

Motorola Solutions Technical Notification (MTN)

TITLE:

TSUB console sites do not connect to a Tsub ZC.

TECHNOLOGY:

ASTRO 25 (Astro Core)

SYMPTOMS:

Console sites fail to connect to the Tsub ZC after being reconfigured for Tsub operation. As a result, the UEM displays warning level events with message "Not in use, console disconnect" for these sites. These events should have been cleared upon these console sites successfully connecting to the Tsub ZC.

An additional symptom occurs when the Tsub to Core connection is dropped. Tsub based console sites experience Red X on resources.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Astro 7.18:
up to KC877V0AS000718004 - UCS-Astro-07.18.02.72-00

Astro 2019.2:
up to KC877V0AS000190208 - UCS-Astro-07.19.02.51-48

Astro 2020.1 2020.HS, 2021.1:
up to KC877V0AS000200105 - UCS-Astro-07.19.05.61-00

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Software defect.

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

To resolve the issue UCS should be upgraded to the newer version that is specified under the "PARTS REQUIRED" section below.

Note: Clearing web browser cache on every NM Client usually is required after PM/UCS software upgrade

The media provided is a new version of UCS application installation disc along with accompanying Red Hat Enterprise Linux disc.

To apply the fix please use "**Upgrading Linux-Based Virtual Machines**" procedure from "Private Network Management Servers Feature Guide" manual (ID:MN007171A01 for A2020.1, ID:MN005979A01 for A2019.2).

After the fix is applied there is a need to clear the cache of all browsers used to access Provisioning Manager please use "**Deleting the Browser Cache after PM/UCS/ATR Software Update**" procedure from "Private Network Management Servers Feature Guide" manual (ID:MN007171A01 for A2020.1, ID:MN005979A01 for A2019.2).

PARTS REQUIRED (HARDWARE/SOFTWARE):

Astro 7.18:

KC877V0AS000718005 - UCS-Astro-07.18.02.76-00 or newer.

Astro 2019.2:

KC877V0AS000190209 - UCS-Astro-07.19.02.51-53 or newer.

Astro 2020.1 2020.HS, 2021.1:

KC877V0AS000200106 - UCS-Astro-07.19.05.72-00 or newer.

ADDITIONAL INFORMATION:

During the upgrade of the UCS, which may take up to one hour for the huge systems, it is not possible to perform and distribute any changes in the Provisioning Manager.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

- **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

WHEN TO APPLY RESOLUTION:

Immediately

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