

Motorola Solutions Technical Notification (MTN)

TITLE: ZoneWatch displays all sites and channels in gray when at least one channel entity is unmanaged on UEM

TECHNOLOGY: Unified Event Manager (UEM)

SYMPTOMS:

When at least one channel entity (including Conventional Channel) is unmanaged on UEM, the ZoneWatch application displays all sites and channels in gray and the following error is reported in the main UEM log (*/opt/Motorola/nms/logs/uem/uemapp.log*):

```
(...)  
[2017-07-18 07:30:03,379] [ERROR] [SECUREXML] [SSLXML Worker ThreadPool-Thread-1]  
[LimitedNotificationConsumer]Sending system health message failed.  
java.lang.IllegalArgumentException: Unknown severity value - 8  
    at com.motorola.nms.fm.faultmgmt.be.Severity.getByValue(Severity.java:68)  
    at com.motorola.nms.fm.securexml.be.SecureXMLServiceHealthRequestHandler.constructBRChannel  
(...)
```

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.16 (up to version UEM-Astro-07.16.71.08-00)
ASTRO 7.17 (up to version UEM-Astro-07.17.44.30-16)
ASTRO 7.17.1 (up to version UEM-Astro-07.17.44.47-00)

SEVERITY RECOMMENDATION:

Medium / Operational – Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

The situation where channel entities are unmanaged is not handled in the method responsible for sending the *SystemHealth* packet. This causes an error that occurs during the packet creation and necessary status information cannot be sent from UEM to ZoneWatch.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround: The issue can be temporarily mitigated by managing all unmanaged channel entities on UEM. Once channels are unmanaged again, the issue can return.

RESOLUTIONS AND REPAIR PROCEDURES:

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-0039-18-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.

Email completed Software Order Form to UOST for processing

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."

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO 7.16 UEM Box Release: KC877V0AW000071609 (UEM-Astro-07.16.71.14-00)
ASTRO 7.17 UEM Box Release: KC877V0AW000071708 (UEM-Astro-07.17.44.30-31)
ASTRO 7.17.1 UEM Box Release: KC877V0AW000071709 (UEM-Astro-07.17.44.54-00)

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System release: A7.16, A7.17, A7.17.1

- **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance x
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



SECTION 1: General Information

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

Date _____
System ID _____
System Name _____
Customer Name _____

Case Number _____
Site ID _____
Site Name _____

Form Completed by _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

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: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

Internal Billing

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

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

- 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:
