

Motorola Solutions Technical Notification (MTN)

TITLE: NBI does not forward notifications to NMS hosts registered by an SSC user (sscadmin) after UEM restore

TECHNOLOGY: Unified Event Manager (UEM)

SYMPTOMS:

If any NMS hosts are registered in NBI by an SSC user (sscadmin) and the UEM server is restored from a backup, which does not contain information about notifications forwarded to these hosts (a backup created between the registration of the NMS hosts and forwarding the first notification to them), the following error is reported in the `/opt/Motorola/nms/logs/nmsout.txt` log during enabling the UEM server:

```
(...)  
[05 Sep 2017 07:24:33:475] NBIERR_BE:  
java.lang.NullPointerException  
    at  
com.motorola.nms.fm.nbi.server.SscSequenceNumberSynchronizer.initialize(SscSequenceNumberSynchronizer.java:87)  
    at com.motorola.nms.fm.nbi.server.SscSequenceNumberSynchronizer.<init>(SscSequenceNumberSynchronizer.java:74)  
    at  
com.motorola.nms.fm.nbi.server.NmsSequenceNumberTable.prepareSscSequenceSynchronizer(NmsSequenceNumberTable.java:  
131)  
    at com.motorola.nms.fm.nbi.server.NmsSequenceNumberTable.<init>(NmsSequenceNumberTable.java:107)  
    at sun.reflect.NativeConstructorAccessorImpl.newInstance0(Native Method)  
    at sun.reflect.NativeConstructorAccessorImpl.newInstance(NativeConstructorAccessorImpl.java:62)  
    at sun.reflect.DelegatingConstructorAccessorImpl.newInstance(DelegatingConstructorAccessorImpl.java:45)  
    at java.lang.reflect.Constructor.newInstance(Constructor.java:423)  
    at java.lang.Class.newInstance(Class.java:442)  
    at com.adventnet.nms.jmxagent.AdventNet_WebNMS_MIB_JMX.initialize(AdventNet_WebNMS_MIB_JMX.java:1517)  
    at com.adventnet.nms.jmxagent.AdventNet_WebNMS_MIB_JMX.<init>(AdventNet_WebNMS_MIB_JMX.java:534)  
    at com.adventnet.nms.jmxagent.WebNMSAgentApp.<init>(WebNMSAgentApp.java:59)  
    at com.adventnet.nms.jmxagent.WebNMSAgentApp.callMain(WebNMSAgentApp.java:96)  
    at com.adventnet.nms.util.RunProcessSmall.runCommand(RunProcessSmall.java:97)  
    at com.adventnet.nms.util.RunCmd.run(RunCmd.java:119)  
(...)
```

and NBI becomes inoperable for the SSC user (no events are forwarded to the registered NMS hosts). A similar situation is observed when the UEM server is disabled and enabled before any notification is forwarded to a newly registered NMS host or when the UEM server is disabled for more than 5.5 minutes and then enabled.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

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:

High / Safety – Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

The scenario described in the *Symptoms* section are not properly handled in the code responsible for initialization of the SSC NBI session. This causes the NBI session initialization to fail and the notification forwarding ceases to work.

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WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround: The issue can be temporarily mitigated by performing the following steps:

- Run the UEM client and log in as *sscadmin*.
- De-register all already registered NMS hosts in the *Northbound Interface Configuration* window (if the “*De-Register NMS failed. Please contact Motorola support for assistance.*” error message appears, just close it and re-open the *Northbound Interface Configuration* window – the NMS list should be empty).
- Close the UEM client, disable the UEM server and enable it once again.
- Open the UEM client and log in as *sscadmin*.
- Re-register all the previously de-registered NMS hosts in the *Northbound Interface Configuration* window – the NBI trap forwarding will start to work.

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-0040-18-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.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

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: A7.17, 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 ___
Immediately x
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 _____

 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: _____

Bill To: _____

Email: _____
 Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

Internal Billing

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

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

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- 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 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:
