

DOCUMENT NUMBER:	<b>MTN-0032-25</b>
ISSUE DATE:	<b>2025-05</b>

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

CSMS fails to deploy Trellix anti virus to the KMF due to missing Trellix certificates

## Technology

ASTRO® 25

## Severity Recommendation

Low / Maintenance - Perform if system exhibits above symptoms

## Symptoms

When using CSMS to deploy Trellix anti virus updates, an error message is displayed stating the operation fails due to one or more missing Trellix certificates. The required certificate(s) cannot be downloaded online from Trellix because a login account is needed.

## Models / System Releases / Kits / Datecodes Affected

KMF:

T8749A - KMF Application Software

## When To Apply

After failure \_X\_

## Resolution And Repair Procedure

Use the CSMS Configuration Media to download missing certificates to the impacted KMF:

1. Insert the CSMS Configuration Media into the CD/DVD drive of the KMF server.
2. Navigate to <CD Drive>:/Trellix\_Agents/Certs/
3. Copy 2024\_Certificates.bat to desktop
4. Right-click on the 2024\_Certificates.bat file and click Run as administrator
5. Click Yes

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

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- Complete the Motorola Solutions Software Factory Software Order Form:
  - Reference MTN-0032-25 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.
- Email completed Software Order Form to MSSF for processing

## Time To Implement/System Impact

Estimated time to implement - per machine - 5 minutes

Low - not time-consuming, no loss of functionalities

## Software Parts Required

Name / SW version / System Release	Details / Part Number
CSMS Configuration Media/ R07.01.34	KC877V0C400000122

## Reference The Following Documents/Processes For Installation Procedures

Core Security Management Server Feature Guide (MN011044A01-E), Chapter 5.18 Installing Trellix Certificates on Windows Clients Manually

## Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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