

Motorola Solutions Technical Notification (MTN)

TITLE: admin_menu function "Get All Logs" throwing Error: Argument List Too Long

TECHNOLOGY: Astro 25

SYMPTOMS:

Function "Get All Logs" on admin_menu script will not be able to generate the log files tar file when there are too many files on /var/log. See Appendix A for more information.

When executing admin_menu, option "2. OS Administration", option "5. Get Log Files" and option "4. Get All Files" user may face below error:

Can't exec "/bin/sh": **Argument list too long at /opt/Motorola/lib/perl5/site_perl/UTILS/PortableUtilities.pm line 672.**

```
[2018/05/07-07:40:11-CDT]: ERROR: Unable to create log archive, see /var/log/messages  
ERROR: Unable to create log archive
```

Look for error message "tar | gzip was not successful " on /var/log/messages.

```
grep "tar | gzip was not successful" /var/log/messages
```

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Astro 25 7.13, 7.14, 7.15, All Linux Virtual Machines

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Script that handles function "Get All Logs" is not able to handle more than 3000 files on /var/log.

WORKAROUNDS AND CORRECTIVE ACTIONS:

NOTE: Affected application does not need to be disabled for performing this procedure

1. Login as root user.
2. Execute below command to remove old root_login log files from /var/log/root_logins:
ls -1t /var/log/root_logins/*_root_* | tail -n +100 | xargs rm -rf
Result: only last 100 files will be left on /var/log/root_logins.

RESOLUTIONS AND REPAIR PROCEDURES:

NA

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

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."

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

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 ___
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

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