

Motorola Solutions Technical Notification (MTN)

TITLE: McAfee Deployment Failed not enough space in /tmp

TECHNOLOGY: ASTRO® 25 Infrastructure

SYMPTOMS:

- Deployment of ENS to a RHEL VM failed. Deployment tool status, ENS column states: “Failed: not enough space in /tmp”.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO Standard CSMS or Host Based CSMS in the Primary or DSR Backup System Core.

- All CSMS versions that deploy McAfee ENS can potentially exhibit the above symptom
 - Excludes: CSMS deploying McAfee VSE.
 - Excludes: CSMS deploying to AXS console server.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

On the failed Linux box, the command ‘df -h /tmp’ reports less than 760MB of space available.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Execute the following procedure with root privileges:

- 1) For each Linux VM that failed to install ENS, we need to verify there is enough space and perform some setup for easy cleanup later.
Note: Perform this procedure for each Linux box that failed to install..
 - a) Verify space on ‘/’ (aka the root partition)
 - i) Execute: **df -h /**
 - ii) If the available space (reported by ‘df’) is less than 1.1GB, there will not be enough space for McAfee to store the temporary and final install files on this partition. Rebooting the VM may be able to purge certain files that are consuming space. If a reboot does not work, the device may need to be reinstalled to remove excessively large files generated by device operation or previous maintenance. Reboot or reinstall will need to be performed on inactive devices and scheduled with system management.
 - b) Create a folder, and update permissions on the folder, to store the temporary install files:
 - i) Execute: **mkdir /mcafeetmp**
 - ii) Execute: **chmod 755 /mcafeetmp**
- 2) On the CSMS create a Client Task that utilizes the directory set up on Linux.
Note: Perform this procedure for each CSMS (Primary and DSR backup).
 - a) Double click on the **Launch McAfee ePolicy Orchestrator x.x.x Console** icon on the CSMS desktop
 - b) Log on to the ePO console with administrator privileges.
 - c) Use the ‘hamburger menu’ to select **Client Task Catalog**
 - d) Click the **New Task** button
 - e) Select **Product Deployment** in the drop down menu and select **OK**
 - f) Set Task Name as **MSI_ENS_deploy_to_RHEL_mcafeetmp**
 - g) In the Target Platform section only the **Linux** checkbox should be checked.
 - h) In Products and Components: Select **“McAfee Endpoint Security for Linux Threat Prevention ...”**

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- i) In Products and Components Branch: Select **Current**
 - j) In Products and Components Action: Select **Install**
 - k) In Products and Components Command Line field specify: `altpath=/mcafeetmp`
 - l) Click **Save**
- 3) Install McAfee ENS using the new Client Task
Note: Perform this procedure on the controlling CSMS for each Linux Device that failed to install ENS.
- a) Select the **System Tree**
 - b) Navigate system folder hierarchy to the Linux VM that failed to install.
 - c) Check the checkbox next to the device that failed to deploy.
 - d) Select **Action > Agent > Run Client Task Now**
 - e) In the Product Column, select **McAfee Agent**
 - f) In the Task Type Column, select **Product Deployment**
 - g) In the Task Name Column, select **MSI_ENS_deploy_to_RHEL_mcafeetmp**
 - h) Click **Run Task Now**
 - i) Running Client Task Status should be displayed with a progress bar that eventually shows a fully green progress and is labeled as Completed.
 - j) Additional Verification: Navigate to the device in the system tree, clicking on the device, select 'Products' tab. The table should list the Endpoint Security Threat Prevention with Action Type = Install and Status = Successful.
- 4) Cleanup
- a) Login to the RHEL box, escalate to root privileges.
 - b) Execute: `rm -rf /mcafeetmp`
 - c) A reboot is required after ENS installation (ensure the device is not in active use and schedule the outage or switchover)

RESOLUTIONS AND REPAIR PROCEDURES:

Apply this MTN (procedure detailed in the *WORKAROUNDS AND CORRECTIVE ACTIONS* section)

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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 ___

This procedure will have to redone, if the CSMS is reinstalled and is one of the versions as detailed in the *MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED* section

LABOR ALLOWANCE:

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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

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
