

DOCUMENT NUMBER:	MTN-0167-24
ISSUE DATE:	2024-12

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

MOSCAD "IP Management" setting does not work

Technology

ASTRO® 25

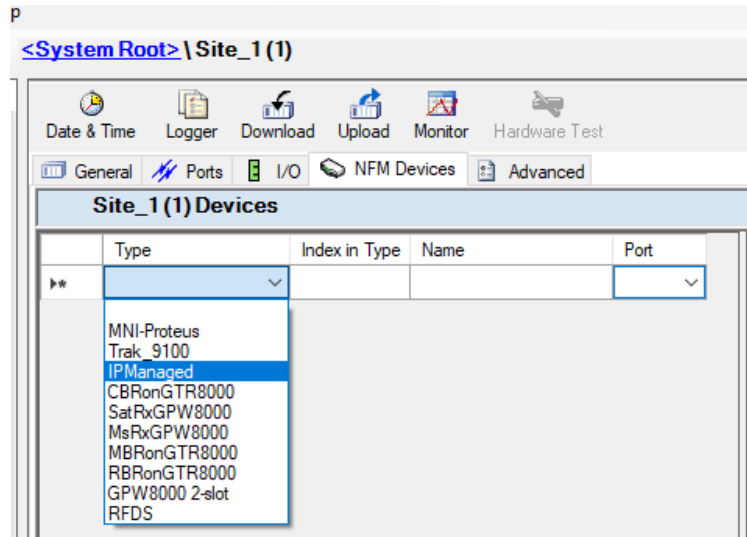
Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

SDM 3000 and MC-EDGE have configuration settings that allow "IP Management" to be configured. This function is supposed to allow the MC-EDGE NFM or SDM 3000 NFM to be configured with an IP address which it continuously pings and then reports the up/down status of the associated IP device to the UEM.

When "IPManaged" is selected and configured in the STS or SDM Builder menu selection, the NFM RTU does not report the associated IP device status to the UEM and the device up/down status is not displayed at the UEM. Selection and reporting of other than "IPManaged" SDM 3000 IP managed device types (such as Firewall, GGSN, ConvPDR, NiceLogRepStn, etc) works as expected.

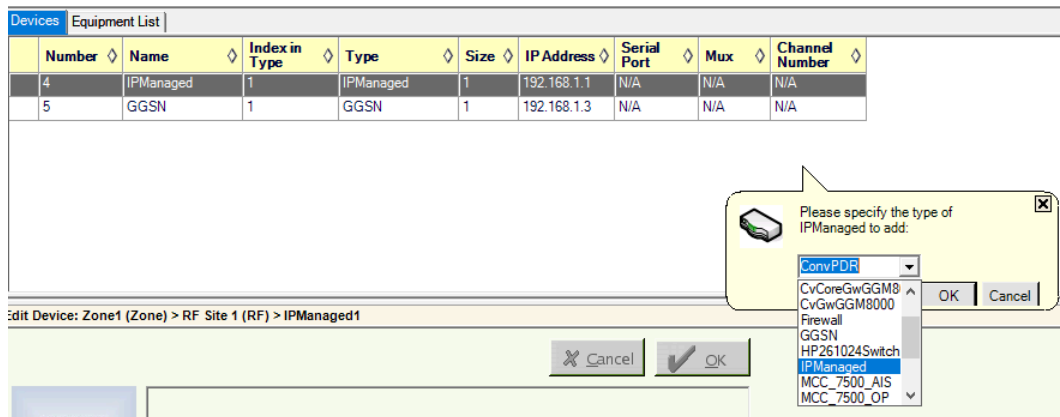


STS/MC-EDGE "IPManaged" setting

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SDM Builder/SDM 3000 "IPManaged" setting

Models / System Releases / Kits / Datecodes Affected

This issue occurs with any past or present MC-EDGE or SDM 3000 software version as of December 2024.

When To Apply

Information only _X_

Test To Perform

N/A

Workaround/Recovery

The NFM RTU "IP managed" functionality will be deprecated. There is no need for the NFM RTU to proxy this information to the UEM as the UEM can IP ping manage IP devices directly. "IP managed" was useful with the MOSCAD GWS and GMC fault management solution which was used with ASTRO 7.15 and earlier systems. "IP managed" was also useful with the 3rd party fault manager solution for K-Core systems.

UEM Direct Management of "IP Managed Devices" from SDM

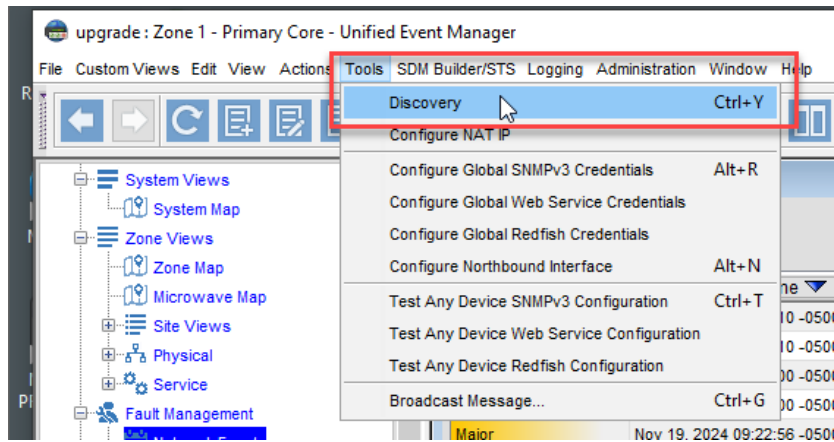
SDM builder and STS offered an option to define an "IPManaged" device type which allowed the NFM RTU to ping the configured device IP address over the network and return success or failure. Since the retirement of this functionality, the following procedure shall be used to deliver the same functionality from UEM directly.

1. Identify the IP address of the device to be fault managed. NOTE! The device in question must be on the ASTRO network and reachable from the UEM instance where fault management is desired.
2. From the UEM UI, click on the "Tools" menu and "Discovery" to open the "Discovery Configuration" dialog.

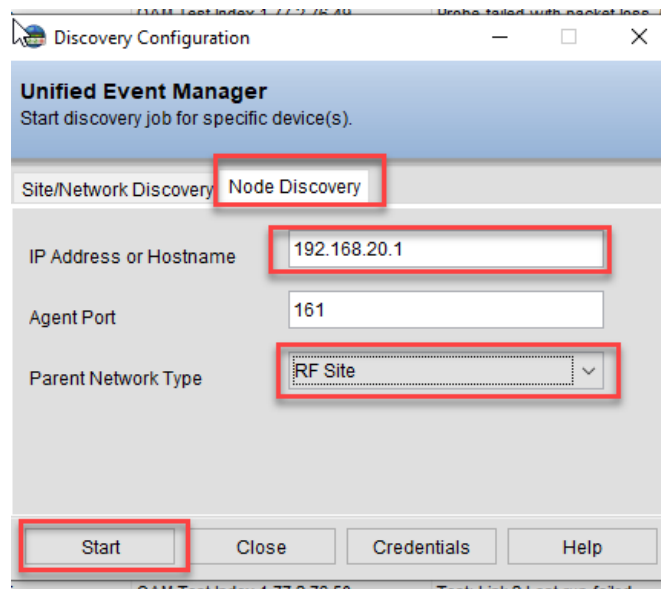
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3. Within the "Discovery Configuration dialog", click on the "Node Discovery" tab.
4. Enter the device IP address in the "IP Address or Hostname" text box.
5. Select the desired "Parent Network" type that represents where the device is located on the ASTRO network. For example, if the device is located at a Repeater Site (ASR), select "RF Site" in the dropdown.
6. Click the "Start" button and the "Discovery Status" dialog will appear. Click on the "View Job Status" button to review the discovery progress.



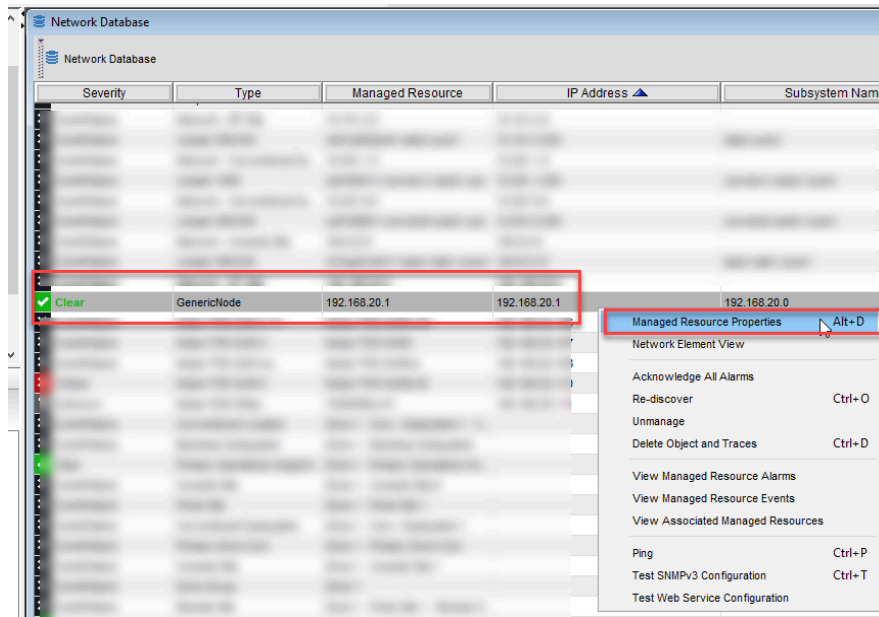
7. Astro SNMP managed devices will be discovered and managed according to their pre-configured device definition in the UEM. After a few minutes, if the device is not an SNMP device, the UEM will discover and manage it as a generic node.

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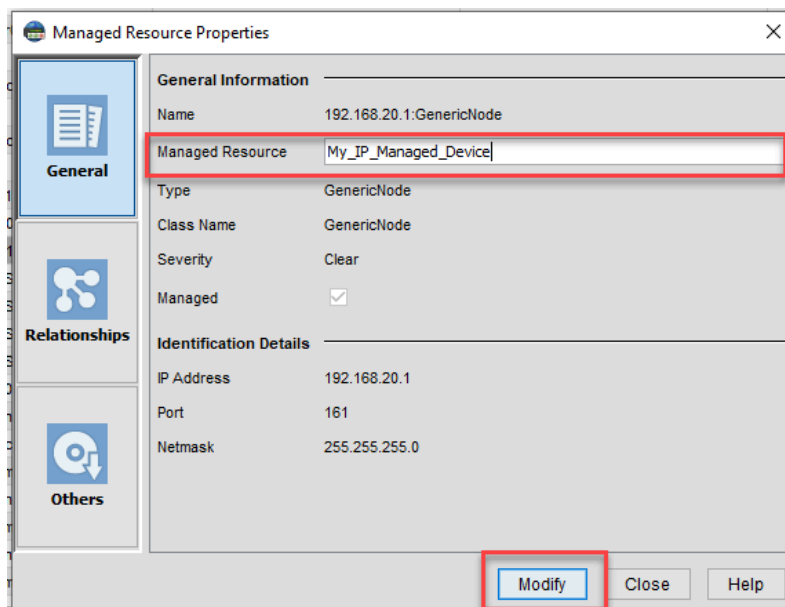
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- If the device is not part of the ASTRO IP plan and/or does not have an FQDN, the IP address will appear as the managed resource name. A custom name may be defined as follows.
- Find the device by IP address in the UEM "Network Database" view. Right click on the device to open the context menu and click on "Managed Resource Properties" to display the dialog.



- Enter the desired device name to be displayed for the UEM "Managed Resource" name and click modify.

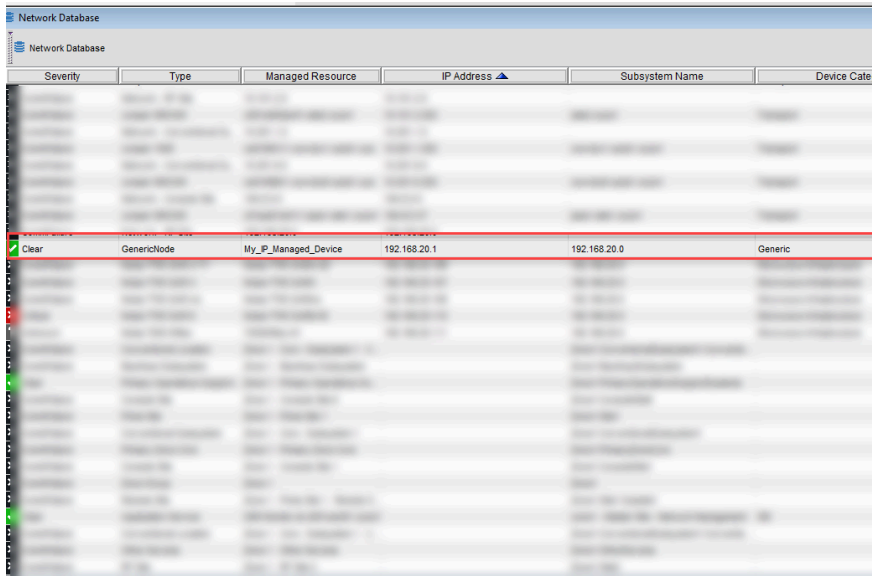


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11. Confirm now that the device name has changed as viewed from the UEM Network Database.



NOTES!

- Refer to the ASTRO release specific UEM user manual for further detail on discovering a single device.
- If the device is capable of SNMP fault management from UEM, it may have already been discovered or will be discovered as an SNMP device.
- If the device discovery completely fails and is not discovered as a generic node, proceed to investigate a possible network issue. It's possible that the device is missing a default gateway entry if it could previously be pinged from the SDM on the same local LAN.

Resolution And Repair Procedure

N/A

Time To Implement/System Impact

Estimated time to implement - per managed device - 10 Minutes

Low - not time consuming, no loss of functionalities

Software Parts Required

Name / SW version / System Release	Details / Part Number
N/A	N/A

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Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

N/A

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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