

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Anti-virus software identifying Motorola Solutions' aptcertutility.exe file as malware during the installation of ASTRO CPS and/or Radio Management (RM).

**TECHNOLOGY:** APX CPS and Radio Management (RM),

**SYMPTOMS:**

Customer anti-virus software flags the aptcertutility.exe file during the installation procedure of CPS or RM and prevents the installation from completing successfully.

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

APX Customer Programming Software (CPS)

APX Radio Management (RM) Software

**SEVERITY RECOMMENDATION:**

Low / Maintenance - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Motorola Solutions (MSI) is providing assurances that the software in question does not contain any malware or malicious code. MSI has verified the integrity and authenticity of the software in your possession and found no evidence of modification.

MSI has initiated additional VirusTotal scans on the flagged Utility/file in obfuscated and unobfuscated forms.

- All Findings are false positives.
- The "DFI - Suspicious PE" false positive finding occurs in both obfuscated and unobfuscated versions of the executable.
- The remaining false positive findings are only present in the obfuscated form, and attributed to the obfuscation options being used, and/or potentially a combination of the options and the functional operations being performed by the Utility itself.
- The Utility is only present and used during installation of the RM software, and not part of the operational environment.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

MSI requests that you add the flagged RM Utility (apcertutility.exe) to your anti-malware solution exclusion list to allow for successful deployment of the RM software.

Please note that the installation and usage of the RM software remains subject to the terms of the Purchase Agreement, as well as, the RM software End User License Agreement ("EULA"). Nothing in this letter amends or otherwise modifies the terms of the Agreement or EULA.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Please refer to the workaround as instructed above.

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

NA

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**ADDITIONAL INFORMATION:**

NA

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

NA

**WHEN TO APPLY RESOLUTION:**

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

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