

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Domain Controllers may not report to Syslog after upgrade.

**TECHNOLOGY:** ASTRO 25 systems with Syslog feature

**SYMPTOMS:**

Domain Controllers may not report to Syslog (i.e. do not send events/logs) after upgrade when the Syslog feature has been added to the system manually.

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

A2019.x, A2020.1, A2020.HS, A2021.1, A2022.1, A2022.HS

**SEVERITY RECOMMENDATION:**

Low / Maintenance - Perform if system exhibits above symptoms

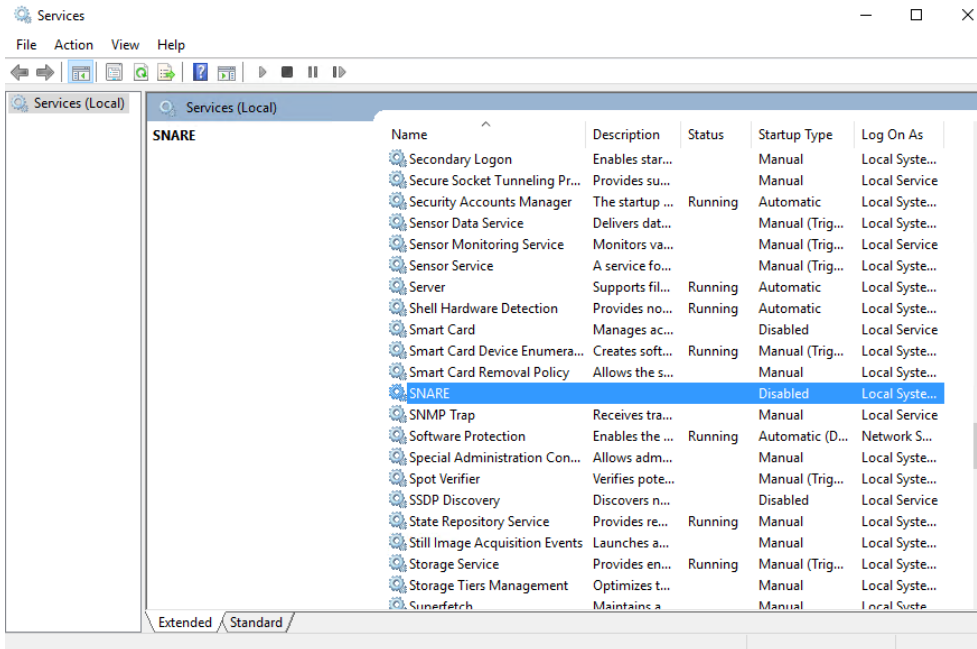
**ROOT CAUSE:**

MSI application defect.

**DEFINITIVE TEST:**

Perform the following verifications on all Domain Controllers excluding Domain Controllers in Customer Enterprise Network:

1. Log into the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The domain administrator's desktop appears.
2. Click on the Windows Start button and type in "services.msc" <enter>.
3. If the service "SNARE" is running it means that the system is not affected.
4. If the service "SNARE" does not exist, it means that SYSLOG has not been installed and configured on the Domain Controller, please contact the MSI Technical support center.
5. If the service "SNARE" exists but is not running, it means that the system is affected by the issue. See the screenshot below as a reference:

**WORKAROUNDS:**

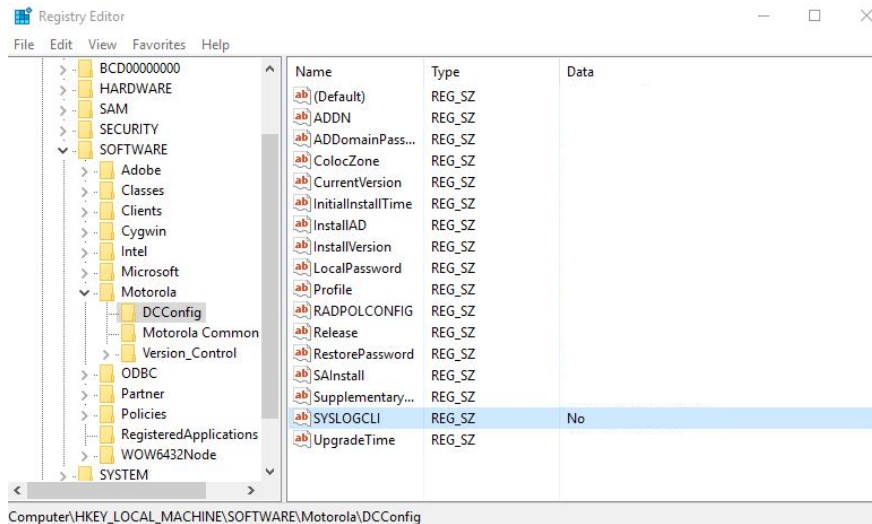
N/A

**CORRECTIVE ACTIONS:**

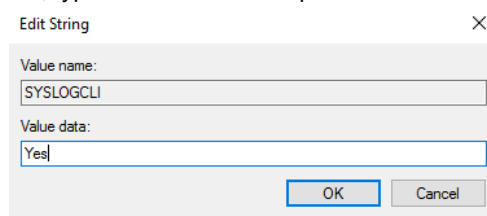
N/A

**RESOLUTIONS AND REPAIR PROCEDURES:**

1. For fresh installation, install the "DC Plugin" version as shown in the section **PARTS REQUIRED (HARDWARE/SOFTWARE)**.
2. If the service "SNARE" exists but is not running, perform the following steps on all Domain Controllers excluding Domain Controllers in Customer Enterprise Network:
  1. Log into the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The domain administrator's desktop appears.
  2. Click on the Windows Start button and type in "services.msc" <enter>.
  3. In the list of available services, find "SNARE" service, right-click on it and select "Properties".
  4. Change Startup type from "Disabled" to "Automatic", click the "Apply" button and then the "Start" button.
  5. Close opened windows.
  6. Click on the Windows Start button and type in "regedit" <enter>.
  7. Navigate to: "HKEY\_LOCAL\_MACHINE\SOFTWARE\Motorola\DCCConfig".



8. Right-click on SYSLOGCLI and select "Modify..."
9. In the value data field, type "Yes" without the quotation marks and click "OK".



**Note:** Bear in mind this entry is case sensitive. Make sure it is typed exactly as stated above.

10. Close Registry Editor.

**To obtain software:**

- 1) Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
  - a) Reference **MTN-0058A-22-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 MSSF for processing

**TIME TO IMPLEMENT/SYSTEM IMPACT:**

**Low** - not time consuming, no loss of functionalities

**Estimated time to implement - per machine - 10 minutes**

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

Media Name	KC Number	Release
DC Plugin	KC877C04C000190214 or later	A2019.x and later
DC Plugin	KC877C04C000200116 or later	A2020.HS/A2020.1 and later
<b>DC Plugin</b>	<b>KC877C04C000220105 or later</b>	<b>A2022.HS/A2022.1 and later</b>

**ADDITIONAL INFORMATION:**

N/A

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

The installation procedure for domain controllers is described in Chapter 5 - AD/DNS Installation and Configuration of Authentication Services Feature Guide. In case of fresh installation, use mentioned document in following versions (or newer):

- A2019.x: MN005934A01-T
- A2020.HS/A2020.1: MN007180A01-W
- A2021.1: MN007588A01-P
- **A2022.HS/A2022.1: MN009802A01-D**

The restoration procedure for domain controllers is described in Chapter 14 - Domain Controller Disaster Recovery of Authentication Services Feature Guide. In case of restoration, use mentioned document in following versions (or newer):

- A2019.x: MN005934A01-T
- A2020.HS/A2020.1: MN007180A01-W
- A2021.1: MN007588A01-P
- **A2022.HS/A2022.1: MN009802A01-D**

**WHEN TO APPLY RESOLUTION:**

As instructed \_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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

**SW ORDER FORM IS AVAILABLE UNDER THE LINK:**

[http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW\\_order\\_form.pdf](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)