

Motorola Solutions Technical Notification (MTN)

TITLE: "Failed to download <path_to_file> file from <hostname>" alarms from SSS (Site Statistics Server)/ZSS (Zone Statistics Server) on UEM (Unified Event Manager)

TECHNOLOGY: ASTRO 25

SYMPTOMS:

"Failed to download <path_to_file> file from <hostname>" alarms from SSS/ZSS may show up often on UEM (more than one a day)

Additionally in log: /var/log/mot/stm/server.log, error messages may appear that are similar to these:

- Jan 28 15:00:28 zss01.zone2 ZSS:root[22541]: [send_trap.sh]: Sending transient fault trap (Alarm Code: 2, Supplemental Add Text: 'Failed to download /opt/Motorola/stm/stats/stats_files/1_900_8358_1643399100_6 file from atr01.zone2')
- Jan 28 15:00:29 zss01.zone2 ZSS:root[22552]: [send_trap.sh]: Trap successfully sent (EO: .1.3.6.1.4.1.161.3.5.30.1, STT: 2, DB1: .1.3.6.1.4.1.161.3.5.30.1.2.1.5.1 i 192, DB2: .1.3.6.1.4.1.161.3.5.30.1.2.1.6.1 s 'Failed to download /opt/Motorola/stm/stats/stats_files/1_900_8358_1643399100_6 file from atr01.zone2', DB3:)
- Jan 28 15:00:29 zss01.zone2 ZSS:root[22561]: [harvester.sh]: ERROR: Failed to download /opt/Motorola/stm/stats/stats_files/1_900_8358_1643399100_6 file from atr01.zone2!

Alarm from ZSS, has no effect on ZSS statistics (collection process on failure, would collect all missing statistics from the agent on the next run)

Alarm from SSS, may have effect on SSS statistics (some statistical data may be missing)

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A2020.1/A2021.1/A2020.HS: ATR

ATR: version ASTM-07.31.02.34 and prior

A2019.2: ATR

ATR: version ATR-Astro-07.19.01.95 or prior

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE: Software defect

DEFINITIVE TEST: N/A

WORKAROUNDS: None

CORRECTIVE ACTIONS:

Install the corrected version of software listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below.

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 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-0062A-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:

High - Loss of functionalities/audio/downtime.

All applications which need to connect to ATR will not work during the upgrade: Affiliation Display, ATIA Log Viewer, Dynamic Reports, Radio Control Manager, Zone Historical Reports, System Historical Reports, Zone Watch.

In addition, statistics and ATIA logs will not be gathered during the upgrade.

Estimated time to implement - per ATR - 2h

PARTS REQUIRED (HARDWARE/SOFTWARE):

A2020.1/A2021.1/A2020.HS: ATR version 07.31.02.38 - KC877V0AY000200105 or later

A2019.2: **ATR-Astro-07.19.01.97-00 - KC877V0AY000190207 or later**

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Private Network Management Servers Feature Guide - MN007171A01.

<https://learning.motorolasolutions.com/installation-guide/62596enus>

WHEN TO APPLY RESOLUTION:

After failure _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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf