

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ MNIS Data Gateway Application may busy systems by sending control data messages to repeaters.

TECHNOLOGY: MOTOTRBO™ Motorola Network Interface Service (MNIS) Data Gateway Application

SYMPTOMS:

The MNIS Data Gateway Application constantly sends private messages to the system busying repeater channels more than expected:

- 1) The MNIS Gateway is started
- 2) Repeaters channel LED blink very fast or appear to constantly transmit
- 3) Voice calls fail because the system is busy

This scenario occurs when the MNIS Gateway application is started and the computer sees traffic on the 12.x.x.x, 13.x.x.x, or 14.x.x.x IP networks. This happens on all system topologies that MNIS supports.

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

- 1) All MNIS Data Gateway Applications that are installed on customer deployed computers

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

This issue is likely caused by IP network traffic on subnets 12.x.x.x 13.x.x.x and 14.x.x.x that is picked up by the computer running MNIS Gateway application. These are the same subnets used by the MNIS Tunnel interface (when default MNIS CAI ID of 12 is used) and any traffic that comes over them will be forwarded to the system as a data message. The common traffic going to these subnets that causes the issue comes over ports 443 and 445. MNIS Data Gateway does not use these ports and therefore they can be blocked without losing any MNIS Data Gateway functionality.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround is to block inbound and outbound TCP/UDP traffic on ports 443 and 445. The below steps are for Windows 10 and can be used as an example, instructions for other versions can be found on the internet and follow these general steps.

Steps:

- 1) Open Windows Firewall settings.
- 2) Click advanced settings in the left pane.
- 3) Click Inbound Rules in the left pane, then **New Rule** in the right pane
- 4) In pop-up window select **Port** then next and click **TCP**, in Specific local ports enter **443,445** and click next
- 5) Select **Block the connection**, then on the next page leave all 3 network types checked
- 6) Name it something like "MNIS block port inbound port 443 and 445" and finish
- 7) Repeat steps 3 through 6 but in step 4 select **UDP** this time
- 8) Click Outbound Rules then **New Rule**
- 9) Repeat steps 4 through 7

This will result in a total of 4 rules blocking traffic; 2 inbound blocking TCP/UDP traffic on ports 443 and 445 and 2 outbound blocking TCP/UDP traffic on ports 443 and 445.

RESOLUTIONS AND REPAIR PROCEDURES:

This is the current design of the MNIS Gateway Tunnel interface and there is no resolution for these symptoms besides the workaround listed above.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

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ADDITIONAL INFORMATION:

This issue is seen more commonly on Windows 10 but affects all versions of Windows.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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 ___ X
Information only ___

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