

DOCUMENT NUMBER:	<b>MTN-0017-24</b>
ISSUE DATE:	<b>2024-02</b>

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Users are unable to log in to the License Manager User Interface via "/login" URL when the user's full name does not match the user's logon name in the domain controller user accounts settings.

## Technology

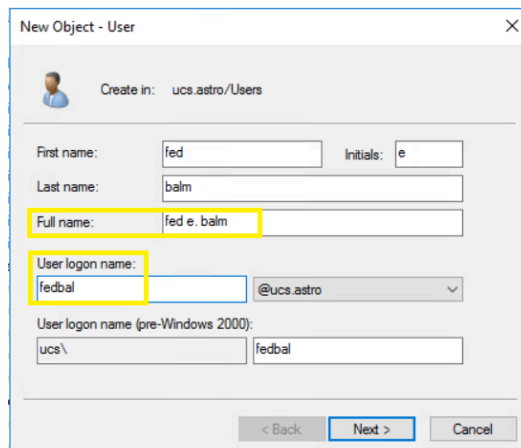
ASTRO® 25

## Severity Recommendation

Medium/Maintenance - Perform if system exhibits below symptoms

## Symptoms

Users are unable to successfully log in to the License Manager User Interface via "/login" URL (using standard password-based authentication method). Users will see an authentication failure message: "Authentication failed". This issue impacts users whose full name does not correspond to their user logon name. The following screenshot is an example on the domain controller:



## Models / System Releases / Kits / Datecodes Affected

ASTRO A2022.x

LM version 02.04.03.04-08

LM version 02.04.03.07-24

## When To Apply

After failure \_X\_

As instructed \_X\_

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## Test To Perform

1. To check the License Manager version, log in to the License Manager console and check the version information available in the command prompt:

```
#####
The following users are currently logged in:
root tester3
# users=2

Any system configuration changes performed may conflict with changes
by other users and may leave the system in an unstable state.
#####

(z005lm01.zone5):(tester3) 11:59:34 CST LM-Generic-02.04.03.07-24
# █
```

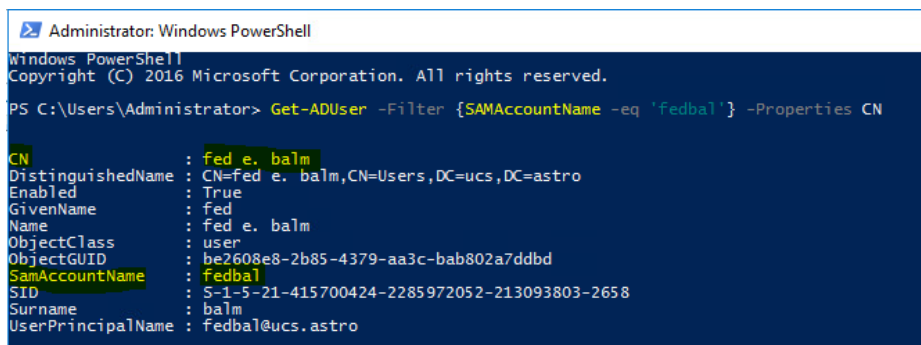
2. To check if a specific user is affected with this issue follow these steps:
  - a. Log into the Domain Controller using an Active Directory account that is a member of the Domain Admins group.
  - b. Open PowerShell command prompt as an Administrator and run this command for the specified account, substituting <user\_logon\_name> with user's login:

`Get-ADUser -Filter {SamAccountName -eq '<user_logon_name>} -Properties CN`

e.g for user with "fedbal" logon name:

`Get-ADUser -Filter {SamAccountName -eq 'fedbal'} -Properties CN`

- c. Check whether the user's "CN" (common name) matches the user logon name, if not, user will not be able to log in to the License Manager User Interface. Example output for the affected user:



```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2016 Microsoft Corporation. All rights reserved.

PS C:\Users\Administrator> Get-ADUser -Filter {SAMAccountName -eq 'fedbal'} -Properties CN

CN                : fed e. balm
DistinguishedName : CN=fed e. balm,CN=Users,DC=ucs,DC=astro
Enabled           : True
GivenName        : fed
Name              : fed e. balm
ObjectClass       : user
ObjectGUID        : be2608e8-2b85-4379-aa3c-bab802a7dabd
SamAccountName    : fedbal
SID               : S-1-5-21-415700424-2285972052-213093803-2658
Surname           : balm
UserPrincipalName : fedbal@ucs.astro
```

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## Workaround/Recovery

N/A

## Resolution And Repair Procedure

Check the current LM version to define the action:

1. If the LM version is LM-Generic-02.04.03.04-08 – upgrade LM to the version listed in the Software Parts Required and execute the procedure listed in the [Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set](#). NOTE: This is a recommended action for customers who would like to log in to the LM using SSO with accounts other than "astrousr" or accounts without Unix attributes set.
2. If the LM version is LM-Generic-02.04.03.07-24 – re-install LM following the steps below:
  - a. Remove the current License Manager version LM-Generic-02.04.03.07-24 from the system.  
For instructions on how to remove a virtual machine, please refer to the "Deleting Virtual Machines" section in [Virtual Management Server Software User Guide](#) (MN009778A01).
  - b. Deploy License Manager (LM) using version listed in the Software Parts Required. For instructions on how to install License Manager, please refer to the "License Manager installation" section in [License Manager User Guide](#) (MN009785A01).
  - c. Execute the procedure listed in the [Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set](#). NOTE: This is a recommended action for customers who would like to log in to the LM using SSO with accounts other than "astrousr" or accounts without Unix attributes set.

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-0017-24 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

**High** - 2 hrs for LM re-deployment and configuration, licenses served by the LM application being replaced will not be available for the duration of the operation.

## Software Parts Required

Name / SW version / System Release	Details / Part Number
LM-02.04.03.08-36 or later / A2022.x	KC877V0D2000220105 or later

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## Additional Information

N/A

## Reference The Following Documents/Processes For Installation Procedures

[License Manager User Guide](#) (MN009785A01)

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

## 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)

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## Appendix A - Procedure to allow log in to the LM using accounts without unix attributes set.

NOTE: The below procedure may take up to 60 mins to complete.

Execute the following steps on one Domain Controller:

- 1) Log into the Domain Controller using an Active Directory account that is a member of the Domain Admins group.
- 2) Open the PowerShell command prompt as an Administrator and run these two commands:

```
cd "c:\Program Files\Motorola\AstroDC\ad\scripts"
```

```
(get-adgroupmember -identity licadmin) + (get-adgroupmember -identity licuser) | Where-Object {$_.objectClass -eq "user"} | get-aduser -properties uidNumber | Where-Object {-not $_.uidNumber} | select-object -unique | foreach-object {.\AddUnixAttributes.ps1 -name $_.SamAccountName -type user}
```

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