

## Motorola Solutions Technical Notification (MTN)

**TITLE:** ASTRO 2022.x SYSLOG logging configuration patch

**TECHNOLOGY:** ASTRO P25

**SYMPTOMS:**

Windows logs collected by Syslog Servers have 3-digit octal numbers in place of control characters e.g. TAB represented by #011.

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

**A2022.1 / A2022.HS**

Version SYSLOG-Astro-07.22.01.48-00

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE:** Software defect

**DEFINITIVE TEST:**

To determine if a corrective action is required:

1. Login to the Syslog server with a domain user and escalate to root
2. Determine the installed version of the application:

```
cat /etc/version
```

If the version in the output is SYSLOG-Astro-07.22.01.48-00,

perform the procedure in the CORRECTIVE ACTIONS section. Otherwise, no action is required.

**WORKAROUNDS:**

None

**CORRECTIVE ACTIONS:**

Upgrade SYSLOG to the version listed in the PARTS REQUIRED section 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-0030A-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 - 10 minutes

Low - not time consuming, no logging during upgrade

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

A2022.1 / A2022.HS

SYSLOG-Astro-07.22.01.53-00 or later - KC877V09D000220200 or later

RHEL (Red Hat Enterprise Linux) 8.4.z.20211018 - KC877L0D9000220101

**ADDITIONAL INFORMATION:**

To fix the formatting of the Windows logs, you may also execute the following procedure on every Child and Parent Syslog Server:

1. Login to the Syslog server with a domain user and escalate to root
2. Create a new configuration file:  
`echo '$EscapeControlCharactersOnReceive off' > /etc/rsyslog.d/patch.conf`
3. Restart the rsyslog service:  
`systemctl restart rsyslog`

NOTE: In the event of disaster recovery or reinstallation above points need to be reapplied so SYSLOG upgrade is strongly recommended.

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

Manual: [MN009787A01](#)

[Private Network Management Servers Feature Guide](#)

Chapter: Upgrading Linux-Based Virtual Machines

**WHEN TO APPLY RESOLUTION:**

After failure

During maintenance

**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)