

Motorola Solutions Technical Notification (MTN)

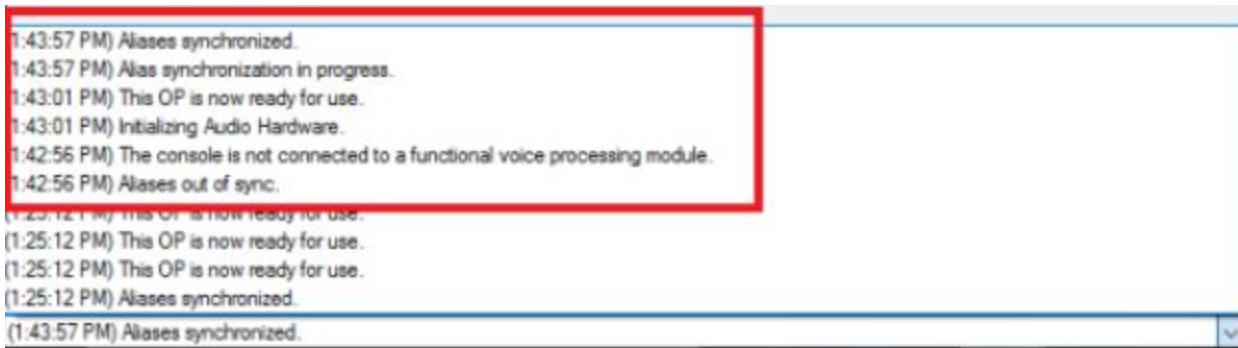
TITLE: Audio Loss and Network Outage of Up To 10 Seconds on Audio Processing Windows Products After Install/Upgrade/Uninstall of McAfee Antivirus (ENS)

TECHNOLOGY: ASTRO25

SYMPTOMS:

Audio loss and/or VPM link drops (as seen in image) lasting up to 10 seconds occur and automatically recover in these conditions:

1. Within 3 hours after initial McAfee ENS deployment to the device.
2. Upon uninstall of McAfee ENS from the device.
3. When a specific McAfee ENS update occurs. A “McAfee ENS update” can occur upon clicking the “Update Now” button locally from the device within the McAfee ENS console interface or after applying specific McAfee ENS Motopatches.



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO System Releases Impacted:

- A7.17.0 - A7.17.2 if **MTN-0041B-19-NA (MTN-0041B-19-NA_McAfee)** is implemented
- A7.17.3
- A7.18
- A2019.2
- A2020.1

Audio Processing Applications (Windows-based) Impacted:

- MCC7500 / AIS
- MCC7500E
- PRX7000
- MCC7100 (is only valid up to A7.17.2)
- Transcoder
- Logging Recorders

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SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

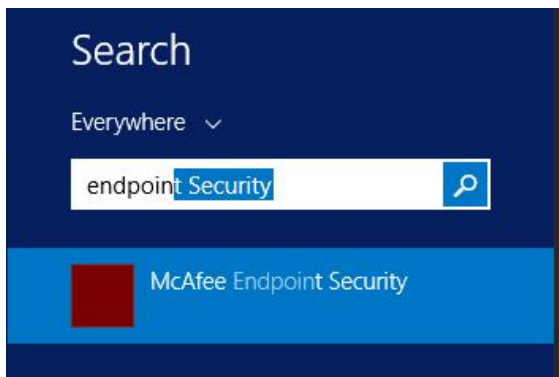
The root cause is a specific driver that McAfee ENS installs/updates that causes the network stack to initialize, resulting in the Windows device losing network connectivity for a short period.

Note that this issue *DOES NOT* occur during weekly Antivirus Definition updates. It is only in relation to the ENS Common Platform software.

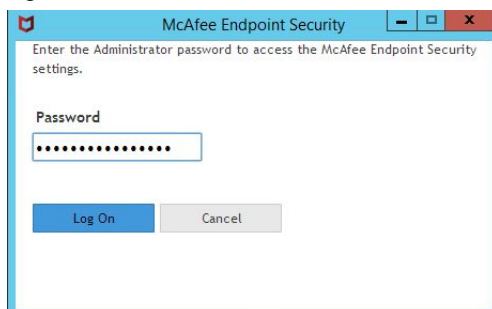
WORKAROUNDS AND CORRECTIVE ACTIONS:

Before pushing ENS to a product in the *Audio Processing Applications (Windows-based) Impacted* list, ensure the following temporary workaround is utilized:

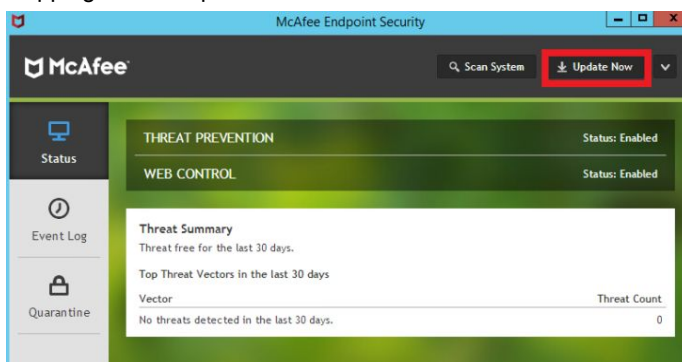
1. Schedule maintenance window prior to deploying ENS and ensure the product in the *Audio Processing Applications (Windows-based) Impacted* list will not be in use any time within the next 3 hours. The Install/Upgrade/Uninstall of ENS can be aligned with other maintenance windows (e.g. Windows Motopatch, MCC7500 Application Upgrade, etc.) to avoid multiple downtimes for a given Windows device.
 - a. Trigger an "Update Now" for the endpoint to further shrink the 3 hour period to something more manageable, closer to 1 hour.
 - i. Login to the Windows device that has just had ENS deployed
 - ii. Click the **Start Menu** and begin typing `endpoint security`
 - iii. Click the **McAfee Endpoint Security** application



- iv. Enter the necessary password (ask your CSMS system administrator if you don't know it) and click **Log On**



- v. Click **Update Now**. After the update completes ENS is fully updated and the product in the *Audio Processing Applications (Windows-based) Impacted* list is now safe to use without the risk of audio dropping after this point.



RESOLUTIONS AND REPAIR PROCEDURES:

The guidance in the *WORKAROUNDS AND CORRECTIVE ACTIONS* section captures the corrective actions required to avoid the audio loss scenario.

PARTS REQUIRED (HARDWARE/SOFTWARE):

None.

ADDITIONAL INFORMATION:

None.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

A similar warning has been published in the CSMS GCD documentation

- A7.17.3 Core Security Management Server (MN004873A01)
- A7.18 Core Security Management Server Feature Guide (MN005338A01)
- A2019.2 Core Security Management Server Feature Guide (MN005942A01)

WHEN TO APPLY RESOLUTION:

- After reboot ___
- After (re)installation ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure ___
- On FRU replacement ___
- During maintenance ___
- Immediately ___
- As instructed ___
- Information only _x_

LABOR ALLOWANCE:

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