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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

UNC (Unified Network Configurator) daily configuration pull jobs hang indefinitely (never complete).

Technology

ASTRO® 25

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

UNC daily configuration pull jobs hang indefinitely (never complete). This causes the stored configurations in NCM to not be updated with the current configuration of managed devices. This issue may arise when a configuration is pulled from over one thousand devices within a single NCM job. Moreover, a heavier UNC workload can increase the likelihood of encountering the issue.

Models / System Releases / Kits / Datecodes Affected

ASTRO 2020.HS/2020.1 (UNC-Astro-07.20.09.74-01 and prior / UNCDS-Astro-07.20.09.74-01 and prior)

ASTRO 2021.1 (UNC-Astro-07.20.09.74-01 and prior / UNCDS-Astro-07.20.09.74-01 and prior)

ASTRO 2022.HS/2022.1 (UNC-Astro-07.22.04.36-01 and prior / UNCDS-Astro-07.22.04.36-01 and prior)

When To Apply

After failure

During maintenance

As instructed

Workaround/Recovery

1. Log into NCM.
2. Cancel any hanging jobs in NCM.
3. Disable and then re-enable UNC.

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)

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2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-0035-24 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 - approximately 1-2 hours

Medium - time-consuming but no loss of functionalities

Software Parts Required

System Release	Name / SW version	Details / Part Number
Astro 2020.1 / 2020.HS	UNC-Astro-07.20.09.74-05	KC877L0AT000210100 or later
	UNCDS-Astro-07.20.09.74-05	KC877L0AT000210150 or later
	UPDATE-UNC-Astro-07.20.09.74-05	KC877L0AT000210101 or later
Astro 2021.1	UNC-Astro-07.20.09.74-05	KC877L0AT000210100 or later
	UNCDS-Astro-07.20.09.74-05	KC877L0AT000210150 or later
	UPDATE-UNC-Astro-07.20.09.74-05	KC877L0AT000210101 or later
Astro 2022.1 / 2022.HS	UNC-Astro-07.22.04.36-05	KC877L0AT000220120 or later
	UNCDS-Astro-07.22.04.36-05	KC877L0AT000220160 or later
	UPDATE-UNC-Astro-07.22.04.36-05	KC877L0AT000220121 or later

Reference The Following Documents/Processes For Installation Procedures

Manual: [Private Network Management Servers](#) (for appropriate release)

Chapter: Upgrading Linux-Based Virtual Machines

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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