

Motorola Solutions Technical Notification (MTN)

TITLE: Disable TLS 1.0 and 1.1 for A2020.1, A2020HS and A2021.1 on CAM server.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Network security scanners or TLS version verifiers indicate a security finding of TLS 1.0 and TLS 1.1 protocols are supported on CAM server on port 49297/tcp.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A2020.1, A2020HS, A2021.1 / KC443C01B000200100 / nm-cam-7.19.16
A2020.1, A2020HS, A2021.1 / KC443C01B000200101 / nm-cam-7.19.23
A2020.1, A2020HS, A2021.1 / KC443C01B000200102 / nm-cam-7.19.44
A2020.1, A2020HS, A2021.1 / KC443C01B000200103 / nm-cam-7.19.52

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

TLS 1.0 and TLS 1.1 are enabled on CAM for backward/forward compatibility reasons and upgrade path support. Some older Console software builds still use TLS 1.0 and TLS 1.1.

DEFINITIVE TEST:

N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

Before you start please verify if **all** installed console positions were upgraded to officially released version of A2020.1, A2020HS or A2021.1 that means equal or newer versions than listed in table below:

| Software | Version | KC |
|-------------------|-----------------|--------------------|
| MCC 7500 Software | MCC7500_20.4.2 | KC443V00R000200100 |
| MCC7500E | MCC7500E_20.4.2 | KC443V00E000200100 |

Execute the procedure below if your console positions support TLS 1.2.

Procedure to disable TLS 1.0 and TLS 1.1 and enable TLSv1.2 only for CAM server:

1. Open MKM 7000 CAM Configuration Utility and stop CAM Server
2. Launch Wordpad in administration mode and open file: C:\ProgramData\Motorola\Motorola MKM 7000 Console Alias Manager\config\config.properties
3. Modify extConnectionProtocol - remove TLSv1 and TLSv1.1. The entry should be:
extConnectionProtocol=TLSv1.2
4. Save config.properties file in Wordpad
5. Start CAM Server from MKM 7000 CAM COnfiguration Utility

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-0017-22-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

In the event of disaster recovery or reinstallation this MTN needs to be reapplied.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

This MTN needs to be reapplied after disaster recovery and after the CAM upgrade.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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WHEN TO APPLY RESOLUTION:After (re)installation After upgrade As instructed 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.

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

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