

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Kerberos SSSD-krb5 service creates numerous "adcli-krb5-xxxxx" subdirectories inside /tmp folder in RHEL servers, causing server crash, once /tmp folder is full.

**TECHNOLOGY:** ASTRO 25

### **SYMPTOMS:**

When an authentication issue occurs, such as time out of sync between linux and DC boxes greater than 5 minutes or a bad machine account password, the SSSD-krb5 service starts flooding /tmp directory with subdirectories like:

/tmp/adcli-krb5-xxxxx

- krb5.d

- adcli-krb5-conf-XXXXX

and once /tmp directory is full, the RHEL Server fails to work properly.

If the root cause of the authentication error is present in the system for more than 30 days, the server will be disjoined from the domain. In such a case, even if the root cause of the authentication error is fixed, subdirectories will keep flooding the /tmp directory until there is a manual rejoin to the domain.

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

All Linux boxes on ASTRO 7.17.x, A7.18, A2019.x, A2020.x, A2021 with RHEL 7.3, RHEL 7.4 or RHEL 7.6 version.

### **SEVERITY RECOMMENDATION:**

**High / Safety - Perform Immediately**

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

1. Linux Server box on RHEL 7.3, 7.4 or 7.6: to verify it, login into the machine via SSH and run the command:

**cat /etc/redhat-release**

2. Multiple addcli-krb5-xxxxx subdirectories are present in the /tmp directory

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

1. Remove all /tmp/adcli-krb5-\* subdirectories
2. Reboot the Linux machine
3. Try to join the domain from admin\_menu on linux machine - if root cause of the authentication issue was fixed, server should join the domain

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."

**RESOLUTIONS AND REPAIR PROCEDURES:**

**URGENT!** Resolution steps below fix only the symptom (flooding error logs adcli-krb5-xxxxx in /tmp directory). Root cause of authentication error should be fixed as well (etc. NTP configuration issues or machine account misconfiguration in AD), which can be verified by rejoining the domain via admin\_menu.

Steps to fix adcli-krb5-xxxxx flooding messages issue:

1. Remove all /tmp/adcli-krb5-\* subdirectories
2. Apply the RHEL 7.9 MotoPatch to the impacted RHEL application (more info in **REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES** section):
  - a. SUS Customers:
    - i. Please download the latest available RHEL MotoPatch release and apply it to your system.
  - b. RSUS Customers:
    - i. The fix will be applied the next time your system is patched.
  - c. Non SUS/RSUS Customers:
    - i. Use MotoPatch disks mentioned below in the PARTS **REQUIRED** section and perform the patch upgrade.

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 Motorola Solutions Software Factory with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
  - a) Reference **MTN-XXX-XX-XX** 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

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

KC708L07S000000000 - RHEL 7.9 Update Disc for Motopatch 2021.01 - Disc 1

KC708C07T000000000 - MOTOPATCH for Red Hat Linux 7.9 2021.01 - Disc 2

**ADDITIONAL INFORMATION:**

The original issue on RHEL 7.6: [https://bugzilla.redhat.com/show\\_bug.cgi?id=1588596](https://bugzilla.redhat.com/show_bug.cgi?id=1588596)

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

Detailed MotoPatch installation procedure is on Disc 2 (KC708C07T000000000.iso):

MOTOPATCH\_RHEL\_7\_2021\_01\_Readme.pdf

**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 center

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

Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

**SECTION 1: General Information**

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

Date \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer Name \_\_\_\_\_  
  
Form Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_  
  
Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
  
Phone Number \_\_\_\_\_  
  
Pager 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: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

**Customer Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# **Software Order Form**

*Motorola Solutions Software Factory*

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory* 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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:

---