

Motorola Solutions Technical Notification (MTN)

TITLE: GATOR - No access to windows clients outside ZNM network over WMI in Juniper systems.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

GATOR (10.zone.233.159) is not able to access windows clients over WMI located outside ZNM network.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO releases A7.18/A2019.x/A2020.x with Juniper edge routers in the core.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

"junos-ms-rpc-any" service missing in ZCP firewall policy

To check if the "junos-ms-rpc-any" service is missing, execute following command after logging into edge router:

tester1@z007edge01> show security policies from-zone untrust to-zone trust policy-name 800401

The displayed output contains the information about policy number 800401:

From zone: untrust, To zone: trust

Policy: 800401, State: enabled, Index: 223, Scope Policy: 0, Sequence number: 212

Source addresses: OPSWARE

Destination addresses: any

Applications: Opsware_HTTPS, Opsware_SAS1, Opsware_WSUS, Opsware_XMLRPC, SNMP, SMB, SAMBA, NBNAME, junos-ms-rpc-any, DCE-RPC, HTTP

Action: permit

tester1@z007edge01> show security policies from-zone trust to-zone untrust policy-name 810401

The displayed output contains the information about policy number 810401:

tester1@z007edge01> show security policies from-zone trust to-zone untrust policy-name 810401

From zone: trust, To zone: untrust

Policy: 810401, State: enabled, Index: 468, Scope Policy: 0, Sequence number: 211

Source addresses: OPSWARE

Destination addresses: any

Applications: Opsware_HTTPS, Opsware_SAS1, Opsware_WSUS, Opsware_XMLRPC, SNMP, SMB, SAMBA, NBNAME, junos-ms-rpc-any, DCE-RPC, HTTP

Action: permit

WORKAROUNDS AND CORRECTIVE ACTIONS:

Active case: N/A

Proactive case:

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade to the appropriate TNCT version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below.

PARTS REQUIRED (HARDWARE/SOFTWARE):

Upgrade configuration of the network to TNCT R24.103.00 or newer for A7.18/A2019.x releases

Upgrade configuration of the network to TNCT R26.31.00 or newer for A2020.x release

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Unified Network Configurator - User Guide - see section 4.10 Network Configuration Repository (NCR) Management and 4.10.1 Distributing Configurations for Transport Devices with the NCR

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 ___

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.

For assistance with this bulletin please contact your MSI Technical support centre

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

Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer Name _____

Form Completed by _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

Case Number _____
Site ID _____
Site Name _____

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: _____

Email: _____
Attn: _____

Phone: _____

Bill To: _____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory* 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 is SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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:
