



MOTOROLA SOLUTIONS

**MOTOTRBO[®] System Release Notes
Professional Commercial Radios (PCR) & Accessories**

Version: M2021.03

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North America Region

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Overview

This section details the known MOTOTRBO product issues which remain outstanding at the time of this release of software to the field.

Known product issues are divided into two categories:

- Known issues contained within the current release
- Resolved Issues that have now been fixed within the current release

Definitions

A known issue is a problem that is currently unresolved (open).

A closed or resolved issue is one that has been repaired and no longer should occur in the product after upgrading to the new product version.

The risk and workaround aspects are included in the release note description (Known Issues) for overall assessment of the problem.

What's new in the Release

Radio New Features

Radio Alias as Caller Alias

This release provides two enhancements to the Inband Caller Alias feature that was introduced in M2020.02.

- 1) Caller Alias field is moved from Radio Management (RM) Configuration View to Radio View.
- 2) Caller Alias field is allowed to be blank and radio will send Radio Alias if Caller Alias is left blank.

Connected Safety Solution License

Starting M2021.03 release, an aftermarket license is required in radio to use the Connected Safety Solution which supports Bluetooth connectivity to certain Honeywell Gas detectors. The feature was introduced in M2021.01 release temporarily without a license.

The Connected Safety Solution is supported in MOTOTRBO XPR 7550e, XPR 7580e and xPR 7580e IS (Canada) portables.

Cybersecurity Update

Motorola Solutions, Inc. (MSI) has delivered a PCR MOTOTRBO 2021.02 release. MSI development and operations teams continually make security updates as needed based on evaluated threats, determine protective measures, create response capabilities, and promote compliance. MSI interacts with and participates in several US and international security organizations, such as U.S. Department of Homeland Security's National Cybersecurity & Communications Integration Center (NCCIC), National Institute of Standards and Technology (NIST), The 3rd Generation Partnership Project (3GPP), Telecommunications Industry Association (TIA), European Telecommunications Standards Institute (ETSI), Digital Mobile Radio (DMR) Security standardization, and others. Standards from the aforementioned organizations can map to security controls in international standards such as Information System Standards (ISO / IEC 27001).

The PCR MOTOTRBO 2021.02 system release includes enhancements to security based on the National Vulnerability Database and industry standards:

- Lifecycle management: third-party software was updated; for example Microsoft Windows, ESXi.
- Configuration updates to optimize hardening
- Ongoing security development process improvements (e.g., OSS scanning improvements)

In addition to ongoing releases for security updates, MSI has a Bug Submission Program for external entities to disclose to MSI possible security vulnerabilities or issues. Motorola Solutions encourages researchers to use the PGP key when sending sensitive information via email. Please send all security vulnerability reports to security@motorolasolutions.com.

Feature Deprecation Notice

Codeplug Password

Starting M2021.01 release, **Codeplug Password** feature is deprecated for the radio and repeater Codeplug Password for the selected radios and repeaters listed on table below. However, **Codeplug Password** feature is remained active for the archived file Codeplug Password.

You are recommended to use the **TLS-PSK Authentication** feature for these radios and repeaters. The **Codeplug Password** functionality will not be removed to facilitate migration/transition to TLS-PSK but Motorola Solutions will no longer be providing support for the feature. This feature could be removed in a future release. The deprecation affects you if you are using **Codeplug Password** to set password for the current radio or repeater codeplug.

TLS-PSK Authentication feature was introduced in the R2.10.05 software release and is available on the selected radios and repeaters listed on the following table. This feature ensures an enhanced security communication between radio or repeater and customer programming tools.

For more information, refer to [New Features for MOTOTRBO Release 2.10.5 training service](#).

Region	Radios		Repeaters
NA	XPR 7000/7000e series XPR 7000/7000e IS series XPR 5000/5000e series SL 7000/7000e series	XPR 3000/3000e series SL3500e XPR 2500	SLR 1000 Series SLR 5700 Series SLR 8000 Series

Product Versions

Listed below are all MOTOTRBO Product types with a reference to the released version of software:

Notes: From M2020.01 onwards, only products (i.e. MOTOTRBO radios, repeaters and CMSS) which are either in warranty or covered by a service package will accept software updates. Software Update Management (SUM) was introduced with the R2.10 system release and provides products with built-in intelligence to determine if they are eligible to accept a software update. Products on prior releases must therefore be upgraded to an R2.10 system release and be eligible to accept a software update before they can be upgraded to M2020.01 onwards.

Cancelled products that are still under a service contract at time of cancellation will be entitled to the software update in line with the Motorola Solutions Software Support Policy. Following cancellation only critical bug fixes will be tested for these products.

MOTOTRBO Product	Version Supported in Release
Subscriber – MOTOTRBO 2.0, 2.5 (incl SL Series) XPR 7000/5000/3000 series, XPR 7000e/5000e/3000e series, SL 7000/ 7000e series, XPR 2500, SL3500e	R02.21.01.1002
Subscriber – MOTOTRBO – Commercial CP100d, CP200d, CM200d, CM300d, SL300	R01.21.03.0001
Subscriber – MOTOTRBO – XPR 4000/6000 series	R01.12.17
Repeater - Cypher (XPR 8300/xpr 8400 Repeater - MTR 3000 Repeater -SLR 1000, SLR 5000, SLR 8000	R20.21.01.03 R20.21.01.03 R20.21.01.04
XRC 9000 / 9100 Controller	R02.100.05.1036_1695
XRT 9000 / 9100 Gateway	R02.100.05.1036_1695
XRI 9100 Interconnect	R02.100.05.1030
Network Manager (merged with XRC / XRI packages)	R02.100.05.1030
Network Manager Connection Tool	R02.100.05.1030
XRT Configuration Tool	R02.100.05.1030
Capacity Max Bridge (CMB)	R20.20.01.1288_1114
CPCPS	R02.07.43
Radio Management / CPS 2.0	2.110.235.0
CPS	CPS V16.0 Build 828
Tuner	V20.0 Build 275
RDAC	V10.0 Build 109
AirTracer	V11.0 Build 39
Device Discovery Mobility Service (DDMS)	R03.100.5001
Multi Channel Device Driver (MCDD)	R2.1.3
MNIS Data Gateway	R21.02.0023
MNIS Voice and Radio Command (VRC) Gateway	vrcgw-pcr-20.21.01.00.06.iso
MNIS Status Agent	R02.90.5000
MOTOTRBO Motopatch	M2021.02 (cmss_upgrade_motopatch_M2021.02.1.iso)
Capacity Max ESU	DESU-PCR-21.01.12.00-74.iso
Capacity Max Trunk Controller	cmxtc-pcr-20.21.01.00-52.iso
Capacity Max System Advisor	UEM-PCR-20.21.01.19-00.iso
Capacity Max ESU Launchpad	DESU_LP-M2021.02.R17.12.00.83-01.rhel
Capacity Max System Server One-Click Upgrade	CVN7293E.zip
MNIS VRC Gateway	vrcgw-pcr-02.105.0010.iso
System Design Tools	Version 06.08
Sensor Management Tool	R01.00.01

3rd Party Applications	Version Supported in Release
GW3-TRBO	2.17.3.73
Avtec VP Gate	4.13.0.104
Avtec Scout Console/Scout Manager	4.14.6.31
Avtec VPGate Advanced Radio Support w/Encryption	4.13.0.14
Avtec Data Management Services - Scout Central Distributor	4.13.0.60
HP Firmware Install Media	KC435V0HF000202003.iso
SmartPTT PLUS	9.8.1.20
TRBOnet PLUS	5.7.0.5144
VMware vSphere 6.x Configuration Media	mot-csr-vsphere-cfg-20.01.23.10-27.iso
VMware vSphere Install Media	VMware-ESXi-6.7.0-Update3-17499825-MOT-670.U3.10.6.3.8-Jan2021-01.iso

ETSI DMR Specification	Version Supported in Release
TS 102 361-1: the DMR air interface protocol	v2.5.1
TS 102 361-2: the DMR voice and generic services and facilities	v2.4.1
TS 102 361-3: the DMR data protocol	v1.3.1
TS 102 361-4: the DMR trunking protocol	v1.7.1 ~ 1.9.2

1. The feature sets supported in the release are compliant with the versions of ETSI DMR standard specifications listed above. Though in DMR Tier 3 there have been some things changed to existing features that are not backwards compatible, Capacity Max complies to the newer versions so may not always work with other manufacturer's infrastructure on older versions.
2. The Capacity Max System Advisor (SA) client is not accessible for the System View, Grid View and Alarm Details view if the Java version 8u211 or newer is used on the PC where SA client resides in. Downgrading the Java to any version between and including 8u181 and 8u201 will work fine.
3. USB 3.0 port is not supported for the repeater upgrade. With R2.8.0 and newer repeater release, the recommendation is to use USB 2.0 port on the PC or connect repeater via USB 2.0 hub when upgrading the repeater via USB.
4. For each CMSS (Capacity Max System Server),
 - a. Order (1) T8813A, MOTOTRBO M2021.02 Capacity Max System Server SW Upgrade which contains the CVN7293E.zip file loaded on a USB drive.
 - b. Alternatively, for customers with access to the MSI MyView portal, you can order (1) T8814A, MOTOTRBO M2021.02 Capacity Max System Server SW Upgrade where you will receive an e-mail with a unique link to access/download the CVN7293E.zip file from the MyView portal. The T8814A will require an e-mail address at the time of order.

- c. **NOTICE: The USB drive (T8813A) can take 2-3 weeks for delivery while the downloadable file via the MyView portal (T8814A) is generally available within a week. Please plan ahead and take the delivery times into consideration before scheduling your upgrade.**
5. **For the PC used for CMSS upgrade,**
 - a. **Order (1) T8486A, MOTOTRBO Capacity Max System Server SW Update Launch Pad which contains the ESU LP software files on a DVD. (The M2021.02 upgrade requires this new ESU LP version).**
 - b. **Alternatively, for customers with access to the MSI MyView portal, you can order (1) T8483B, MOTOTRBO Capacity Max System Server SW Update Launch Pad where you will receive an e-mail with a unique link to access/download the ESU LP application files from the MyView portal. The T8483B will require an e-mail address at time of order.**
 - c. **Please refer to the section “Upgrading Capacity Max Server from M2021.01 to M2021.02” of Capacity Max System Release Upgrade Guide for additional details. It is available on MOL and the Upgrade Guide applies for the patch upgrade as well.**
 - d. **NOTICE: The DVD (T8486A) can take 2-3 weeks for delivery while the downloadable file via the MyView portal (T8483B) is generally available within a week. Please plan ahead and take the delivery times into consideration before scheduling your upgrade**
 - e. **The ESU Launchpad About page describes the target CMSS versions that it supports to ensure the appropriate ESU Launchpad version is ordered along with the CMSS upgrade installation files.**

Known Issues in Product Release

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Infrastructure Impact

Issue Number: UEM-6288
System/Product: Capacity Max
Description: After upgrading the Capacity Max System, due to a new password policy, a password change is required. A few minutes after changing the password, however, the end user (in few minutes) will see "data provider service error" in System View. This is because the System Advisor client needs to be restarted, but the user is not notified of this. Once the user restarts the System Advisor client - everything works fine and such error will not occur again until the next password change.
Workarounds: Restart the System Advisor client.

Issue Number: UEM-6295
System/Product: System Advisor
Description: After disabling and enabling VRC in Radio Manager, VRC is seen as black (unconfigured) in System Advisor.
Workarounds: Restart the System Advisor server, which can be done from System Advisor client menu (Administration -> Restart System Advisor Server).

CPS/RM Impact

None.

Radio Impact

None.

Resolved Issues in Product Release

Resolved issues are the known product problems that were reported in product releases, but have now been fixed or closed.

Defect ID	Release Introduced	Product	Headline
PCR_SUB-31070 PCR_SUB-29054	MOL release	XPR5550	ENG XPR5550 Motorola Solutions- Radio Issue When Set For MDC1200 (inherited) (propagated - M2021.03, M2021.01.01)(propagated M2021.02)
PCR_SUB-31949	MOL release	SL300, SL7550e	Short Press PTT on NL Handling - Stop Call Alert LED lights up when the notification entry is removed and the NL app is promoted
PCR_SUB-32161	M2021.01.01	XPR 7850e IS	Box M2021.01.01: RM Job Status shows fail when perform FW Write after upgrade from RTAG M2021.01.01 with Gas Sensor License Purchased for Belize Refresh Q3
PCR_SUB-31897	MOL release	All refreshed MOTOTRBO radios	ENG All XPR "e" version subscriber radios - Unable to enroll certificate for enterprise wifi. (inherited) (propagated - M2021.01.01)
PCR_SUB-29221	MOL release	XPR5550	ENG XPR5550 Motorola Solutions- Radio Issue When Set For MDC1200 (inherited) (propagated - PL2021.02)
PCR_SUB-29567	MOL release	CP100d	ENG_CP100d - ROE Communications Inc. - Minimum Speaker Volume value as per CPS perceived as too loud. (inherited)
PCR_SUB-31783	PL2021.03	CP100d	Box PL2021.03: Unable to Activate Digital Feature for Bermuda Refresh Analog Analog Only model with Production EID Key after purchased

DMCI-1065	M2021.01	RM/CPS 2.0	The write of the radio fails due to a codeplug validation error once Toggle Privacy On/Off button choice gets assigned to a programmable button on the radio that only has Basic Privacy enabled. RFC # RFC_PCR-94
DMCI-1048	Legacy	RM/CPS 2.0	The write of the radio fails due to a codeplug validation error once the Welcome Image is removed. RFC # RFC_PCR-86
DMCI-1006	Legacy	RM/CPS 2.0	When running Analyze on an SU in the Capacity Max mode, it throws an error - Tx/Rx frequencies are missing in the channel config. However, this validation error does not block the RM write of the same SU. RFC # RFC_PCR-61
DMCI-1001	Legacy	RM/CPS 2.0	When there are duplicate channel aliases defined across the different zones, the duplicate channel cannot be removed from the scan list or the roam list. Remove button is grayed out when the duplicate channel is selected in the list of members. RFC # RFC_PCR-59
DMCI-983	Legacy	RM	In MOTOTRBO RM radio view, an error prompts periodically indicating that Application has encountered an error". RFC # RFC_PCR-58