

## Motorola Solutions Technical Notification (MTN)

**TITLE:** UCS sends invalid major alarm to UEM and does not update “used quantity” counts in License Manager

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

UEM throws major error:  
Licensing Service at ucs01.ucs - Link is down, Failed to authenticate - Major  
Licensing Service at ucs01.ucs - Unknown, Failed to audit - Warning

Used quantity counts in License Manager are not updated.

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

**UNC Releases:**

ASTRO 2021.1 for UNC-Astro-07.20.05.88-00 and UNCDS-Astro-07.20.05.88-00  
ASTRO 2019.2 for UNC-Astro-07.19.05.49-02 and UNCDS-Astro-07.19.05.49-02  
ASTRO 7.18 for UNC-Astro-07.18.02.45-00 and UNCDS-Astro-07.18.02.45-00

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE:**

Software error. Sending license data from UNC to PM (UCS) in incorrect format.

**DEFINITIVE TEST:**

You can check **UNC** for following log message in file `/var/log/mot/tomcat/localhost_access_log.{DATE}.txt` (for example `/var/log/mot/tomcat/localhost_access_log.2021-11-02.txt`):

**“GET /REST/UNC/Devices?deviceClass=Juniper HTTP/1.1” 500 261**

Also in **UCS** following log message can be found inside log file `/var/log/mot/slacar_dbg.log`:

**“Fetching data for device class Juniper”**

**“Error when making server call for https://ucs-unc01:11443/REST/UNC/Devices=deviceClass={deviceClass}**

Error stack trace displays following message:

**“HttpServerException: 500 Internal Server Error”**

**WORKAROUNDS AND CORRECTIVE ACTIONS:****Workaround:**

N/A

**Corrective actions:**

Upgrade UNC to newer version

**RESOLUTIONS AND REPAIR PROCEDURES:**

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-0010-22-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

**PARTS REQUIRED (HARDWARE/SOFTWARE):****FOR ASTRO 2020.X/2021.1:**

UNC-Astro-07.20.06.41-00	KC877L0AT000200117
UNC-UPDATE-07.20.06.41-00	KC877L0AT000200118
UNCDS-Astro-07.20.06.41-00	KC877L0AT000200166

**FOR ASTRO 2019.2:**

UNC-Astro-07.19.05.74-00	KC877L0AT000190215
UNC-UPDATE-07.19.05.74-00	KC877L0AT000190216
UNCDS-Astro-07.19.05.74-00	KC877L0AT000190265

**FOR ASTRO 7.18:**

UNC-Astro-07.18.02.77-00	KC877L0AT000718015
UNC-UPDATE-07.18.02.77-00	KC877L0AT000718016
UNCDS-Astro-07.18.02.77-00	KC877L0AT000718065

**ADDITIONAL INFORMATION:**

It may take from 2 to 3 hours (depending on the system size) to upgrade the UNC. UNC will not be available during this time. PM and UNC Wizard configurations changes will not be distributed.

**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 \_X\_

**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](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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)