

Motorola Solutions Technical Notification (MTN)

TITLE: The Archiving Interface Server (AIS) is not logging audio due to an authentication problem.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

The Archiving Interface Server (AIS) is not logging audio.

AIS sends, "Authentication failed since the username and password combination was invalid." to the Windows application event log, because AIS is not able to authenticate with the ZDS to retrieve configuration data from the ZDS.

This only appears after upgrading ZDS to version A2019.2 or A2020.1/A2021.1 (see below for exact versions of ZDS).

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A2021.1 / ZDS-Astro-07.21.01.09-00 / KC877V0AV000200106

A2020.1 / ZDS-Astro-07.21.01.09-00 / KC877V0AV000200106

A2019.2 / ZDS-Astro-07.19.02.87-00 / KC877V0AV000190102

A2019.2 / ZDS-Astro-07.19.02.85-00 / KC877V0AV000190101

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

WORKAROUNDS AND CORRECTIVE ACTIONS:

After ZDS is upgraded to the new version, ensure the following steps are executed:

1. Force Init from PM (assume already part of upgrade procedure)
2. Rejoin a domain from ZDS
3. Disable/Enable ZDS services

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-0018-22-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 using impacted software versions this MTN needs to be reapplied.

PARTS REQUIRED (HARDWARE/SOFTWARE):

A2020.1/A2021.1 / ZDS-Astro-07.21.01.15-00 / KC877V0AV000200107

A2019.2 / ZDS-Astro-07.19.02.90-00 / KC877V0AV000190103

ADDITIONAL INFORMATION:

ZDS reinstallation procedure can take up to 4 hours. Some system configuration functions will not be available during ZDS downtime.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

MN005979A01, <https://learning.motorolasolutions.com/installation-guide/56986enus>, chapter 4 for 2019.2

MN007171A01, <https://learning.motorolasolutions.com/installation-guide/62596enus>, chapter 4 for 2020.HS, 2020.1

MN007580A01, <https://learning.motorolasolutions.com/installation-guide/69323enus>, chapter 4 for ASTRO 2021.1

WHEN TO APPLY RESOLUTION:

After upgrade _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

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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