

Motorola Solutions Technical Notification (MTN)

TITLE: SWDL (ver. 37.37.x) dependency on CSMS version

TECHNOLOGY: ASTRO 25

SYMPTOMS:

SWDL 37.37.x has a dependency on the CSMS version. The following problem may arise when this SWDL version is used with certain CSMS versions:

No response after launching SWDL (ver. 37.37.x) application on NM Client. If Endpoint Security Threat Prevention were to be disabled, it would be possible to launch an application.

Note (Who could be impacted): This issue could refer to all customers who use the SWDL ver 37.37.x on NM Client with CSMS mentioned below (see **KITS AFFECTED**). Including those customers who apply the **MTN-0279A-21-NA - CVE-2021-44228 and CVE-2021-45046 'Log4Shell' Java log4j Remote Code Execution vulnerability**.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

SWDL: All SWDL versions 37.37.x

Standard CSMS:

- A7.18: All CSMSes (i.e. version 07.18.00-20 and prior)
- A2019.2: All CSMSes (i.e. version 19.02.00-20 and prior)
- A2020.1/A2021.1: Most CSMSes (i.e. 19.04.05 and prior)
 - 20.01.40-01 is the first build to contain the necessary SWDL exclusion by default

Host Based CSMS:

- A2020.1/A2021.1: Most CSMSes (i.e. 19.04.08 and prior)
 - 20.01.01-01 is the first build to contain the necessary SWDL exclusion by default

SEVERITY RECOMMENDATION:

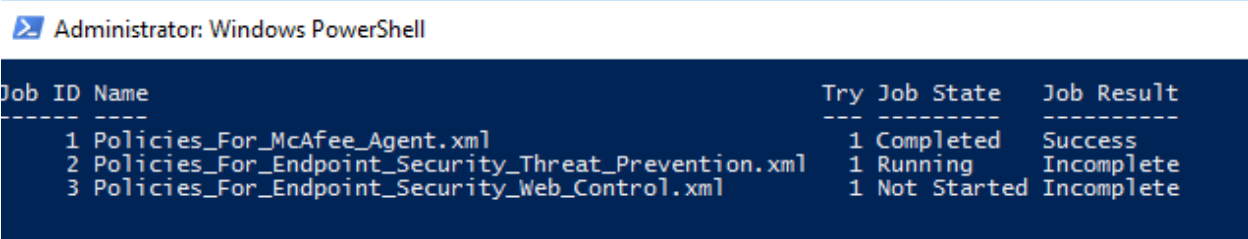
Medium / Operational - Schedule to implement

WORKAROUNDS AND CORRECTIVE ACTIONS:

See the *RESOLUTIONS AND REPAIR PROCEDURES* section.

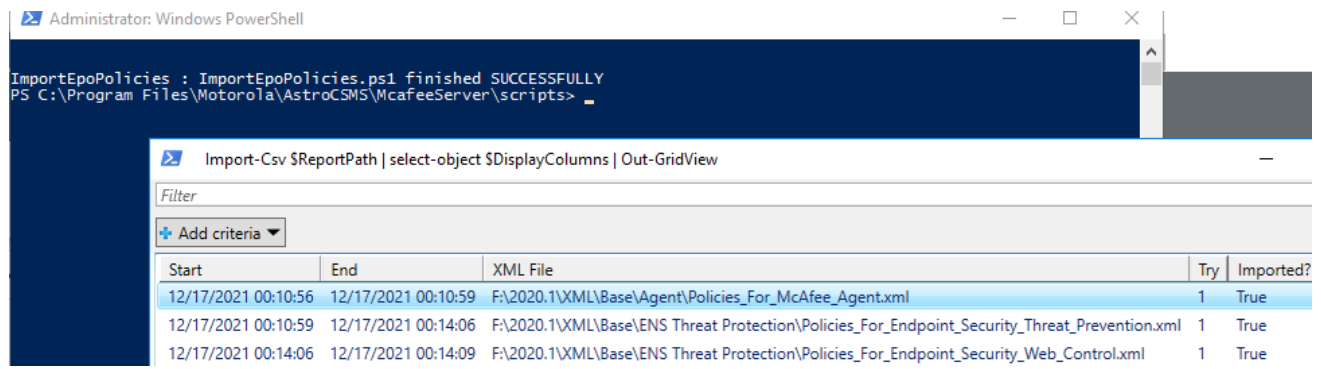
RESOLUTIONS AND REPAIR PROCEDURES:

The solution to add the necessary SWDL exclusion involves the CSMS Configuration Media and applies to releases A7.18 - A2021.1 and works on any CSMS (those listed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* Section).

Time to Perform:	10 min
Before You Begin:	<p>Obtain the latest CSMS Configuration Media. For this SWDL exclusion, a minimum of CSMS Configuration Media R07.01.11 is required. See the <i>PARTS REQUIRED (HARDWARE/SOFTWARE)</i> section.</p> <p>CSMS Supplementary version R08.04.26 or later is required to be installed on your CSMS. You can validate the CSMS Supplementary version via the following registry: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Motorola\Motorola Core Security Management Server > Version. If you don't have this version, the latest CSMS Supplementary is also listed in the <i>PARTS REQUIRED (HARDWARE/SOFTWARE)</i> section and the procedure for installing it is in <i>Appendix B</i>.</p> <p>Obtain the ePO console admin credentials to login to the ePO console.</p>
Notes:	Perform this procedure on the Core Security Management Server (CSMS) in the primary core and the backup core if CSMS in the backup core exists.
Procedure:	Import ePO Configuration from CSMS Configuration Media
1.	Obtain the latest CSMS Configuration Media. See <i>PARTS REQUIRED (HARDWARE/SOFTWARE)</i> section. Note: Ensure it's the latest version available so as to not inadvertently downgrade any configuration.
2.	Mount the CSMS Configuration Media to the CSMS VM
3.	Log on to the CSMS VM with administrative credentials
4.	Launch Powershell as an Administrator (do not use "Windows PowerShell (x86)")
5.	Navigate to the following directory with: cd "C:\Program Files\Motorola\AstroCSMS\McAfeeServer\scripts\"
6.	<p>Execute the <i>ImportEpoPolicies.ps1</i> script, providing the ePO console admin credentials if prompted: .\ImportEpoPolicies.ps1</p> <p>Result: You should see a status printed out as it's running, similar to the image below</p>  <pre> Administrator: Windows PowerShell Job ID Name Try Job State Job Result ----- 1 Policies_For_McAfee_Agent.xml 1 Completed Success 2 Policies_For_Endpoint_Security_Threat_Prevention.xml 1 Running Incomplete 3 Policies_For_Endpoint_Security_Web_Control.xml 1 Not Started Incomplete </pre> <p>Note: <i>Policies_For_Endpoint_Security_Threat_Prevention.xml</i> is larger and can take a couple minutes to import.</p>
7.	Ensure the script finishes successfully.

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Result: A popup displays the status of each XML imported, similar to the image below



8.	The Windows endpoints will update to their new policies within the next 30 minutes.
9.	If this is a DSR system, repeat this procedure for the DSR CSMS
10.	If you'd like to validate the SWDL exclusion was added into the appropriate ePO policies, you can follow the procedure in <i>Appendix A</i> .

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 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:
 - a) Reference MTN-0024-22-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

CSMS Media:

- CSMS Configuration Media (KC877V0C4000000110)
- [If sufficient version not already installed] CSMS Supplementary Media (KC877C085000000112)

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

CSS Getting Started Guide: <https://learning.motorolasolutions.com/user-guide/28866enus>

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WHEN TO APPLY RESOLUTION:

After failure

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-topics.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

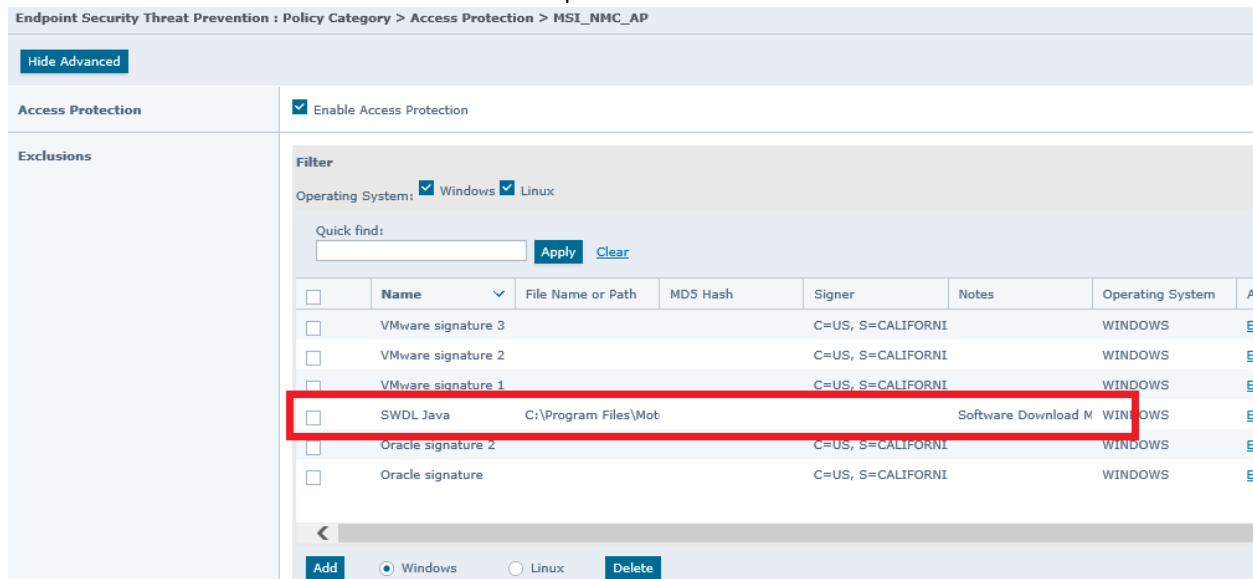
http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

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Appendix A – Validate the SWDL Exclusion is Imported

To validate the SWDL Exclusion was imported into ePO:

1. Login to ePolicy Orchestrator from CSMS Desktop
2. Navigate to **Policy Catalog**
3. In the left pane, click **Endpoint Security Threat Prevention**
4. In the right pane, expand **Access Protection**
5. Click **Edit** for one of the following policies and select **Show Advanced** (they all have been updated with the rule):
 - a. MSL_NMC_AP
6. Validate that the “SWDL Java” exclusion is present



The screenshot shows the 'Endpoint Security Threat Prevention : Policy Category > Access Protection > MSL_NMC_AP' configuration page. The 'Access Protection' section is expanded, and the 'Exclusions' tab is active. The 'Enable Access Protection' checkbox is checked. The 'Filter' section shows 'Operating System' with 'Windows' and 'Linux' selected. The 'Quick find' search bar is empty. The exclusion table below is as follows:

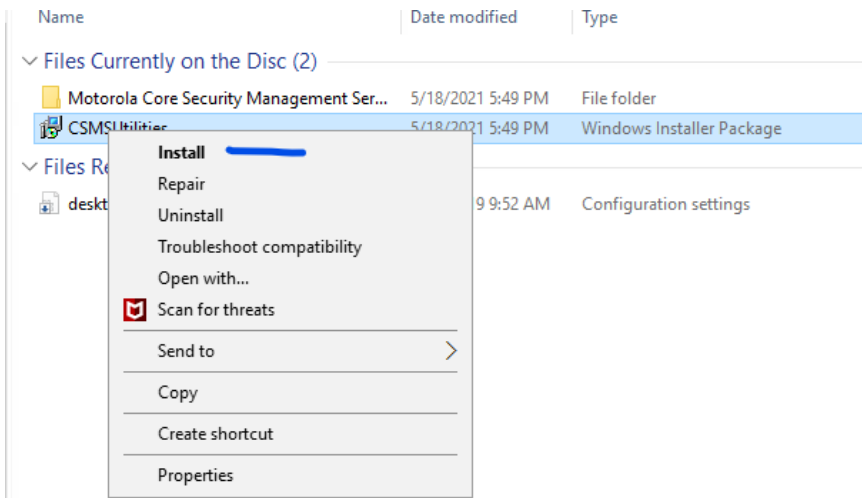
<input type="checkbox"/>	Name	File Name or Path	MD5 Hash	Signer	Notes	Operating System	Actions
<input type="checkbox"/>	VMware signature 3			C=US, S=CALIFORNI		WINDOWS	Et
<input type="checkbox"/>	VMware signature 2			C=US, S=CALIFORNI		WINDOWS	Et
<input type="checkbox"/>	VMware signature 1			C=US, S=CALIFORNI		WINDOWS	Et
<input type="checkbox"/>	SWDL Java	C:\Program Files\Mot			Software Download M	WINDOWS	Et
<input type="checkbox"/>	Oracle signature 2			C=US, S=CALIFORNL		WINDOWS	Et
<input type="checkbox"/>	Oracle signature			C=US, S=CALIFORNI		WINDOWS	Et

At the bottom of the table, there is an 'Add' button, radio buttons for 'Windows' (selected) and 'Linux', and a 'Delete' button.

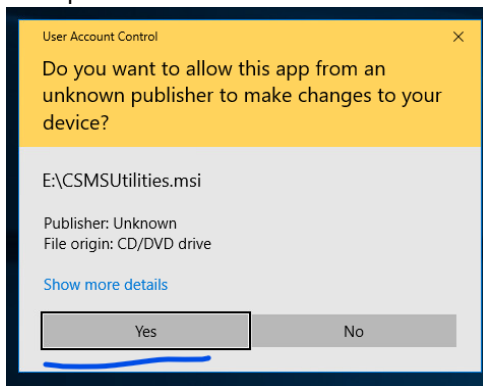
Appendix B – Install New Version of CSMS Supplementary

Install the CSMS Supplementary disk:

1. Mount CSMS Supplementary disk to CSMS VM
2. Open Windows Explorer and navigate to the DVD Drive location
3. Locate the executable file “**CSMSUtilities**”
4. Right click on the CSMSUtilities and choose “**Install**”
 - a. Example:



- b.
- 5. On the pop-up “User Account Control” window, click **Yes**
 - a. Example:



- b.
- 6. There will be a brief period of time for the CSMSUtilities execution. Successful completion if no error shows up.
- 7. Verify the installation
 - a. Login to CSMS
 - b. Launch a PowerShell session
 - c. Type the following: **(Get-ItemProperty -Path “HKLM:\SOFTWARE\Motorola\Motorola Core Security Management Server”).Version**
 - d. The installed version will show up