

Motorola Solutions Technical Notification (MTN)

TITLE: Password cannot be changed on SSP after password expires

TECHNOLOGY: ASTRO

SYMPTOMS:

SSP is the software platform DCG9000 product is operating on (both are always installed together).

The password on SSP needs to be rotated every 3 months as described in the manual. Rotation is realized via ESU LaunchPad maintenance tasks.

If the password will not be rotated then it will expire.

In cases that the ESU LaunchPad has the trust build with SSP (ssh keys exchanged) available then password can be changed using ESU LaunchPad.

If for any reason such ESU LaunchPad is not available then SSP (and DCG9000) box needs to re-installed. Changing of password from command line will not work.

SSP and DCG box will operate correctly even if the password expires - yet execution of maintenance tasks will not be possible.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

CVN7175B (A7.18) SSP-1.1.21-1

SEVERITY RECOMMENDATION: Medium/Operational

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Check SSP version using "**Checking SSP version**" procedure (Found in Appendix A) - only if the version is **1.1.21-1** then upgrade DCG9000 (with SSP) to new version as described in the Resolution section.

WORKAROUNDS AND CORRECTIVE ACTIONS:

There is no workaround if the password already expired and no ESU LaunchPad with trust built is available. Box needs to be reinstalled from scratch using (follow "**DCG 9000 Feature Guide**" manual) - see "**Reinstalling DCG9000**" procedure from Resolution section.

In case the affected SSP is installed and password is not expired upgrade is necessary according to "**Upgrading DCG9000 (with SSP)**" procedure in Resolution section to permanently prevent issue from occurring.

RESOLUTIONS AND REPAIR PROCEDURES:

Reinstalling DCG9000

To reinstall DCG9000 please follow "**DCG 9000 Feature Guide**" manual.

1. Go to "**DCG 9000 Disaster Recovery**" chapter
2. Follow the flow of reinstallation there - go over the following sections:
 - a. **Wiping DCG 9000 Software**
 - b. **If ESU LaunchPad needs to be installed go to "DCG 9000 Installation and Configuration" chapter and execute "Installing and Configuring ESU Launchpad" section**
 - c. **Installing and Configuring the DCG 9000 Software**

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- d. Changing DCG 9000 Software Passwords
 - e. Configuring Objects Related to DCG 9000 in Provisioning Manager or Configuration Manager
 - f. Discovering DCG 9000 Replacements in the Unified Event Manager
 - g. Joining the Active Directory
3. Perform **“Fix verification procedure”** listed below.

Upgrading DCG9000 (with SSP)

For upgrading SSP version please follow **“DCG 9000 Feature Guide”** manual.

1. Go to “DCG 9000 Software Upgrade and Patching” chapter then go to “Upgrading or Patching DCG 9000 Software” section.
2. Execute the procedure described in the manual.
3. Perform **“Fix verification procedure”** listed below.

Fix verification procedure

In order to verify that password issue is fixed, you should:

1. Log into the box as 'admin' user. Use command 'passwd' to change admin user password. Please follow on the screen instructions. Make sure that command was executed successfully.
2. Execute procedure "DCG 9000 Maintenance and Troubleshooting" -> "Changing DCG 9000 Software Passwords" (from **“DCG 9000 Feature Guide”** manual)
3. After executing procedure please log in to SSP as 'admin' user. Later use 'su -' to switch to root account. In both cases make sure that passwords set through ESU LaunchPad are used.

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 Solutions, 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-0051-19-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):

KC877V0EG000071802	SHARED SCALABLE PLATFORM RED HAT OS MEDIA
KC877V0EH000071802	SHARED SCALABLE PLATFORM REPOSITORY DOCKER MEDIA
KC877V0EJ000071802	SHARED SCALABLE PLATFORM AUTOMATION TOOLS MEDIA
KC147C081000718001	DYNAMIC CONVENTIONAL GATEWAY
KC877L0DF000010801	ESU Launchpad

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

MN005340A01 DCG 9000 Feature Guide
 MN005353A01 ESU Launchpad User Guide

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 **X**
 Immediately ___
 As instructed ___
 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

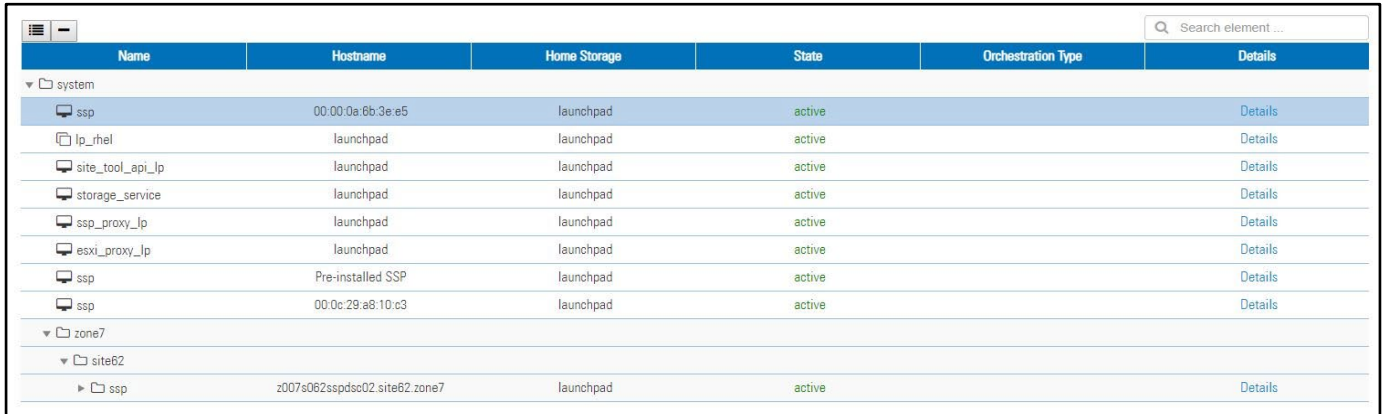
https://www.motorolasolutions.com/en_us/support.html

Appendix A – Checking SSP version

In order to check SSP version the following steps need to be completed (either option A or B):

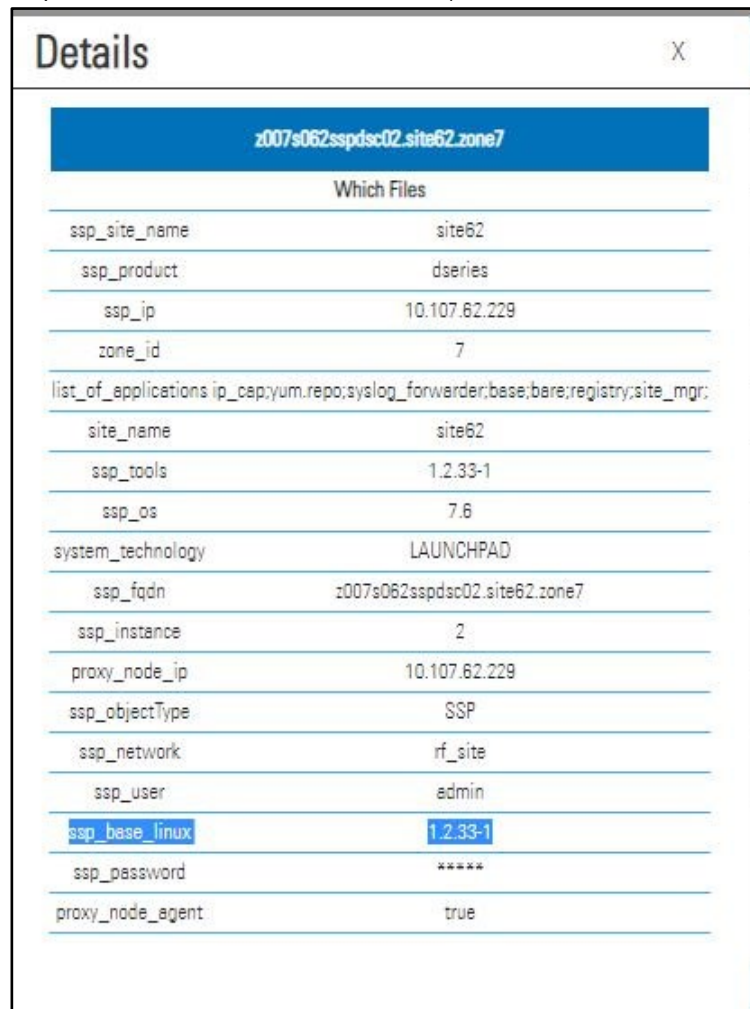
Option A - ESU LaunchPad is available

1. Execute SSP Discovery according to procedure "DCG 9000 Maintenance and Troubleshooting" -> "Discovering DCG 9000 in ESU Launchpad" (from "DCG 9000 Feature Guide" manual)
2. Go to Inventory section of ESU LP admin user web page (top left option in a menu).
3. Navigate to the SSP



Name	Hostname	Home Storage	State	Orchestration Type	Details
system					
ssp	00:00:0a:6b:3e:e5	launchpad	active		Details
lp_rhel	launchpad	launchpad	active		Details
site_tool_api_lp	launchpad	launchpad	active		Details
storage_service	launchpad	launchpad	active		Details
ssp_proxy_lp	launchpad	launchpad	active		Details
esxi_proxy_lp	launchpad	launchpad	active		Details
ssp	Pre-installed SSP	launchpad	active		Details
ssp	00:0c:29:a8:10:c3	launchpad	active		Details
zone7					
site62					
ssp	z007s062sspdsc02.site62.zone7	launchpad	active		Details

4. Select "Details" option next to SSP which version you wish to check, You should see windows like below:
5. Check "ssp_base_linux" parameter value - this is SSP version (screen will look similar to the one below):



z007s062sspdsc02.site62.zone7	
Which Files	
ssp_site_name	site62
ssp_product	dseries
ssp_ip	10.107.62.229
zone_id	7
list_of_applications	ip_cap;yum.repo syslog_forwarder;base;bare;registry;site_mgr;
site_name	site62
ssp_tools	1.2.33-1
ssp_os	7.6
system_technology	LAUNCHPAD
ssp_fqdn	z007s062sspdsc02.site62.zone7
ssp_instance	2
proxy_node_ip	10.107.62.229
ssp_objectType	SSP
ssp_network	rf_site
ssp_user	admin
ssp_base_linux	1.2.33-1
ssp_password	*****
proxy_node_agent	true

Option B - ESU LaunchPad is not available

1. Connect monitor and keyboard directly to DCG9000 box.
2. Log into SSP as admin user.
3. Execute command: "cat /etc/ssp-release"
4. SSP version should be printed on a screen.

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 InformationShip 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:
