on A7.14 and earlier dispatch operator positions needs to be stopped before installing McAfee Virus Scan Engine 8.8 Patch 7 and above. (2016.Q4) The service must remain in the stopped state for McAfee VSE to function properly during and after install.

TECHNOLOGY: Consoles

SYMPTOMS:

Installation of McAfee updates on A7.14 or earlier console software fails due to BMC AppSight Black Box service running.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

MCC7100 Software A7.11 - A7.14
MCC7500 Software A7.11 - A7.14 (Dispatch and AIS)
PRX7000 Software A7.13 - A7.14

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software Incompatibility

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

BMC AppSight Black Box service is used for collecting debug information and it is not required for normal console software operation. For detail information on how to stop AppSight Black Box service and set it to manual, please see Appendix A.

PARTS REQUIRED (HARDWARE/SOFTWARE):

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 ___
Immediately ___
As instructed X
Information only ___

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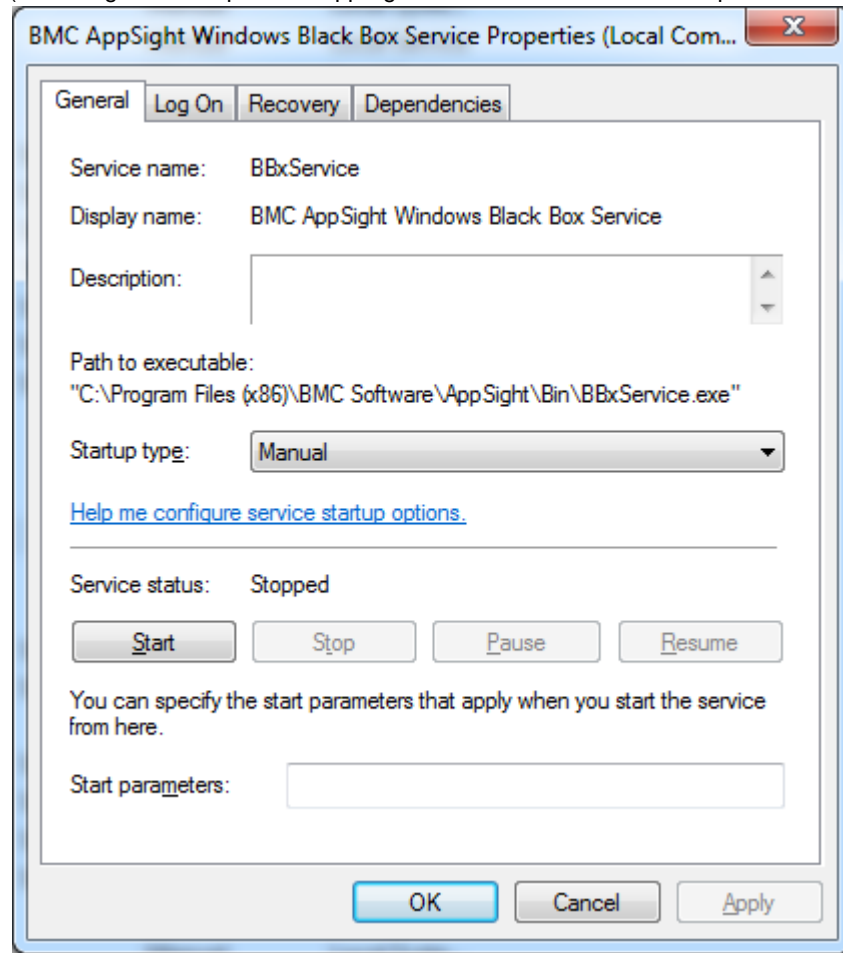
Appendix A – Additional Symptom details

BMC AppSight Black Box captures the synchronized problem history in a log that can be communicated to the entire problem resolution team, much like a black box flight recorder in an aircraft.

Procedure (list steps needed to perform service stop and setting it to manual):

1. Open the "Services" management console as an administrator.
2. Scroll to the service name "BMC AppSight Windows Black Box Service".
3. Right-click Properties (or double-click)
4. Change the Startup Type to "Manual".
5. Click "Apply"
6. Click "Stop"
7. Service status should appear as "Stopped"
8. Click "OK"

(Following is the snapshot of AppSight Black Box Service after the procedure is applied)



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