

DOCUMENT NUMBER:	MTN-0013-24
ISSUE DATE:	2024-08

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

UNC failing local backups due to not enough space in /var/opt/perstore.

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

1. Unable to backup UNC using admin_menu with following error: *cannot create file /restore/ucs-unc01_ucs_<unc-version_date-time>.tar.gz*. Message example: *cannot create file /restore/ucs-unc01_ucs_07.20.08.61-09_2023-08-23-06-52-04.tar.gz*.
2. Automatic BAR backup fails and UEM reports following errors for UNC:
 - a. State: MAJOR MALFUNCTION, Cause: SOFTWARE ERROR
 - b. State:Failed, Cause: PreBackupFailed

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2020.x, A2021.1, A2022.x	UNC and UNCDS (HC-UNC) with partition /var/opt/perstore size lower than 50G

When To Apply

After failure _x_

During maintenance _x_

As instructed _x_

Test To Perform

1. On the UNC, log in as root and issue this command:
`df -h`
2. Observe the size (second column) of partition /var/opt/perstore. If the size is less than 60G for a High-Capacity UNC or less than 50G for a non-High-Capacity UNC, follow the Workaround/Recovery section or follow the Resolution And Repair Procedure section below.

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Workaround/Recovery

1. Remove unnecessary workspaces in NCM (Network Configuration Manager).
2. Remove unnecessary transport devices firmware in NCM.
3. If steps 1 and 2 are still insufficient, follow the [Appendix C – Workaround procedure for UNC backup](#) or contact CMSO.

Resolution And Repair Procedure

For A2022.X releases, extend the UNC partition using the procedure described in the [Appendix A – UNC partition extension procedure for A2022.x release](#).

For A2020.x and A2021.1 releases, extend the UNC partition using the procedure described in the [Appendix B – UNC partition extension procedure for A2021.1 and A2020.x release](#).

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-0013-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

Time To Implement/System Impact

Estimated time to implement - per machine - approximately 1-2 hours

Medium - time-consuming but no loss of functionalities

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.x systems with ESXi7 - <u>without</u> Redfish® API enabled	mot-csr-vsphere-cfg-08.01.51-01 or later	KC877C0B1001220107 or later
A2022.x systems with ESXi7 <u>with</u> Redfish® API enabled	mot-csr-vsphere-cfg-08.03.05-01 or later	KC877C0B1000220108 or later
A2022.x ESXi8	mot-csr-vsphere-cfg-09.01.09-01 or later	KC877C0B2000220102 or later
A2020.x/2021.1 systems with ESXi7 - <u>without</u> Redfish® API enabled	mot-csr-vsphere-cfg-07.02.40-01 or later	KC877C0B1001210109 or later

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A2020.x/2021.x systems with ESXi7 with Redfish® API enabled	mot-csr-vsphere-cfg-07.03.08-01 or later	KC877C0B1000210110 or later
A2020.x systems with ESXi 6.5	mot-csr-vsphere-cfg-06.01.18-01	KC877C0B1001201007 or later

NOTE: [Appendix A – UNC partition extension procedure for A2022.x release](#) and [Appendix B – UNC partition extension procedure for A2021.1 and A2020.x release](#) describes the way how to define appropriate vSphere Config media required.

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

[MN009778A01](#) Virtual Management Server Software User Guide

Chapter: Virtual Management Server Operation

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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Appendix A – UNC partition extension procedure for A2022.x release.

Use this procedure to expand resources for a High Capacity Unified Network Configurator (UNC) residing on a virtual machine (VM).

Prerequisites:

Obtain the VMware vSphere Configuration media.

Ensure that Windows PowerShell 5.1 or higher is installed on your machine.

Obtain credentials with administrator privileges for the ESXi server that is hosting the UNC and for the vCenter (if present in the system).

For resizing a virtual machine's disks the VM snapshots need to be removed, and VM disks need to be consolidated (disk consolidation can be found in the Snapshot menu for the VM).

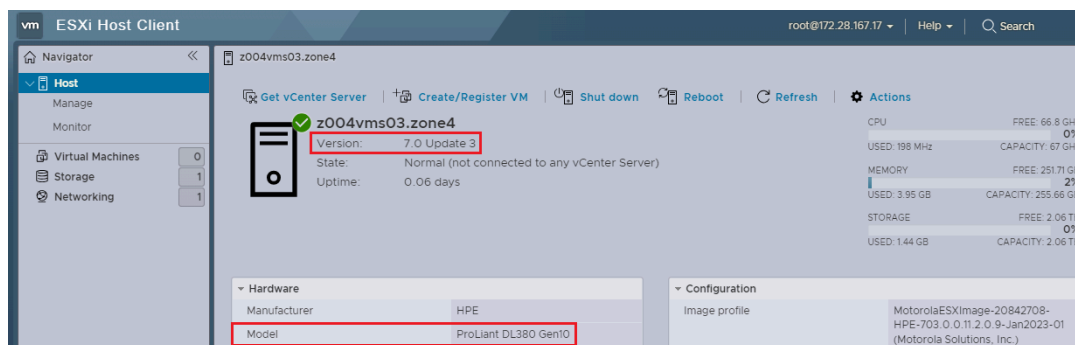
A VM export should be considered as a way of backing up machine state before the operation.

The VM needs to be up (powered on) when starting the "Configure-VMResource.ps1" script.

To define vSphere Config Media required to perform UNC partition extension, follow the procedure below:

1. Check the ESXi version and server generation by performing the following actions:
 - 1) On the NM Client, run a web browser.
 - 2) In the web browser address field, type: *https://<ESXi_IP_address>* and press **Enter**.
where *<ESXi_IP_address>* is an IP address of ESXi web interface.
 - 3) Enter *root* in the **Login Name:** text field.
 - 4) Enter *<ESXi_password>* in the **Password:** text field.
where *<ESXi_password>* is the root password for ESXi.
 - 5) Click the **Login** button.
 - 6) In the left side pane, select **Navigators** → **Host** and check the **ESXi Version**.
 - 7) In the **Hardware** section below, check the server **Model**.

Example of the **Version** and **Model** values:

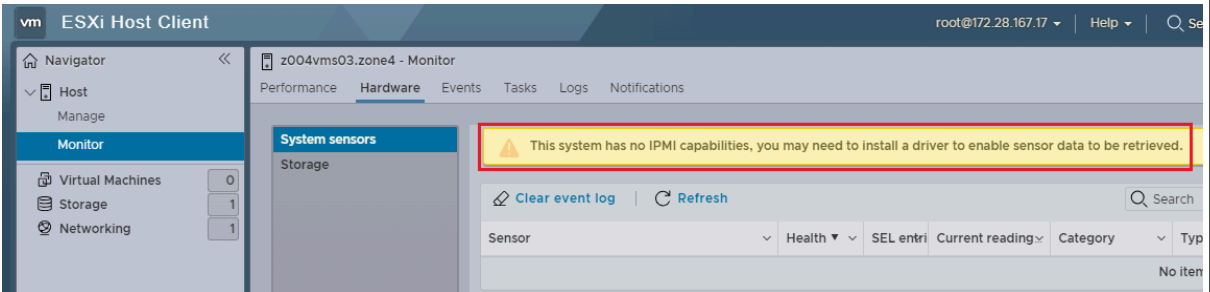
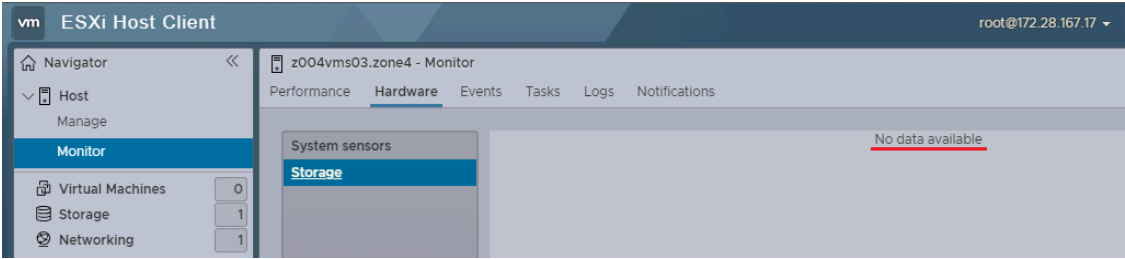


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2.	<table border="1"> <tr> <td>IF</td> <td>The host is running ESXi version 8.0</td> </tr> <tr> <td>THEN</td> <td>Order and use for this procedure mot-csr-vsphere-cfg-09.01.09-01 or later (KC877C0B2000220102 or later)</td> </tr> <tr> <td>ELSE</td> <td>Go to the step 3</td> </tr> </table>	IF	The host is running ESXi version 8.0	THEN	Order and use for this procedure mot-csr-vsphere-cfg-09.01.09-01 or later (KC877C0B2000220102 or later)	ELSE	Go to the step 3
IF	The host is running ESXi version 8.0						
THEN	Order and use for this procedure mot-csr-vsphere-cfg-09.01.09-01 or later (KC877C0B2000220102 or later)						
ELSE	Go to the step 3						

3.	<p>Check whether Redfish® is already applied by performing the following actions:</p> <ol style="list-style-type: none"> 1) Login to the ESXi host client. 2) In the left side pane, select Navigator → Monitor. 3) Select the Hardware tab. 4) From the list on the left, select System sensors and verify if there is a warning message above the list, indicating that <i>'this system has no IPMI capabilities'</i> and that <i>'you may need to install a driver to enable sensor data to be retrieved'</i>. See the screenshot below.  <ol style="list-style-type: none"> 5) From the list on the left, select Storage and check whether the list on the right is empty. See the screenshot below. 
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4.	<table border="1"> <tr> <td>IF</td> <td>There is a warning message indicating that <i>'this system has no IPMI capabilities you may need to install a</i></td> </tr> </table>	IF	There is a warning message indicating that <i>'this system has no IPMI capabilities you may need to install a</i>
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	<i>driver to enable sensor data to be retrieved'</i> and the storage list is empty
THEN	Order and use for this procedure mot-csr-vsphere-cfg-08.03.05-01 or later (KC877C0B1000220108 or later)
ELSE	Order and use for this procedure mot-csr-vsphere-cfg-08.01.51-01 or later (KC877C0B1001220107 or later)

Resizing

The procedure below utilizes VCD's "Configure-VMResource.ps1" script for the resizing. The script will read data from the VM, power it down, alter the VM disks, power back up the VM and then reconfigure partitions in Linux. UNC should be operable as soon as the script finishes its operations.

Resizing UNC disks and partitions per XML definitions released on the VMware vSphere Config Media:

Procedure:

1. Insert the VMware vSphere Configuration media in the optical drive of the network management (NM) client.
2. Open PowerShell as administrator by performing the following actions:
 - a. From Start, click Search.
 - b. In the search field, enter: `powershell`
 - c. Right-click Windows PowerShell, and select Run as administrator.
 - d. If the User Account Control window appears, click Yes.
 - e. If you are not logged on with an administrative account, enter the domain admin credentials.
3. At the PowerShell prompt, type the drive letter of the optical drive that contains the VMware vSphere Configuration media followed by a colon and press Enter.

Step example: E :

The directory is changed to the root directory of the VMware vSphere Configuration media.

4. At the PowerShell prompt, type: `cd astro\bin` and press Enter.

The directory is changed to the `astro\bin` directory of the VMware vSphere Configuration media.

5.

IF	The UNC is High Capacity UNC
THEN	At the PowerShell prompt, enter: <code>.\Configure-VMResource.ps1 -action upgrade -esxhostIP <ip_address> -XMLdefinition "UNC-VeryHigh.xml" -force</code> where <code><ip_address></code> is the IP address of the ESXI the UNC VM is running on.
ELSE	At the PowerShell prompt, enter: <code>.\Configure-VMResource.ps1 -action upgrade -esxhostIP <ip_address> -XMLdefinition "UNC.xml" -force</code> where <code><ip_address></code> is the IP address of the ESXI the UNC VM is running on.

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6. Type the root password for the ESXi server that hosts the UNC, and press Enter.
7. Enter the full host name of the UNC VM. Step example: `unc01.zone3`
8. Type the root password for the UNC VM and press Enter.
9. Verify that no failure messages appear in the script output and press Enter.
10. At the PowerShell command prompt, type: `exit` and press Enter.
11. Eject the VMware vSphere Configuration media from the optical drive.

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Appendix B – UNC partition extension procedure for A2021.1 and A2020.x release.

Use this procedure to expand resources for a High Capacity Unified Network Configurator (UNC) residing on a virtual machine (VM).

Prerequisites:

Obtain the VMware vSphere Configuration media.

Ensure that Windows PowerShell 5.1 or higher is installed on your machine.

Obtain credentials with administrator privileges for the ESXi server that is hosting the UNC and for the vCenter (if present in the system).

For resizing a virtual machine's disks the VM snapshots need to be removed, and VM disks need to be consolidated (disk consolidation can be found in the Snapshot menu for the VM).

A VM export should be considered as a way of backing up machine state before the operation.

The VM needs to be up (powered on) when starting the "pre-vm-upgrade.ps1" script.

To define vSphere Config Media required to perform UNC partition extension, follow the procedure below:

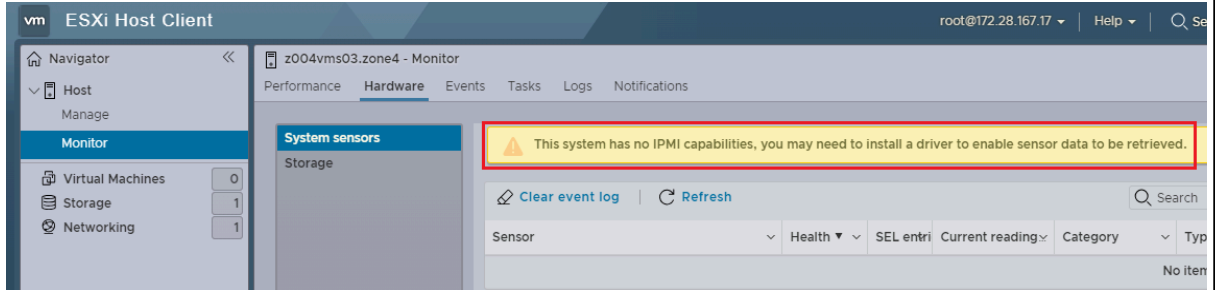
1.	<table border="1"> <tr> <td>IF</td> <td>The system release is A2020.x and the ESXi version is 6.5</td> </tr> <tr> <td>THEN</td> <td>Order mot-csr-vsphere-cfg-06.01.18-01 or later (KC877C0B1001201007 or later).</td> </tr> <tr> <td>ELSE</td> <td>Go to step 2</td> </tr> </table>	IF	The system release is A2020.x and the ESXi version is 6.5	THEN	Order mot-csr-vsphere-cfg-06.01.18-01 or later (KC877C0B1001201007 or later) .	ELSE	Go to step 2
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ELSE	Go to step 2						
2.	<p>Check whether Redfish® is already applied on ESXi by performing the following actions by performing the following actions:</p> <ol style="list-style-type: none"> 1) On the NM Client, run a web browser. 2) In the web browser address field, type: <i>https://<ESXi_IP_address></i> and press Enter. where <i><ESXi_IP_address></i> is an IP address of ESXi web interface. 3) Enter <i>root</i> in the Login Name: text field. 4) Enter <i><ESXi_password></i> in the Password: text field. where <i><ESXi_password></i> is the root password for ESXi. 5) Click the Login button. 6) In the left side pane, select Navigator → Monitor. 7) Select the Hardware tab. 8) From the list on the left, select System sensors and verify if there is a warning message above the list, indicating 						

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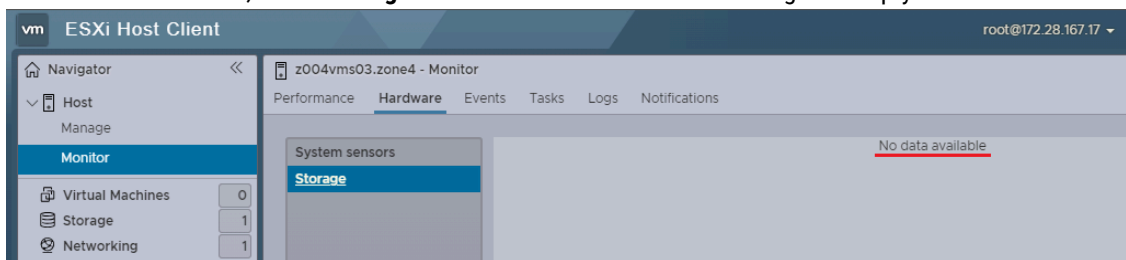
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that *'this system has no IPMI capabilities'* and that *'you may need to install a driver to enable sensor data to be retrieved'*. See the screenshot below.



9) From the list on the left, select **Storage** and check whether the list on the right is empty. See the screenshot below



3.

IF	There is a warning message indicating that <i>'this system has no IPMI capabilities you may need to install a driver to enable sensor data to be retrieved'</i> and the storage list is empty
THEN	Order and use for this procedure mot-csr-vsphere-cfg-07.03.08-01 or later (KC877C0B1000210110 or later)
ELSE	Order and use for this procedure mot-csr-vsphere-cfg-07.02.40-01 or later (KC877C0B1001210109 or later)

Resizing

The procedure below utilizes VCD's "pre-vm-upgrade.ps1" script for the resizing. The script will read data from the VM, power it down, alter the VM disks, power back up the VM and then reconfigure partitions in Linux. UNC should be operable as soon as the script finishes its operations.

Resizing UNC disks and partitions using the VMware vSphere Config Media:

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Procedure:

1. Insert the VMware vSphere Configuration media in the optical drive of the network management (NM) client.
2. Open PowerShell as administrator by performing the following actions:
 - a. From Start, click Search.
 - b. In the search field, enter: `powershell`
 - c. Right-click Windows PowerShell, and select Run as administrator.
 - d. If the User Account Control window appears, click Yes.
 - e. If you are not logged on with an administrative account, enter the domain admin credentials.
3. At the PowerShell prompt, type the drive letter of the optical drive that contains the VMware vSphere Configuration media followed by a colon and press Enter.

Step example: E :

The directory is changed to the root directory of the VMware vSphere Configuration media.

4. At the PowerShell prompt, type: `cd astro\bin` and press Enter.

The directory is changed to the `astro\bin` directory of the VMware vSphere Configuration media.

5. At the PowerShell prompt, enter: `.\pre-vm-upgrade.ps1`
6. Answer prompts that will follow (*System Location, Configure for DSR, Zone ID, VMS host*) to point at the ESXi Host that hosts the UNC server.
7. Type the root password for the ESXi server that hosts the UNC, and press Enter.
8. Choose the UNC server from servers discovered on the ESXi host (*VM Host* prompt)
9. Type the root password for the UNC VM and press Enter.
10. Verify the parameters displayed by the script, if correct, type "y" and then press Enter.
11. Wait for the script to finish, verify that no failure messages appear in the script output and press Enter.
12. At the PowerShell command prompt, type: `exit` and press Enter.
13. Eject the VMware vSphere Configuration media from the optical drive.

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Appendix C – Workaround procedure for UNC backup.

1. Login to UNC console as root.
2. Make new temporary backup directory (*tmp_restore*) by executing: ***mkdir /tmp_restore***
3. Remove symlink to original backup directory by executing: ***rm -rf /restore***
4. Make a new symlink to a new temporary backup directory:
 - a. Make sure that you are in '/' directory by executing: ***cd /***
 - b. Make the symlink by executing: ***ln -sf tmp_restore restore***
5. Verify the new link is created by executing: ***ls -la /restore***
Output example: ***lrwxrwxrwx. 1 root root 11 Feb 27 14:59 /restore -> tmp_restore***
6. Perform UNC backup using the admin menu.
7. Remove the temporary symlink to temporary backup directory by executing: ***rm -rf /restore***
8. Recreate the symlink to original backup directory:
 - a. Make sure that you are in '/' directory by executing: ***cd /***
 - b. Make symlink by executing: ***ln -sf var/opt/perstore/restore restore***
9. Verify the new link is created by executing: ***ls -la /restore***
Output example: ***lrwxrwxrwx. 1 root root 11 Feb 27 14:59 /restore -> var/opt/perstore/restore***
10. Download UNC backup from /tmp_restore

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