

Motorola Solutions Technical Notification (MTN)

TITLE: MC-EDGE Firmware upgrade fails

TECHNOLOGY: ASTRO 25 System with MC-EDGE RTUs

SYMPTOMS:

During a “Bundle” or “File System” upgrade of an MC-EDGE Remote Terminal Unit (RTU), a password dialog box appears requesting entry of the “mciotlogin” password. The correct password is entered by the operator, but an invalid password error is displayed and the firmware upgrade process fails. This may happen when the Radius service is enabled.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Any firmware version MC-EDGE RTU in any ASTRO 25 System (A7.18, A2019.2, A2020.1, A2020.HS, A2021.1, A2022.1, A2022.HS) when radius is enabled.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE:

Defect in Active Directory configuration settings.

DEFINITIVE TEST:

MC-EDGE firmware upgrade fails at the mciotlogin password entry step when the Radius service is enabled.

WORKAROUNDS:

Using the MC-EDGE STS (System Tools Suite) configuration tool, disable the Radius Service for the RTU and repeat the firmware upgrade process.

CORRECTIVE ACTIONS:

None at this time.

RESOLUTIONS AND REPAIR PROCEDURES:

1. Perform the procedure "Manually Reimporting Specific Domain Group Policy Object Settings" found in section 12.5.4 of the Authentication Services Feature Guide for Group Policy Object (GPO) - Network Management Clients.
2. Run the "Resetting User Passwords in Active Directory" procedure found in section 8.6 of the Authentication Services Feature Guide for “mciotlogin” account in the AD.
3. Confirm the Radius service (found on the STS “Advanced” tab) is enabled on the MC-EDGE RTU. If the Radius service is not enabled (due to prior use of the workaround from this MTN or any other reason), enable the radius service using STS and configure the radius shared secret value.

Use 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-0007A-23-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

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per RTU to remove work-around - 5 Minutes. Active Directory update – 15 Minutes.
Low - not time consuming, no loss of functionalities

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000190209 or later	A2019.x
Windows Supplemental Trans Config	KC877V088000190209 or later	A2019.x
Windows Supplemental Full Config	KC877V087000200114 or later	A2020.x, A2021.x
Windows Supplemental Trans Config	KC877V088000200114 or later	A2020.x, A2021.x
Windows Supplemental Full Config	KC877V087000220104 or later	A2022.x
Windows Supplemental Trans Config	KC877V088000220104 or later	A2022.x

ADDITIONAL INFORMATION:

Depending on the policies of your organization, your Windows Supplemental media contains either the Fullconfig or the Transconfig folder. The version and type of the installed Windows Supplemental config can be checked in the Windows Control Panel, in the section "Programs" and the tab "Programs and Features". On the list will be installed one of the software versions mentioned below:

- For AWS -T -> "Motorola Windows Supplemental Transconfig"
- For AWS -H -> "Motorola Windows Supplemental Fullconfig"

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

[Authentication Services Feature Guide](#)

WHEN TO APPLY RESOLUTION:

After (re)installation _X_
 Before MC-EDGE firmware upgrade _X_
 During maintenance _X_

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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.

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

In EMEA https://www.motorolasolutions.com/en_xu/support.html

In Asia https://www.motorolasolutions.com/en_xp/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