

Motorola Solutions Technical Notification (MTN)

TITLE: UNC Voyence is sending a major severity alarm to the UEM stating "Major Malfunction, Software Error"

TECHNOLOGY: Unified Network Configurator (UNC)

SYMPTOMS:

One of the UNC process – Business Rules – may sometimes restart. As the process state is monitored, when the restarts occurred, the "Major Malfunction, Software Error" alarm on the UEM appears.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.17 (application versions less than UNC-Astro-07.17.00.48-14 and UNCDS-Astro-07.17.00.48-14)
ASTRO 7.17.1 (application versions less than UNC-Astro-07.17.01.03-00 and UNCDS-Astro-07.17.01.03-00)
ASTRO 7.17.2 (application versions less than UNC-Astro-07.17.02.13-00 and UNCDS-Astro-07.17.02.13-00)

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

There were two cases when UNC Business Rules process was restarted:

- unexpected exceptions from Voyence API were not properly handled in the UNC Business Rules;
- connection between UNC Business Rules and Voyence were restarted.

This situation did not have impact on the UNC operations.

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

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-0054-18-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.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO 7.17: UNC: KC877L0AT000071705 (UNC-Astro-07.17.00.48-14) and KC877L0AT000071755 (UNCDS-Astro-07.17.00.48-14)

ASTRO 7.17.1: UNC: KC877L0AT000071706 (UNC-Astro-07.17.01.03-00) and KC877L0AT000071756 (UNCDS-Astro-07.17.01.03-00)

ASTRO 7.17.2 UNC: KC877L0AT000071707 (UNC-Astro-07.17.02.13-00) and KC877L0AT000071757 (UNCDS-Astro-07.17.02.13-00)

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

- **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

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 #: _____



Software Order Form

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 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 in 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:

Software Description

Part# or Version #

Quantity:
