

Motorola Solutions Technical Notification (MTN)

TITLE: Radius Authentication for CSUB Control Room Firewalls does not work, if Juniper SRX is used.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

In CSUB dispatch sites, Radius authentication for Control Room Firewalls (Juniper SRX) does not work.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 2019.x, Astro A7.18, Astro A7.17.x

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Juniper SRX devices, if used as Control Room firewalls within CSUB dispatch sites, are not assigned to correct Radius policies via the Network Policy Server. All Juniper devices that have the following hostname pattern: cs{YY}{XXX}crfwpril{HH} are affected.

Note: YY indicates conventional subsystem number, XXX - conventional location number.

RESOLUTIONS AND REPAIR PROCEDURES:

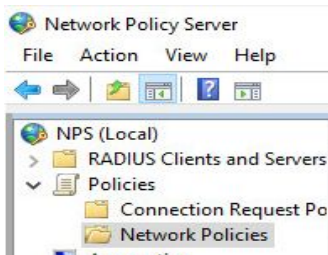
1. For fresh installation or disaster recovery use below version:

Media Name	KC Number	Release
DC Plugin	KC877C04C000190205 or later	A2019.x
DC Plugin	KC877C04C000718007 or later	A7.18
DC Plugin	KC877C04C000071712 or later	A7.17.x

2. For systems that are already upgraded, update the Juniper Network Access policies on each zone-level Domain Controller.

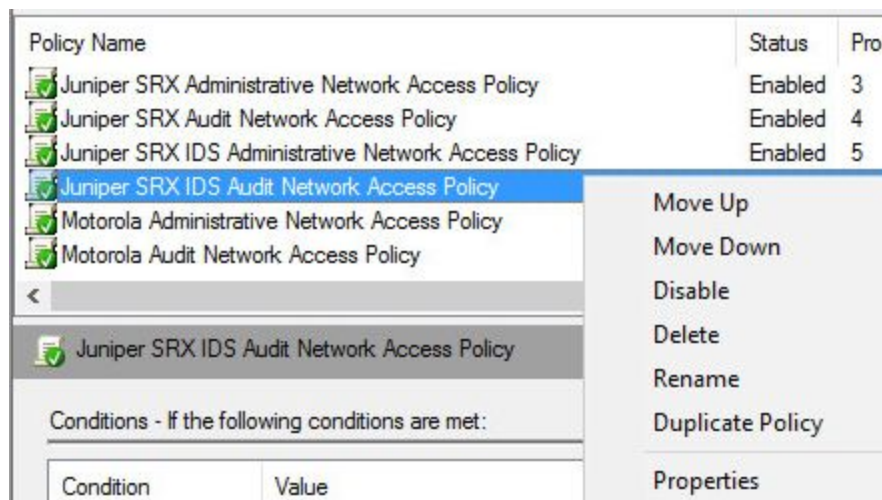
Procedure:

1. Log on to the Domain Controller using your Active Directory account that is a member of the Domain Admins group. The account name set up by Motorola Solutions is "motosec". The domain administrator's desktop appears.
2. Click on the Windows Start button and type in "nps.msc" <enter>.
3. When the Network Policy Server window appears, from the left menu expand NPS (Local) -> Policies -> Network Policies.



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- In the "Network Policies" section, right click Policy Name "Juniper SRX IDS Audit Network Access Policy" and select "Properties" from the drop down menu.



- Go to the "Conditions" tab, select "Client Friendly Name" and click "Edit" button.
- Append the following regular expression "|^cs[0-6]dl[0-2]d\dcrfwpril?\d{2}" at the end of existing expression and hit OK button.



- Repeat steps 4-6 for the "Juniper SRX IDS Administrative Network Access Policy".
- Close Network Policy Server window.
- Click on the Windows button, type services.msc and hit <enter>.
- Go to Network Policy Server right click and select "restart" from the drop-down menu.

To obtain software:

- Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
- Await confirmation email from Motorola Solutions Software Factory with instructions
- Complete the Motorola Solutions Software Factory Software Order Form
 - Reference **MTN-0064-20-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (**KC #** as listed under "**PARTS REQUIRED (HARDWARE/SOFTWARE)**" below) in the 'Part # or Version #' section of the software order form.
- Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
DC Plugin	KC877C04C000190205 or later	A2019.x
DC Plugin	KC877C04C000718007 or later	A7.18
DC Plugin	KC877C04C000071712 or later	A7.17.x

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 ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ___
Information only _X_

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 center

https://www.motorolasolutions.com/en_us/support.html

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	_____

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:	_____	Bill To:	_____
	_____		_____
Email:	_____		_____
Attn:	_____	Attn:	_____
Phone:	_____	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 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 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:
