

## Motorola Solutions Technical Notification (MTN)

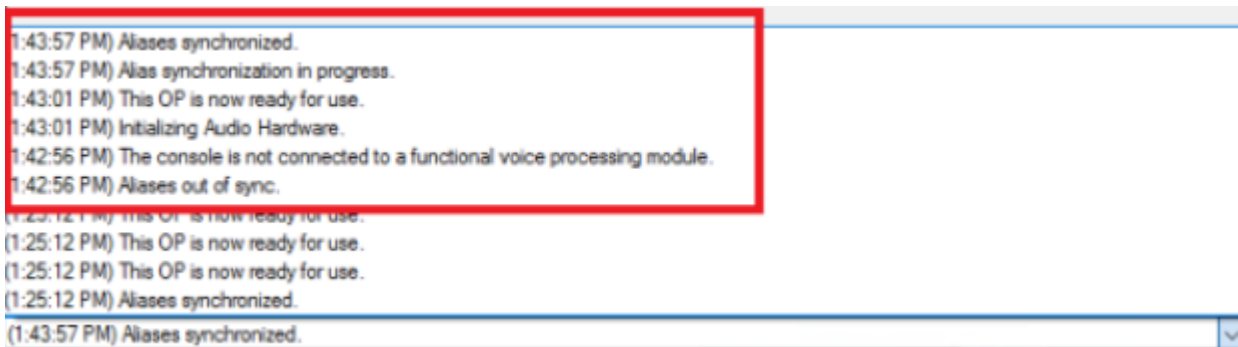
**TITLE:** Audio Loss and Network Outage of Up To 10 Seconds on Audio Processing Windows Products After Install/Upgrade/Uninstall of McAfee Antivirus (ENS)

**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

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Audio Processing Applications (Windows-based) Impacted:

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

**SEVERITY RECOMMENDATION:**

**High / Safety** - Perform Immediately

**ROOT CAUSE / DEFINITIVE TEST:**

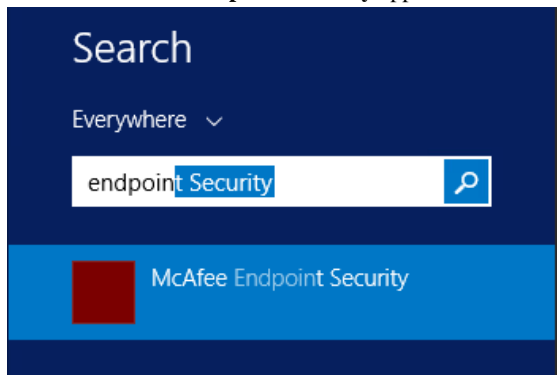
The root cause is a specific driver that McAfee ENS installs/updates that causes the network stack to initialize, resulting in the Windows device losing network connectivity for a short period.

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

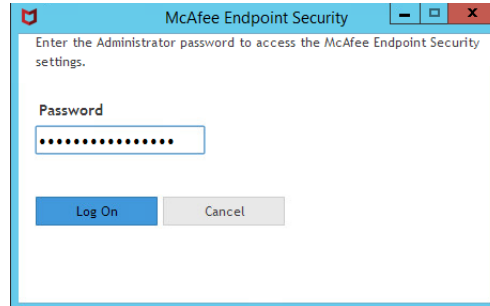
**WORKAROUNDS AND CORRECTIVE ACTIONS:**

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

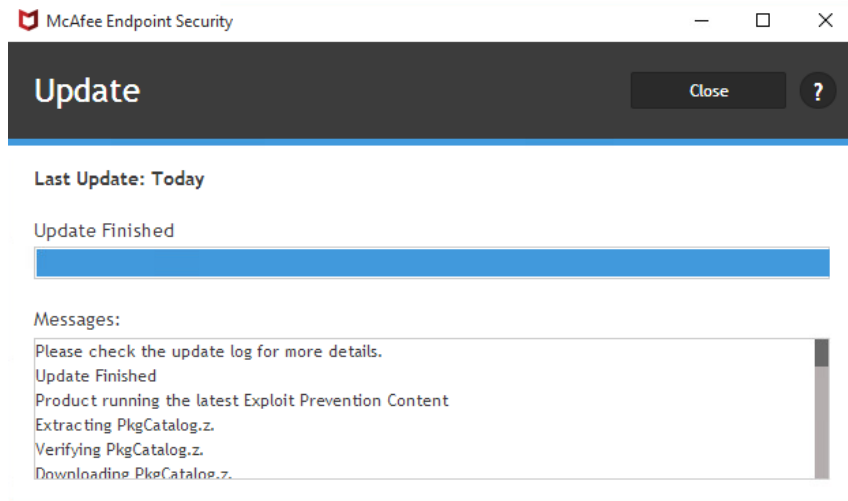
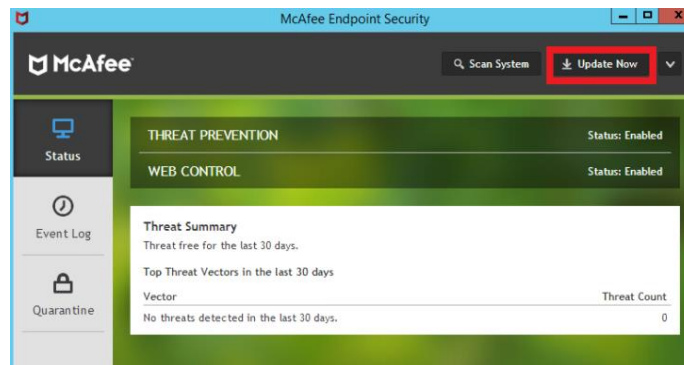
1. Schedule maintenance window prior to deploying ENS and ensure the product in the *Audio Processing Applications (Windows-based) Impacted* list will not be in use any time up until **Option 1** or **Option 2** are completed (see below for “Option” text in Step 3). The steps below shorten the upgrade to under 1 hour by forcing the update rather than waiting for the next scheduled nightly update. 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.
2. Install McAfee Agent and ENS to the product in the *Audio Processing Applications (Windows-based) Impacted* list using the **Deploy\_McAfee\_Agent** tool on the CSMS desktop.
3. Perform one of the two following methods for forcing an update of ENS:
  - a. **(Option 1) Force Update of McAfee ENS Software from the Windows Product:**
    - i. After the ENS Install completes, trigger an “Update Now” for the endpoint to complete the upgrade period to something more manageable, closer to 1 hour.
      1. Login to the Windows device that has just had ENS deployed
      2. Click the **Start Menu** and begin typing `endpoint security`
      3. Click the **McAfee Endpoint Security** application



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



Click **Update Now**.



5. After the McAfee ENS Install and Update has completed, reboot the Windows OS to finalize the ENS Install/Update.

**b. (Option 2) Force Update of McAfee ENS Software from ePO:**

- i. After the ENS Install completes, trigger an “Update” for the endpoint from ePO to complete the upgrade period to something more manageable, closer to 1 hour.
  1. Log on to the CSMS as administrator
  2. Double click **Launch McAfee ePolicy Orchestrator 5.10.x Console**
  3. Enter administrator credentials and click **Log On**
  4. Click **System Tree**
  5. Select from Preset: **This Group and All Subgroups**
  6. Select the **checkboxes** for the systems to be upgraded
  7. Click **Actions**
  8. Click **Agent**
  9. Click **Update Now**
    - a. Under *Package types*: Select **Selected packages**
    - b. Select the following under *Updates*:
      - i. Endpoint Security Firewall 10.x.y

- ii. Endpoint Security Web Control 10.x.y
    - iii. Endpoint Security Platform 10.x.y
    - iv. Endpoint Security Threat Prevention 10.x.y
  - c. Click **OK**
- 10. Click **Dashboards**.
- 11. From the drop-down menu, select the **Product Deployment**
- 12. In the **Product Updates in the Last 24 Hours** monitor, click **Successful Updates** table.  
 NOTICE: If the Successful Updates table is not available, it means that no successful updates occurred within the last 24 hours. Either the device is still in the process of updating, or the update failed (see Failed Updates table), or the device was updated more than 24 hours ago.
  - a. In the System Name column, search for your Windows device.
  - b. If all the following events are displayed for the Windows device selected for ENS update, then the update process is complete for the device.
    - Event ID = 2401, Product Name = Endpoint Security Threat Prevention
    - Event ID = 2401, Product Name = Endpoint Security Common
    - Event ID = 2401, Product Name = Endpoint Security Web Control
- 13. Reboot the updated device to finalize the ENS update
- 4. After this point, 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 its network interface dropping.

**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:**

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.html](https://www.motorolasolutions.com/en_us/support.html)



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

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Part# or Version #

---

Quantity:

---

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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