

Motorola Solutions Technical Notification (MTN)

TITLE: Unable to distribute configuration changes In PM after installation of Motopatch for RHEL7 2018.Q4.

TECHNOLOGY: Unified Network Configurator (UNC)

SYMPTOMS:

Following symptoms may be noticed by customer after applying Motopatch for RHEL7 2018 Q4:

- Unable to distribute configuration changes in PM. Received message: "Internal data access error. Please contact Motorola Solutions Support Services.
- Unable to perform following operations in NCR application: checkin, checkout, redeploy, rollback.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All UNC releases: A7.17, A7.17.1, A7.17.2, A7.17.3, A7.18 with installed Motopatch 2018.Q4.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Motopatch for RHEL7 2018 Q4 upgrades rsync daemon from 3.0.9 to 3.1.2 version. New version changes the way of accessing synchronized files from filesystem.

After applying Motopatch on the UNC, rsync was not able to change permissions and modification time on synchronized files.

The configuration on the UNC of rsync was inadequate to the new version.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround:

Follow the steps:

1. Create backup directory: `mkdir /tmp/tempTransportRepository`
2. Move current temp directory: `mv /unc/data/tempTransportRepository/* /tmp/tempTransportRepository/`
3. Restart UNC tomcat: `service unc-tomcat restart`. During start, the rsync will synchronize /unc/data/transportRepository to /unc/data/tempTransportRepository/
4. After a few minutes, verify content of /unc/data/tempTransportRepository/. It should be same as /unc/data/transportRepository.
5. Try to perform distribution.

Be aware that this workaround is temporary and installation of new Motopatch is recommended.

Corrective actions:

New version of Motopatch for RHEL7 needs to be installed on the UNC. It contains permanent fix of the issue.

RESOLUTIONS AND REPAIR PROCEDURES:

SUS subscribers should download the latest version of Motopatch Red Hat Linux 7 2019.Q1 General Release

PARTS REQUIRED (HARDWARE/SOFTWARE):

Motopatch Red Hat Linux 7 2019.Q1 General Release

ADDITIONAL INFORMATION:

N/A

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REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System releases: A7.17, A7.17.1, A7.17.2, A7.17.3, A7.18

- **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 X
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ___
Information only ___

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