

**TITLE:** Maintenance\_Mode GPO is missing server side TLS enablement

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

ASTRO A2020.x removes the support of TLS 1.0/1.1 protocols. The impacted devices are NICE logger, AIS, AMS, and Smart client installed on Console workstation.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

ASTRO 2020.x

**SEVERITY RECOMMENDATION:**

Low / Maintenance - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Legacy protocols are disabled in 2020.x, but need to remain active during the system upgrade window to allow devices that use those protocols to remain operational until upgraded.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

1. For fresh installation or disaster recovery use below version:

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000200106 or newer	A2020.x
Windows Supplemental Trans Config	KC877V088000200106 or newer	A2020.x

2. For systems that are already upgraded:

1. If the whole system has already been upgraded (all boxes are upgraded), no additional actions are required.
2. If the upgrade of the whole system has not yet been completed, follow the procedure described below (use the software from section "PARTS REQUIRED").

**Prerequisites:**

The Supplemental DVD ISO image file is available for mounting to virtual machine CD-ROM drive, from the Datastore or a local drive.

**NOTICE:** Before you start the procedure, make sure that all domain controllers are in the correct state in UEM and there are no errors.

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

**Procedure:**

1. Open the virtual machine console of the first system level DC.
2. Prepare source data for the domain GPO re-import by mounting the Supplemental CD/DVD ISO image to virtual CD/DVD drive of domain controller virtual machine using the vSphere client. Supplemental CD/DVD ISO is available as an E: drive on the first system level DC.
3. Log in to the first system level DC using domain admin account (for example, **motosec**).
  - a. The desktop of the first system level DC appears.
4. Open the Group Policy Management Console (GPMC):
  - a. Click **Search** and type: **gpmc.msc**
  - b. Group policy management window opens.
5. Select **Maintenance\_Mode** GPO:
  - a. Discover in the left pane of GPMC tree: **domain - (for example, ucs.astro)**
  - b. Open **Group policy management objects** folder on your domain.
  - c. Select **Maintenance\_Mode** GPO object.
6. Import settings for **Maintenance\_Mode** GPO:

**NOTICE:** Double check that you are importing the right GPO, because every GPO import triggers a domain synchronization process. The process takes time and must be completed before the next attempt to import.

  - a. Right-click on **Maintenance\_Mode** GPO object and choose **Import Settings**.
  - b. In **Import Settings Wizard** window, choose **Next**.
  - c. Optional: To back up the current GPO settings, follow these steps:
    - i. To choose the backup folder for current settings of GPO, first click the **Backup** button.
    - ii. In the window that appears, click **Browse** and choose the folder to upload the settings.
    - iii. Fill in the **Description** field. Provide a proper explanation of the backup, for example: "Previous state of test GPO settings".
    - iv. Click the **Backup** button and **OK**.
  - d. Click **Next** to continue. A new window appears
  - e. Click **Browse**.
  - f. Choose E: drive to get GPO in the Browse **folder** window.
  - g. Navigate to **E:\Active Directory\Data\GPO** and click **OK**.
  - h. Click **Next**.
  - i. From the GPO list, choose **Maintenance\_Mode** and click **Next**.
  - j. Wait until the wizard scans the backup folder, check results and click **Next**.
  - k. Check the summary and click **Finish**.
  - l. Make sure that import was done successfully. To close the import window, click **OK**.
7. After the operation is complete, unmount the Supplemental CD/DVD Media from the virtual CD/DVD drive of the Domain Controller.

**Postrequisites:** Reboot all impacted devices (ex: NICE logger, AIS, AMS), so all the modifications applied by the Domain Controller become effective.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Check above.

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 Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
  - a. Reference **MTN-XXX-XX-XX** 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):**

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000200106 or later	A2020.x
Windows Supplemental Trans Config	KC877V088000200106 or later	A2020.x

**ADDITIONAL INFORMATION:**

N/A

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

MTN implementation contained in "workarounds and corrective actions" section of this MTN.

**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 center:

[https://www.motorolasolutions.com/en\\_us/support.html](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 \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

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:

---