

## Motorola Solutions Technical Notification (MTN)

**TITLE:** UNC backup failing intermittently

**TECHNOLOGY:** ASTRO 25, UNC (Unified Network Configurator)

**SYMPTOMS:**

UNC backup is failing intermittently with the error: "Uro Export script failed". The issue is more likely to occur in multi zone systems with high capacity UNC.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

ASTRO 2019.2 (up to UNC-Astro-07.19.06.80-06 and UNCDS-Astro-07.19.06.80-06)

ASTRO 2020.1/ 2021.1/ 2020.HS (up to UNC-Astro-07.20.07.64-06 and UNCDS-Astro-07.20.07.64-06)

ASTRO 2022.1 / 2022.HS (up to UNC-Astro-07.22.01.58-06 and UNCDS-Astro-07.22.01.58-06)

**SEVERITY RECOMMENDATION:**

**High / Safety** - Perform Immediately

**ROOT CAUSE:**

Software defect

**DEFINITIVE TEST:**

None

**WORKAROUNDS:**

None

**CORRECTIVE ACTIONS:**

Upgrade the UNC to the version listed below.

**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 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-0029-23-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

**TIME TO IMPLEMENT/SYSTEM IMPACT:**

Estimated time to implement - per machine - Approximately 1-2 hours  
Medium - time consuming but no loss of functionalities

**PARTS REQUIRED (HARDWARE/SOFTWARE):****Software:**

Astro 2019.2

- UNC-Astro-07.19.06.95-04, KC877L0AT000190233 or later
- UNCDS-Astro-07.19.06.95-04, KC877L0AT000190274 or later
- UPDATE-UNC-07.19.06.95-04, KC877L0AT000190234 or later

Astro 2020.1 / 2021.1 / 2020.HS

- UNC-Astro-07.20.07.85-05, KC877L0AT000200135 or later
- UNCDS-Astro-07.20.07.85-05, KC877L0AT000200175 or later
- UNC-UPDATE-07.20.07.85-05, KC877L0AT000200136 or later

Astro 2022.1 / 2022.HS

- UNC-Astro-07.22.01.87-05, KC877L0AT000220106 or later
- UNCDS-Astro-07.22.01.87-05, KC877L0AT000220107 or later
- UNC-UPDATE-07.22.01.87-05, KC877L0AT000220153 or later

**ADDITIONAL INFORMATION:**

Before an upgrade, make sure your backup is successfully completed (without errors).

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

Manual: [Private Network Management Servers \(for appropriate release\)](#)

Chapter: Upgrading Linux-Based Virtual Machines

**WHEN TO APPLY RESOLUTION:**

After failure

During maintenance

Immediately

**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.**

In NALA [https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

In EMEA [https://www.motorolasolutions.com/en\\_xu/support.html](https://www.motorolasolutions.com/en_xu/support.html)

In Asia [https://www.motorolasolutions.com/en\\_xp/support.html](https://www.motorolasolutions.com/en_xp/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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)