

## Motorola Solutions Technical Notification (MTN)

**TITLE:** The A7.16 KMF upgrade procedures for version R03.13.21 or earlier has documentation errors that will result in failure to import the database to the KMF server.

**TECHNOLOGY:** Key Management Facility (KMF)

### **SYMPTOMS:**

The Key Management Facility manual for the A7.16 release, MN001965A01-B, has a documentation error where the upgrade process steps for versions R03.13.21 or earlier is out of order. Specifically, the process directs the reader to perform the KMF software installation before the database/application data migration and transfer procedures are performed. If the KMF software is installed before the database/application data migration has been performed on the original KMF server and the resulting data has been transferred to the new server, the database and application data will not be imported to the A7.16 KMF database. To resolve this issue, the Windows 2008 OS will need to be reinstalled and the upgrade procedure will need to be repeated in the correct order.

- 9.5 Upgrading the KMF Server from Version R03.13.21 with Hardware Replacement
- 9.6 Upgrading the KMF Server from Version R03.12.20 or Earlier with Hardware Replacement

Note: This issue is not present in Key Management Facility manual, MN001965A01-A.

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

T7768  
T7517

### **SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

### **ROOT CAUSE / DEFINITIVE TEST:**

Manual documentation error

### **WORKAROUNDS AND CORRECTIVE ACTIONS:**

Key Management Facility manual: MN001965A01-B only.

If the upgrade process has already been performed using the flawed procedure and the database was not imported, be aware that the upgrade procedure will need to be repeated (except for the database/application data migration procedure) including reinstallation of the 2008 Windows Server OS.

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

The upgrade process should be performed using the following modifications.

9.5 Upgrading the KMF Server from Version R03.13.21 with Hardware Replacement

- After step 3, proceed to steps 5 and 6.
- Perform step 4.
- Proceed to step 7.

9.6 Upgrading the KMF Server from Version R03.12.20 or Earlier with Hardware Replacement

- After step 4, proceed to steps 6 and 7.
- Perform step 5.
- Proceed to steps 8 and 9.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Corrections to the upgrade procedure will be included in the A7.16 Key Management Facility manual update, MN001965A01-C.

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

NA

**ADDITIONAL INFORMATION:**

NA

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

A7.16 Key Management Facility manual update, MN001965A01-C

- 9.5 Upgrading the KMF Server from Version R03.13.21 with Hardware Replacement
- 9.6 Upgrading the KMF Server from Version R03.12.20 or Earlier with Hardware Replacement

**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 \_x\_

**LABOR ALLOWANCE:**

- o 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

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