

Motorola Solutions Technical Notification (MTN)

TITLE: VMS reporting Sensor Unknown alarms on Fan, Power, and Storage.

TECHNOLOGY: ASTRO

SYMPTOMS:

There are unknown statuses reported for fan, storage and power sensors on the VMS ESXi and they are also visible on UEM.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.14 systems with Gen8 servers running on ESXI 5.1

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

There is a defect in 3rd party ESXi hypervisor – it has been fixed in 5.5.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Reboot of the machine removes the immediate behavior but does not remove the possibility of recurrence.

RESOLUTIONS AND REPAIR PROCEDURES:

NOTE: This is only for Customers that do not have vCenter in their system

VMWare ESXi on Gen8 servers have to be upgraded to 5.5 version (using provided KC877V0CS000071605 mot-csr-esxi_55_upgrade-18.01.05-01).

vSphere Client and PowerCLI needs to be upgraded with software from KC877V0B1000071503 (mot-csr-vsphere-cfg-03.01.25-01).

Execute the following procedures from GCD documentation Virtual Management Server Software for A7.14 Chapters:

- 3.2.1 Installing the VMware vSphere Client on a Windows-Based Device
- 3.2.2 Installing VMware PowerCLI
- 8.1.1 Troubleshooting Connectivity Between vSphere Client Version 5.1 and 5.5

2. Execute the procedure from Appendix A (of this MTN).

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0032-18-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 UOST for processing

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PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number
vSphere Config Disc (mot-csr-vsphere-cfg-03.01.25-01)	KC877V0B1000071503
VMware vSphere 5.5 U3 Upgrade Media (mot-csr-esxi_55_upgrade-18.01.05-01)	KC877V0CS000071605

ADDITIONAL INFORMATION:**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:****WHEN TO APPLY RESOLUTION:**

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed **X**
Information only ___

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.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html

Appendix A – Upgrade ESXi

Before You Begin: The VMs on the VMS being upgraded must be powered off. The VMware ESXi Upgrade Media is required. The version of the vSphere Client corresponding to the new ESXi version must already be installed on the Windows-based device where this procedure is being executed from.

Notes: Upgrades the hypervisor software version on the Virtual Management Server and reboots the server to ensure the changes take effect.

1. Insert the mot-csr-esxi_upgrade disc into the optical drive of the Windows device.
2. Open the start menu.
3. Type **command** in the **Search programs and files** text field.
Result: The **Command Prompt** appears in the list of available programs and files.
4. Right-click **Command Prompt** and select **Run as administrator**.
Result: The **Command Prompt** window appears.
5. At the command prompt, type **powershell** and press **Enter**.
Result: The powershell prompt is displayed.
6. At the powershell prompt, type the drive letter of the optical drive that contains the mot-csr-esxi_upgrade disc followed by a colon (example: **E:**) and press **Enter**.
Result: The directory is changed to the root directory of the mot-csr-esxi_upgrade disc.
7. At the powershell prompt, type **cd bin** and press **Enter**.
Result: The directory is changed to the astro\bin directory of the mot-csr-esxi_upgrade disc.
8. At the powershell prompt, type **.upload-patches.ps1** and press **Enter**.
Result: The user is prompted to “Enter ESXi Host IP:”
9. Type the IP address for the ESXi server and press **Enter**.
Result: The user is prompted to “Enter Root Password for <ip address>:”
10. Type the root user’s password for the ESXi server and press **Enter**.
Result: The user is prompted to “Enter Absolute path to the file or files to be uploaded:”
11. Type **E:/depot** (replace E with the drive letter of the optical drive) and press **Enter**.
Result: The user is prompted to “Enter whether the inputs are correct(y|n|q) [y]:”
12. Type **y** and press **Enter**.
Result: The upgrade files are uploaded to the server.

Write down the path the files were uploaded to that is included in the output from upload-patches.ps1 as information from that path will be used later.

13. Verify that there are no messages stating “[FAILED]” in the output of the script on the screen and type **exit** and press **Enter**.
Result: The Windows command prompt appears.
14. Enter **exit** and press **Enter**.
Result: The Windows command prompt is closed.
15. Launch the **VMware vSphere Client** from the Windows-based device where it resides (a desktop shortcut was created during installation).
Result: A dialog box appears prompting for an IP address, user name, and password.
16. Do the following:
 1. Type the ESXi server’s IP address.
 2. Type **root** in the User name field.
 3. Type the appropriate password in the Password field.
 4. Click **Login**.**Result:** The vSphere Client Inventory screen appears.
17. Verify that the ESXi Server in the Inventory View displays **(maintenance mode)** next to the name. If it does, skip to step 21. If not, continue to the next step.
18. In the left pane of the Inventory View, right-click the ESXi Server and select **Enter Maintenance Mode**.
Result: A prompt to Confirm Maintenance Mode appears.

19. Click **Yes** to enter maintenance mode.
Result: The Confirm Maintenance Mode window closes.
20. Verify that the ESXi Server in the Inventory View now displays **(maintenance mode)** next to the name.
21. Open the start menu.
22. Type **command** in the **Search programs and files** text field.
Result: The **Command Prompt** appears in the list of available programs and files.
23. Right-click **Command Prompt** and select **Run as administrator**.
Result: The **Command Prompt** window appears.
24. At the command prompt, type **powershell** and press **Enter**.
Result: The powershell prompt is displayed.
25. At the powershell prompt, type the drive letter of the optical drive that contains the mot-csr-esxi_upgrade disc followed by a colon (example: **E:**) and press **Enter**.
Result: The directory is changed to the root directory of the mot-csr-esxi_upgrade disc.
26. At the powershell prompt, type **cd bin** and press **Enter**.
Result: The directory is changed to the astro\bin directory of the mot-csr-esxi_upgrade disc.
27. At the powershell prompt, type **.upgrade-esxi.ps1** and press **Enter**.
Result: The user is prompted to "Enter ESXi Host IP:"
28. Type the IP address for the ESXi server and press **Enter**.
Result: The user is prompted to "Enter Root Password for <IP address of the server>:"
29. Type the root user's password for the ESXi server and press **Enter**.
Result: The user is prompted to "Enter Root Directory Full Path of the update Files on the ESXi:"
30. Type **/vmfs/volumes/<datastore name from step 12>/tmp/<MAC address from step 12>/depot** and press **Enter**.
Result: The user is prompted to "Enter whether the inputs are correct(y|n|q) [y]:"
31. Type **y** and press **Enter**.
Result: The patches are applied.
32. Verify that there are no messages stating "[FAILED]" in the output of the script on the screen and type **exit** and press **Enter**.
Result: The Windows command prompt appears.
33. Enter **exit** and press **Enter**.
Result: The Windows command prompt is closed.
34. Connect the vSphere Client to the ESXi server.
In the left pane of the Inventory View, right-click the ESXi Server and select **Reboot**

Wait until server reboots.
35. Connect the vSphere Client to the ESXi server.
Result: The vSphere Client Inventory View shows the ESXi server in maintenance mode.
36. Right-click the ESXi server in the left pane and select **Exit Maintenance Mode**.
Result: The ESXi server no longer displays (maintenance mode) next to the name. The upgrade is complete.
37. Click on the ESXi server in the left pane.
38. Click the **Summary** tab in the right pane.
39. In the Resources table, under the Storage heading, right-click the datastore that corresponds to the one you saved in step 12 and select **Browse Datastore**.
40. In the right pane of the Datastore Browser window, navigate to the path you entered in step 30 and right click on the ESXi update files that were previously uploaded to this datastore and select **Delete from Disk**.
Result: The user is prompted to confirm the deletion.
41. Click on the **Yes** button at the Confirm Delete prompt.
Result: The files are deleted.
42. Close the Datastore Browser window.
Result: The update is now complete.

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

SECTION 2: Order Information

Product Type: _____ Serial Number _____

Reason for Software / Hardware Change:
Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____ Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____ Bill To: _____

Email: _____
Attn: _____ Attn: _____

Phone: _____ Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
