

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Authentication Center server runs out of memory

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

Special Configurations:

Large systems with ~100k radios or more.

User Symptoms:

- Authentication Center Client crash
- Windows Task Manager indicates ~2.8GB memory in use out of total 3GB RAM
- Warning "Physical Memory is low, you need at least 512M of free memory..." in Windows Event Viewer (category "Application")

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

Authentication Center A7.17, A7.18, A2019.1, A2019.2, A2020.1

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Default settings of 3GB of memory for Virtual Machine with Authentication Center may not be enough for a large system.

It may cause an unexpected crash of the Authentication Center Client. Operating System response may also be very slow.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

N/A

**RESOLUTIONS AND REPAIR PROCEDURES:**

Increase virtual machine memory. Recommended size: 5GB.

Follow process located in Appendix A: Increase virtual machine memory

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

N/A

**ADDITIONAL INFORMATION:**

N/A

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After installation \_X\_
- After upgrade \_X\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_\_\_
- On FRU replacement \_\_\_
- During maintenance \_\_\_
- 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 center  
[https://www.motorolasolutions.com/en\\_us/support.htm](https://www.motorolasolutions.com/en_us/support.htm)

## **Appendix A – Increase virtual machine memory**

For primary instance of Authentication Center (also known as AuC active)

### **1. Check status of the keys on Authentication Center:**

- Log in to Windows with installed AuC as an administrator.
- Open Authentication Center Client from Desktop.
- Log in to Authentication Center Client.
- On the Schedules tab, check if there is an update in progress for any of the available keys. •  
Wait until updates in progress are finished.
- Close Authentication Center Client.

### **2. Stop Authentication Center:**

- Open Configuration Console from Desktop.
- Run commands:
  - coco auc stop
  - coco rdm stop
  - coco pg stop
- Close Configuration Console
- Shut down Windows
- Wait until the machine is stopped.

### **3. Increase virtual machine memory**

#### **3a. For vSphere Web Client (ESXi 6.5, 6.7):**

- Open vSphere Web Client in the browser:
  - launch the web browser
  - in the address bar, enter the IP address of the ESXi server with AuC virtual machine
  - if a certificate warning appears, continue to the page

Log in as a privileged user that is able to reconfigure settings of the virtual machine.

Ensure that virtual machine with AuC is stopped.

Right-click a virtual machine with AuC in the inventory and select Edit Settings.

On the Virtual Hardware tab, expand Memory.

In the RAM text box, type the value of 5 and select GB as a unit.

Click Save.

Right-click a virtual machine with AuC in the inventory, select Power and Power on.

#### **3b. For vSphere Client (ESXi 6.0, 5.5):**

- Open VMware vSphere Client.
- In the IP address field, enter the IP of the ESXi server with AuC virtual machine.
- Log in as a privileged user that is able to reconfigure settings of the virtual machine.
- Ensure that virtual machine with AuC is stopped.
- Right-click a virtual machine with AuC in the inventory and select Edit Settings.
- On the Hardware tab, select Memory.
- In the Memory Size text box, type the value of 5 and select GB as a unit.
- Click OK.
- Right-click a virtual machine with AuC in the inventory, select Power and Power on.

### **4. Verify results:**

- a. Log in to Windows with installed AuC as an administrator.
- b. Open Windows Task Manager and verify that memory is increased.
- c. Log in to Authentication Center Client and verify that it is in an operational state.

For system with redundancy please repeat steps 2 to 4B of this procedure for DSR instance of Authentication Center. Before step 2 you need to log in to Windows with installed DSR AuC as an administrator.



Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

**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: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

**Customer Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# **Software Order Form**

*Motorola Solutions Software Factory*

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory* 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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:

---