

Motorola Solutions Technical Notification (MTN)

TITLE: CSMS Fails to Deploy Antivirus (McAfee ENS) to ZC

TECHNOLOGY:

Astro25

SYMPTOMS:

When deploying antivirus software (McAfee ENS) to **Zone Controllers** using the *Deploy_McAfee_Agent* tool on the CSMS desktop, the ENS deployment fails.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.17.3 Zone Controller

SEVERITY RECOMMENDATION:

[Low / Maintenance - Perform if the system exhibits above symptoms](#)

ROOT CAUSE / DEFINITIVE TEST:

For the ZC that failed antivirus deployment, run this command on it to check the space available in /var:

```
df --output=avail /var
```

The above command outputs the amount of available space in KB, so you will need to divide by 1000 to get MB. If 760MB are not available, the deployment is failing because there is not enough space on the ZC.

WORKAROUNDS AND CORRECTIVE ACTIONS:

In order to make enough space for antivirus to install, you can safely perform the following command to delete unnecessary data from /var.

1. Login to the affected ZC with root privileges
2. Perform this command to clean up space:

```
rm -rf /var/opt/Motorola/zc/ipc_cap_log/*
```
3. Log back into the CSMS and retry the antivirus deployment using the *Deploy_McAfee_Agent* tool on the CSMS desktop
4. Repeat these steps for each ZC that has been confirmed to not have enough space for antivirus deployment

RESOLUTIONS AND REPAIR PROCEDURES:

See the **WORKAROUNDS AND CORRECTIVE ACTIONS** section above and follow that procedure. There is no software fix for this issue.

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

General CSMS Manual:

- A7.17.3 Core Security Management Server (MN004873A01) _

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure _x_

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On FRU replacement ___
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