

DOCUMENT NUMBER:	MTN-0030A-22-NA
ISSUE DATE:	2023-12

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

IMW 2021.Q4 Quarterly patch release

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

Numerous updates are available in this system release.

Note: Please see Appendix-A for additional details

Acronyms Used:

PCM - Unified Network Services Configuration Manager

UNS - Unified Network Services

IMW - Intelligent Middleware

MSG - Messaging

Models / System Releases / Kits / Datecodes Affected

A7.18 / A2019.2 / A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS

IMW 5.2.2, IMW 5.2.3, IMW 5.2.4

When To Apply

During maintenance _X_

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

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:

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- Reference MTN-0030A-22-NA 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

Estimated time to implement - per machine - 1h

High - Downtime for standalone deployments.

Medium - time-consuming but no downtime for redundant configurations.

Software Parts Required

Name / SW version / System Release	Details / Part Number
IMW 5.2.2, IMW 5.2.3, IMW 5.2.4	KC232C06K000210403

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

This MTN supersedes MTN-0030-22-NA. In case MTN-0030-22-NA (previous version of IMW 2021.Q4 Cumulative patch) was already applied there is no need to apply the updated version/apply this MTN as well.

Reference The Following Documents/Processes For Installation Procedures

Follow Installation procedure "IMW 2021.Q4 Release Notes (2023 refresh).docx" is available in "KC232C06K000210403.iso"

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Appendix A – Additional Symptom details

Symptom 1

Abstract: "Administrator" username display on Windows Logon Page after applying hardening.

Releases affected: 5.2.4

VM Applicable: Core, AE and DB VM's

Special Configurations: None

User Symptoms: After executing hardening, an older username is displayed on Windows Logon Page.

Post-Update Result: A user name is no longer displayed on the Windows Logon Page.

Symptom 2

Abstract: UNS Web Location Client cannot be launched from an non-administrator (standard) Windows account using the Internet Explorer or Edge browsers.

Releases affected: 5.2.4

VM Applicable: Core

Special configuration: None

User symptoms: Clicking on the UNS Web Location Client does not launch the application. This only occurs with non-administrative accounts.

Post-Update Result: A user can now launch the UNS Web Location Client using non-administrative accounts.

Symptom 3

Abstract: Core Group Management Service fails to start.

Releases affected: 5.2.3, 5.2.4

VM Applicable: Core

Special configuration: Redundant Server

User symptoms: IMW doesn't receive location and presence updates from devices. The Core Group Management Service is in a stopped state in Administrative Client (due to a license issue) and cannot be started.

Post-Update Result: IMW receives location and presence updates from devices properly. Core Group Management Service now starts properly.

Symptom 4

Abstract: Syslog updates to capture Samhain Logs for DNS, MSG & NTP.

Releases affected: 5.2.4

VM Applicable: DNS, MSG & NTP

Special configuration: None

User symptoms: Syslog unable to capture Samhain logs successfully.

Post-Update Result: Syslog is now able to capture Samhain logs successfully.

Symptom 5

Abstract: No root ssh session timeout for esxi 6.5 and 7.0

Releases affected: 5.2.3, 5.2.4

Special configuration: None

User symptoms: SSH session is not terminated after session inactivity.

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DOCUMENT NUMBER:	MTN-0030A-22-NA
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Post-Update Result: Session timeout is now set to 600 seconds.

Symptom 6

Abstract: Syslog support for RHEL 7.9 NTP VM.

Releases affected: 5.2.4

VM Applicable: NTP

Special configuration: None

User symptoms: Cannot collect log files from NTP VM.

Post-Update Result: Syslog can now collect log files from NTP VM.

Symptom 7

Abstract: NTP VM fails to install quarterly patch

Releases affected: 5.2.4

VM Applicable: NTP

Special configuration: None

User symptoms: Patch installation script fails with rsyslog failed dependency

Post-Update Result: Patch installation script on NTP VM completes successfully.

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