

DOCUMENT NUMBER:	MTN-0003-25
ISSUE DATE:	2025-03

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

IMW 5.2.5 reports statuses of unknown for 4 Objects in UEM after discovery

Technology

ASTRO® 25, DIMETRA™

Severity Recommendation

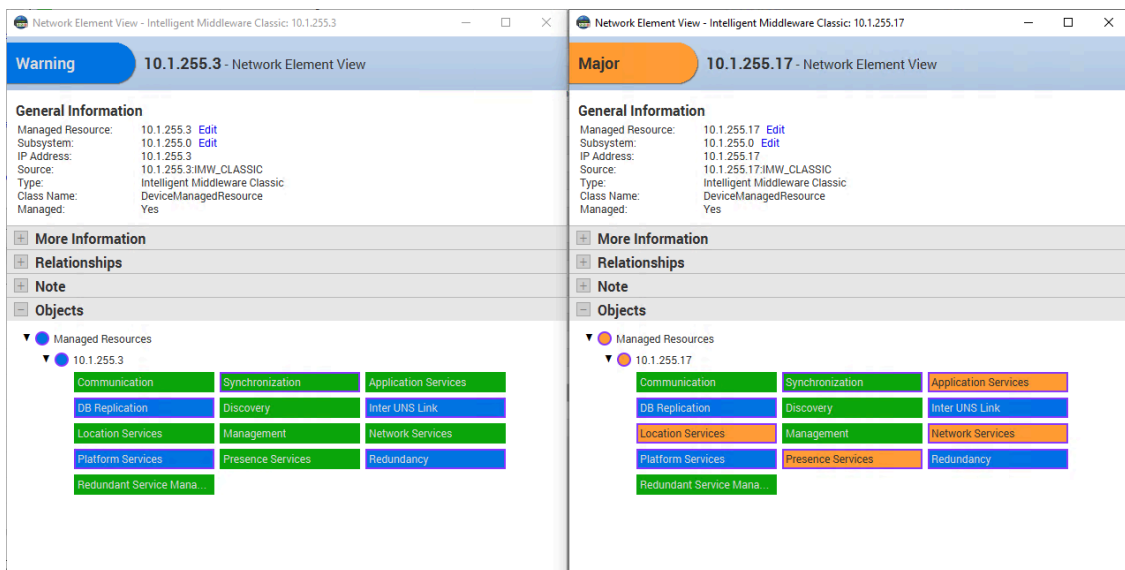
Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

UEM is receiving "Unknown" status from IMW 5.2.5 and blue severity (i.e., Warning) for DB Replication, Inter UNS Link, Platform Services, and Redundancy in the UEM Network Element View.

Additionally, in case of Redundant Server configuration, the Standby IMW shows the same state for those components and also the "Disabled" state rather than "Disabled Standby" for the Network Services, Application Services, Presence Services and Location Services components in the UEM Network Element View.

See screenshots below:



Models / System Releases / Kits / Datecodes Affected

IMW 5.2.5

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When To Apply

As instructed _X_
Information only _X_

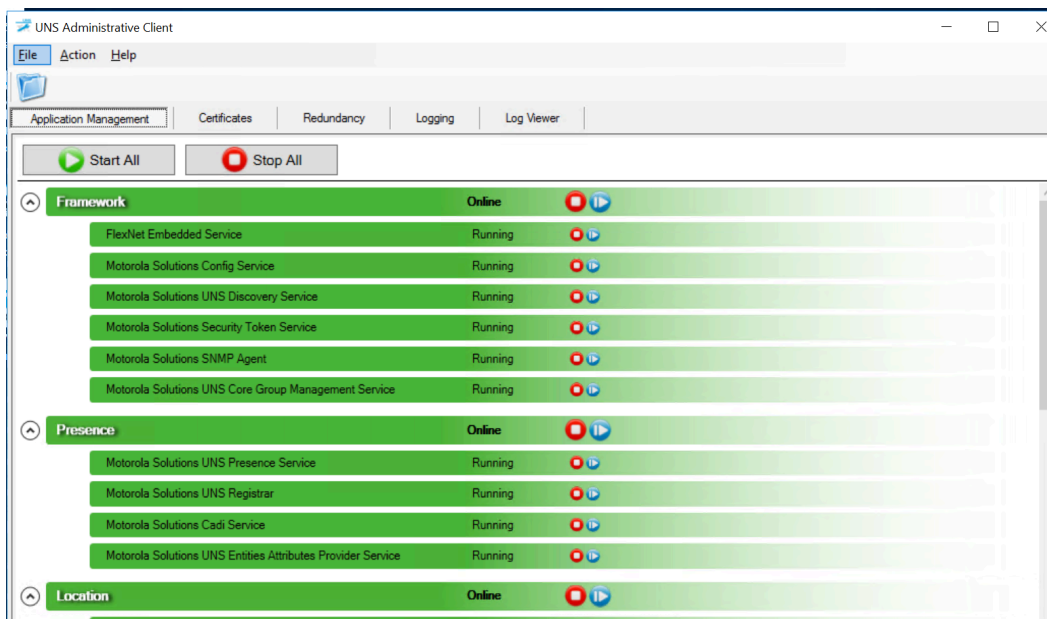
Test To Perform

None

Workaround/Recovery

Until further notice from MSI, MSI recommends the admin to check the status of IMW Services via IMW Administrative Client Following the instruction below.

1. Login to **Active Core VM**.
2. Login to **UNS Administrative Client** and track the status of IMW Services under **Application Management** Tab as mentioned in the below image.

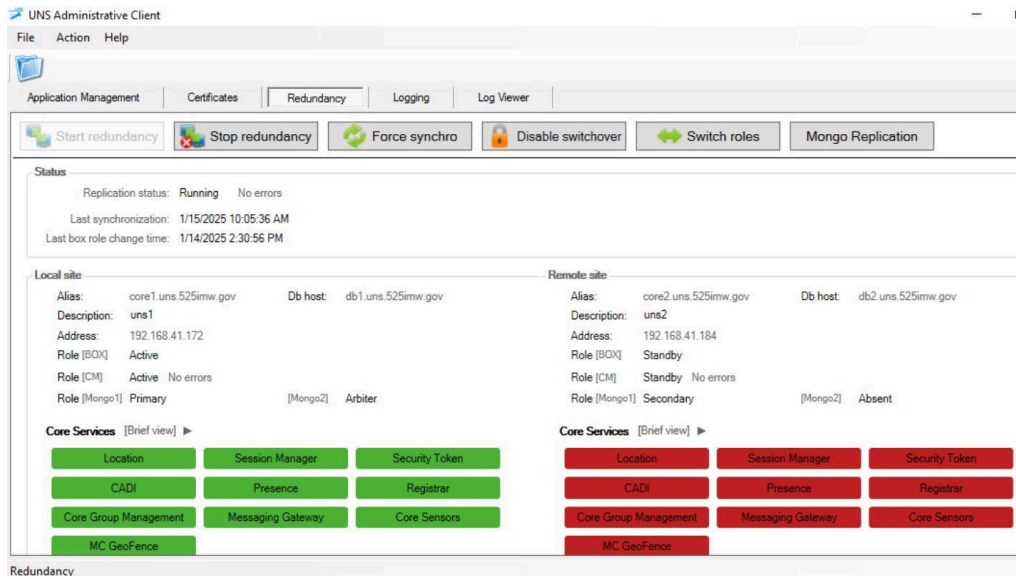


3. For Redundancy Status, Check the **Redundancy Tab** in **UNS Administrator Client** as mentioned in the Image below

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4. Repeat the step 1 to 3 in the Standby Core VM for Redundant IMW Sever.

Resolution And Repair Procedure

MSI is working on the fix. Until further notice, MSI recommends checking the IMW 5.2.5 Services via IMW Administrative Client.

Time To Implement/System Impact

Estimated time to implement - per machine - up to 5 mins for manual IMW status check
Low - not time-consuming, no loss of functionalities

Software Parts Required

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

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

None

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Reference The Following Documents/Processes For Installation Procedures

None

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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