

DOCUMENT NUMBER:	MTN-0166-24
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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Alarms from SDM3000 RTU and MC-EDGE NFM devices are classified incorrectly in the UEM.

Technology

ASTRO® 25

Severity Recommendation

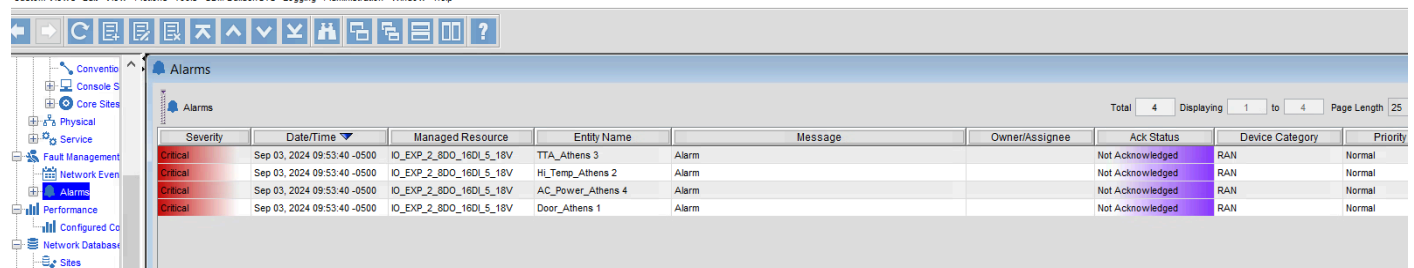
Medium/Operational - Schedule to implement

Symptoms

Alarms reported for *Environmental Mixed* entities of SDM3000 RTU and MC-EDGE NFM devices are classified in the wrong device category in the UEM (*RAN* instead of *Environmental*). As a result, the statistics related to these alarms are displayed in an incorrect section of the *Alarm Summary View* bar graph (see the screenshots below).

sscadmin : Zone 3 - Primary Core - Unified Event Manager

Custom Views Edit View Actions Tools SDM Builder/STS Logging Administration Window Help

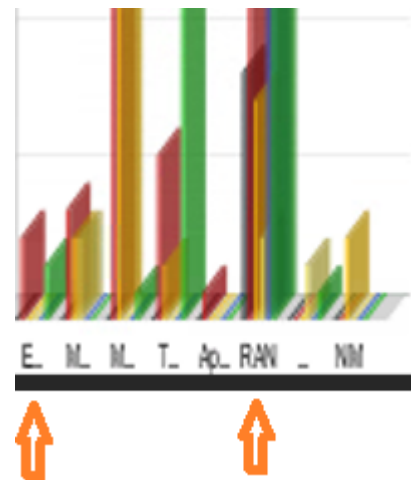


Severity	Date/Time	Managed Resource	Entity Name	Message	Owner/Assignee	Ack Status	Device Category	Priority
Critical	Sep 03, 2024 09:53:40 -0500	IO_EXP_2_8DO_16DI_5_18V	TTA_Athens 3	Alarm		Not Acknowledged	RAN	Normal
Critical	Sep 03, 2024 09:53:40 -0500	IO_EXP_2_8DO_16DI_5_18V	HL_Temp_Athens 2	Alarm		Not Acknowledged	RAN	Normal
Critical	Sep 03, 2024 09:53:40 -0500	IO_EXP_2_8DO_16DI_5_18V	AC_Power_Athens 4	Alarm		Not Acknowledged	RAN	Normal
Critical	Sep 03, 2024 09:53:40 -0500	IO_EXP_2_8DO_16DI_5_18V	Door_Athens 1	Alarm		Not Acknowledged	RAN	Normal

Managed Resource: IO_EXP_2_8DO_16DI_5_18V [Edit](#)
 Subsystem: ipss1.site5.zone3 [Edit](#)
 Source: 184.24.128.39:Environmental_Mixed:3
 Type: MC-EDGE NFM - Environmental Mixed I/O
 Class Name: LogicalManagedResource
 Managed: Yes
 Hardware Type: Environmental_Mixed [Edit](#)

More Information

Parent Resource: Zone3:Site5:Subsite1
 Managed Resource Device Category: RAN
 Object location - Core/Zone: 3
 Object location - Site Type: IP_MULTISITE_SUBSYSTEM_REMOTE_SITE
 Object location - Site: 5
 Object location - Subsite: 1



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Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2020.1, A2020.HS, A2021.1	UEM-Astro-20.01.14.48-00 and prior
A2022.1, A2022.HS, AN2024.1, AN2024.HS	UEM-Astro-22.01.05.92-00 and prior

When To Apply

After failure _x_

During maintenance _x_

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 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:
 - Reference MTN-0166-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

NOTE: Shortly before reboot/upgrade, systems having connection for MSI Technical Support or when the system is monitored by MSI (i.e. NOC), call the Network Operations Center at 1-800-MSI-HELP (800-674-4357) with Change Request number and to request NBI to be disabled. When work is completed, call back to have it enabled.

Time To Implement/System Impact

Estimated time to implement - per machine - 30 - 60 minutes.

Low - not time-consuming, no loss of critical functionalities. UEM will not be available during software installation.

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2020.1, A2020.HS, A2021.1	UEM-Astro-20.01.14.56-00 or later	KC877V0AW000200123 or later
A2022.1, A2022.HS, AN2024.1, AN2024.HS	UEM-Astro-22.01.07.17-00 or later	KC877V0AW000220108 or later

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Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

In order to complete the upgrade of Linux servers, the procedure requires RedHat Enterprise Linux media. Ensure you use installation media delivered together with your system or order RedHat Enterprise Linux media according to the table below:

System Release	Name / SW version	Details / Part Number
A2020.1, A2020.HS, A2021.1	Red Hat Enterprise Linux 7.X (7.5z_20180821)	KC877L0D9000071715
A2022.1, A2022.HS, AN2024.1, AN2024.HS	Red Hat Enterprise Linux 8.X (8.4.z.20211018)	KC877L0D9000220102

Reference The Following Documents/Processes For Installation Procedures

System release: A2020.1, A2020.HS, A2021.1, A2022.1, 2022.HS, AN2024.1, AN2024.HS

- **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>.

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