

Motorola Solutions Technical Notification (MTN)

TITLE: UEM reports excessing info OSPF events from Edge routers

TECHNOLOGY: ASTRO 25 equipped with Juniper routers and MNR routers.

SYMPTOMS:

Edge Routers reporting excessing info event *"OSPF packet has been retransmitted on a non- virtual interface. All packets that may be re- transmitted are associated with an LSDB entry. The LS type, LS ID, and Router ID are used to identify the LSDB entry"* to UEM (Unified Event Manager).

This issue has no impact on the system and happens only when Juniper SRX routers are mixed in the ASTRO system with MNR (Motorola Network Routers) routers.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.18 / A2019.2

TNCT version R24.165.00 and prior.

A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS

TNCT version R26.95.00 and prior.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Third-party firmware defect affecting MSI firmware settings

DEFINITIVE TEST:

None

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

Deploy the new TNCT configuration listed below.

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade to the appropriate TNCT version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below. For assistance with this bulletin please contact your MSI Technical support center.

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - up to 10 minutes per network device for TNCT update only (UEM, UNC and SRX OS update may be required)

Low - not time consuming, no loss of functionalities, no impact when redundancy is present

PARTS REQUIRED (HARDWARE/SOFTWARE):**A2020.1 / A2020.HS / A2021.1 / A2022.1**

TNCT version R26.96.00 or later

A7.18 / A2019.2

TNCT version R24.166.00 or later

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

None

WHEN TO APPLY RESOLUTION:After failure _X_During maintenance _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.

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