

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Missing events in the UEM event archive files

**TECHNOLOGY:** Unified Event Manager (UEM)

**SYMPTOMS:**

All the events reported on UEM between 11:50 PM and 12:30 AM next day are not saved in the UEM event archive files. All the traps and informs received by UEM are properly processed, but only the events reported outside of the mentioned time frame are logged in the UEM event archive files.

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

ASTRO 7.16 (up to version UEM-Astro-07.16.71.08-00)

**SEVERITY RECOMMENDATION:**

**Medium / Operational** – Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

The policy responsible for saving all the reported events in the UEM event archive files works improperly, so only the events generated between 12:30 AM and 11:50 PM are saved.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

No workaround exists.

**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-0041-18-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

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

ASTRO 7.16 UEM Box Release: KC877V0AW000071609 (UEM-Astro-07.16.71.14-00)

**ADDITIONAL INFORMATION:**

NA

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

System release: A7.16

- **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](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 _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax 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 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

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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