

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Complex Passwords for MCC7500E Console User are Limited in Configuration Manager

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

When user sets up a password longer than 8 characters for a Console User, only the first 8 characters are actually used for authentication.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

K-Core 7.16, K-Core 7.17.0, K-Core 7.17.2

Prior to

- A07.16 release: CM-ASTRO-C-07.16.00.14-00
- A07.17.00 or A07.17.01 release: CM-ASTRO-C-07.17.00.14-00
- A07.17.02 release: CM-ASTRO-C-07.17.02.12-00

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Configuration Manager allows users to create accounts with passwords up to 16 characters in length, but only validates the first 8. The hashing algorithm currently used in the Configuration Manager limits password validation to the first 8 characters.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

To resolve the issue CM should be upgraded to version:

- In case of A07.16 release: CM-ASTRO-C-07.16.00.14-00 or later.
- In case of A07.17.00 or A07.17.01 release: CM-ASTRO-C-07.17.00.14-00 or later.
- In case of A07.17.02 release: CM-ASTRO-C-07.17.02.12-00 or later.

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

1. **To obtain software:**
2. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
3. Await confirmation email from UOST with instructions
4. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **MTN-0039-19-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.
5. Email completed Software Order Form to UOST for processing

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**PARTS REQUIRED (HARDWARE/SOFTWARE):**

For A07.16 release:

- KC877C09P000071601 - CM-ASTRO-C-07.16.00.14-00

For A07.17.00 or A07.17.01 release:

- KC877C09P000071703 - CM-ASTRO-C-07.17.00.14-00

For A07.17.02 release:

- KC877C09P000071702 - CM-ASTRO-C-07.17.02.12-00

**ADDITIONAL INFORMATION:**

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

To apply the fix on CM 7.16 please use "Upgrading System Configuration/Conventional Site Controller" procedure from "K Core Upgrade Quick Start Guide" manual for ASTRO 25 SYSTEM RELEASE 7.16

To apply the fix on CM 7.17.x please use "Upgrading System Configuration/Conventional Site Controller" procedure from "K Core Upgrade Setup Guide" manual for ASTRO 25 SYSTEM RELEASE 7.17

**WHEN TO APPLY RESOLUTION:**

- After reboot
- After (re)installation
- After upgrade
- After power cycle
- After database restoration
- After failure
- On FRU replacement
- During maintenance
- Immediately
- As instructed
- Information only

**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.

For assistance with this bulletin please contact your MSI Technical support centre  
[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

Upgrade Operations Software Team

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**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		
Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

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**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 \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**

Ship To: \_\_\_\_\_ Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_ Attn: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

**Customer Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# Software Order Form

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and email back to the Upgrade Operations Software 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 an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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