**MOTOROLA** *SOLUTIONS*

# MOTOTRBO® System Release Notes
# Professional Commercial Radios (PCR) & Systems

## Version: M2023.01
### July 24, 2023

## North America Region

# Contents

# What's new in the Release

## Radio Management (RM) and Customer Programing Software (CPS) New Features

**Channel Copy and Paste**

Provides the capability for users to be able to copy and paste channels across different zones and configurations.

**RM Access Control**

RM access control gives RM admin the ability to control an individual's access to configurations and shareable sets in the RM with view and modify permission respectively.

## Radio New Features

**PCR Ownership Experience Phase 1.5**

This feature supports 'Service Mode", "Preventive Maintenance", the "Software Update License (SMA) renewal" reminder. This reminder is applicable to XPR 7000e, XPR 3000e, XPR 5000e series R2, R7 radios.

**VB400 Support on R7 and XPR 7000e radios**

This feature supports the integration of the VB400 Body Worn Camera with R7 and XPR 7000e radios via Bluetooth connection.

**Unrecognized Battery notification**

This feature resolves the unintentional "Unrecognized battery" prompt on R7 when the radio is placed into the charging station.

**Bluetooth connection/disconnection tone**

This feature allows the user to disable the Bluetooth related tones via CPS/RM tool. Applicable to both display and non-display radio that supports Bluetooth.

**Cybersecurity- Enforce users to change password on first access**

This feature enforces users to change the default password of password related features.

**Optimization of the duration time for Radio Upgrades**

This feature reduces the radio upgrade time either via programming cable or via one-time activation.

**MUTE standard feature on MOTOTRBO radios XPR 3000e series, SL 3500e, XPR 7000e series, XPR 5000e series, and XPR 2500.**

This feature changed MUTE from charge to standard for all impacted MOTOTRBO radios.

**Maximum, # of Channels change to 64 on all non-display/numeric MOTOTRBO XPR 3000e series, XPR 7000e series.**

This feature increases the default number of channels from either 16 or 32 to 64. And also the maximum zone is increased from 2 to 4.

**Enhanced Remote Monitor Mic Source Selection**

This feature allows consistent operational configuration for Mic source selection across all Hot Mic features ( Emergency Alarm followed by Voice and Remote Monitor ).

## Capacity Max New Features

**DMR Tier 3 USBD Polling service for sending GPS location updates**

The Unified Single Block Data (USBD) Polling Service supports a valuable subset of the Location Information Protocol (LIP) as defined in ETSI standards for DMR Tier 3 systems..
It supports LIP Immediate Reporting and provides a highly efficient method of supporting large quantities of GPS location updates.

**Capacity Max Repeater Diagnostics - webpage access from SA**
Adding a direct link to the repeater webpage accessible from the System Advisor Network Database and System View views.

**Capacity Max Bridge Migration to CMSS**
The Capacity Max Bridge (CMB) is a software service which creates a tunnel between a Connect Plus system and a Capacity Max system. The change of upgrade flow in Capacity Max systems, done in M2022.03 release, moved Capacity Max Bridge out of the Capacity Max System Server. As continuity to improve customer experience of Capacity Max, the CMB has been moved to be a part of the CMSS.
The existing solution, with standalone CMB, may still be used with new releases.

**Migrating CMSS from VMWare ESXi to RHEL KVM hypervisor**
The Capacity Max Systems Server used virtualization based on VMWare ESXi 6.7. To continue delivery of modern and secure solutions and simplify the upgrade process, a new hypervisor KVM on Red Hat Enterprise Linux solution is being introduced to replace ESXi.
This change will improve the reliability of the upgrade process as well as simplify it and decrease the upgrade time below 2 hours. The KVM solution does not require a manually entered license, which was required for ESXi in the R2.10 release.
The upgrade to M2023.01 is possible now from M2022.03 and M2022.01 versions (without the need of incremental upgrades for each step)
This change has no impact on any of the CMSS functionalities and performance.


# Feature Deprecation Notice

**1.Codeplug Password**
Starting with the M2021.01 release, **Codeplug Password** feature is deprecated for the radio and repeater Codeplug Password for the selected radios and repeaters listed on the table below. However, **Codeplug Password** feature 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<br>XPR 7000/7000e IS series<br>XPR 5000/5000e series<br>SL 7000/7000e series | XPR 3000/3000e series<br>SL3500e<br>XPR 2500<br>R7, R2 | SLR 1000 Series<br>SLR 5700 Series<br>SLR 8000 Series |

## 2. **Bluetooth Permanent Discoverable Mode**

XPR 7000e and XPR 3000e radios manufactured after March 2022 do not have Bluetooth Permanent Discoverable support.

# 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 under a service contract are entitled to software update.

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.

Canceled 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 |
|------------------|------------------------------|
| MOTOTRBO 2.0, 2.5 (incl SL Series) - XPR 7000e, XPR 5000e, XPR 3000e Series, SL 7000e Series, XPR 2500, SL3500e, R7, R2. | **R02.23.01.1002 (NEW)** |
| MOTOTRBO Commercial Devices  - CP100d only | **R01.23.01.0000 (NEW)** |
| MOTOTRBO - XPR 4000/6000 series | Canceled |
| Option Board – MOTOTRBO 2.0 (incl SL Series)<br>Option Board – MOTOTRBO - XPR 4000/6000 series | Canceled<br>Canceled |
| Repeater - XPR 8380 / XPR 8400<br>Repeater - MTR 3000<br>Repeater -SLR 1000, SLR 5000, SLR 8000 | **R20.23.01.05 (NEW)**<br>**R20.23.01.05 (NEW)**<br>**R20.23.01.06 (NEW)** |
| 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 |
| CPCPS | Canceled. |
| CPS 2.0 | **2.138.176.0 (NEW)** |
| Radio Management | **2.138.176.0 (NEW)** |
| RadioCentral Client | **2.138.176.0 (NEW)** |
| CPS | CPS V16.0 Build 828 |
| Tuner | **V23.1 Build 19 (NEW)** |
| RDAC | **V23.1 Build 10 (NEW)** |
| AirTracer | V11.0 Build 39 |
| Device Discovery and Mobility Service (DDMS) | **R23.01.0003 (NEW)** |
| Multi Channel Device Driver (MCDD) | **Canceled** |
| MNIS Data Gateway | **R23.01.0027 (NEW)** |
| MNIS Status Agent | R22.03.01 |
| MOTOTRBO Motopatch | Canceled |
| Capacity Max ESU Launchpad | **DESU_LP-R17.18.10.56-01.rhel.iso (NEW**) |
| Capacity Max System Server Installer Software Image | **CVN7293I.iso (NEW)** |
| 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 | 5.3.0.41 |
| Avtec Scout Console/Scout Manager | 5.3.0.54 |
| Avtec VPGate Advanced Radio Support w/Encryption | 5.3.0.16 |
| Avtec Data Management Services - Scout Central Distributor | 5.3.0.20 |
| SmartPTT PLUS | **SmartPTT-PLUS-9.13.0.895.zip (NEW)** |
| TRBOnet PLUS | **TRBOnet.Plus_6.2.0.7263.zip (NEW)** |

| 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 ~ 1.11.1 |

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 the SA client resides. 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 releases, 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) T8911A, MOTOTRBO M2023.01 Capacity Max System Server SW Upgrade on USB flash drive.
   b. Alternatively, for customers with access to the MSI MyView portal, you can order (1) T8912A, MOTOTRBO M2023.01 Capacity Max System Server SW Upgrade as software iso image where you will receive an e-mail with a unique link to access/download the iso file from the MyView portal. The T8912A will require an e-mail address at the time of order.
   c. NOTICE: The USB drive (T8911A) can take 2-3 weeks for delivery while the downloadable file via the MyView portal (T8912A) 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 M2023.01 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 "Capacity Max System Upgrade from M2022.01 or M2022.03 to M2023.01" of Capacity Max System Release Upgrade Guide for additional details. It is available on Learning Experience Portal (LXP) 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.**

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

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.

## Known Issues in Product Release

## Radio Impact

| | |
|---|---|
| **Issue Number:** | **DEVICES_COMMON-5955** |
| System/Product: | R7, XPR 7000e NXP, XPR 300e NXP |
| **Description:** | Switching connection between radio and other Bluetooth PAN devices several times on a PC may cause the radio not able to connect to the PC back. |
| **Workarounds:** | Unpair and pair R7 with the PC for reconnection. |

| | |
|---|---|
| **Issue Number:** | **PCR_SUB-36742** |
| **System/Product:** | R7, XPR 7000e NXP, XPR 300e NXP |
| **Description:** | In-door location feature has been turned on on the radio. If the user simultaneously Bluetooth PTT and performs one the following such as BT connection, or BT "Find Me", or BT "Find Device"; the user would see that the suspended indoor location icon continues to display although the radio has resumed scanning the iBeacon. |
| **Workarounds:** | To remove the incorrectly suspended indoor location icon; the user can either press PTT, or perform any of the following BT operations such as BT device connection, BT "Find Me", or BT "Find Device". |

| | |
|---|---|
| **Issue Number:** | **DEVICES_COMMON-7019** |
| **System/Products:** | R7 |
| **Description**: | Radio shows Wi-Fi 1 bar user when user turns off Wi-Fi or brings away the radio from the router in the middle of R7 activation/regionalization. After about 60s, the radio will show "Update Not Available", with |

continuous "Unprogrammed" tone, and blinking RED LED.

**Workaround**: The user needs to power cycle radio, and the radio will automatically resume the radio activation/regionalization process.

**Issue Number:** **DEVICES_COMMON-39351**
**System/Products:** All MOTOTRBO non-display radio
**Description:** The non-display radio is not able to make a group call after receiving Call Alert on radio that has been programmed as "Private Call" disabled. The the user needs to make sure that the call alert is disabled on a channel that has been programmed as "Privacy Call" disabled.
**Workaround**: The user needs to make sure that the call alert is disabled on a channel that has been programmed as "Privacy Call" disabled.

# CPS/RM Impact

**Issue Number:** **DMGMT-47928**
**System/Products:** CapMax System, RM/CPS/RC
**Description**: Export MNIS configuration containing keys with empty values - the MNIS export will fail, but validation doesn't throw errors. This scenario can only happen if:
1. Radio with Enhanced Security key is read by RM, and the key is not configured in the RM at that time.
2. The keys retrieved from radio are then added to the MNIS configuration.
**Workaround**: Fill key values and initiate the export again.

**Issue Number:** **DMGMT-47486**
**System/Products:** CapMax System, RM/CPS/RC
**Description:** After new SMA license registration for CMSS, CMSS SMA license expiration date in the Configuration View is not updated.
**Workaround**: Use the License View - the SMA license is correctly registered and reflected correctly in the Capacity Max System Server License View.

**Issue Number:** **RSSI Smoothing Algorithm for CP100d, CP200d, SL300 portables**
**System/Product:** CPS/RM/RC
**Description:** When the radio A is transmitting close by to the radio B, it would degrade the RSSI (Received Signal Strength Indicator) significantly leading to the radio B deregistration from the system.

# Infrastructure Impact

**Issue Number:** **ENG_INFRA_PCR-16111**
**System/Products:** TRBOnet and Capacity Plus Multi-Site
**Description:** When 2 or more Capacity Plus Multi Site systems are set up to use a single MNIS gateway with a dispatch console, only one system will be able to work correctly, while the other systems will fail to communicate with the dispatch console.
**Workaround**: Use separate MNIS to each LCP system. Reference: MTN-0053-23-NA

| | |
|---|---|
| **Issue Number:** | **UEM-6670** |
| **System/Products:** | CMSS/UEM |
| **Description:** | During the upgrade to M2022.03 or M2023.01, the ATIA logs are not automatically saved and they will be lost, so users will not be able to access historical calls information |
| **Workaround**: | Download ATIA logs via SA client and store them outside SA VM before upgrade. Reference: MTN-0064-23-NA |

| | |
|---|---|
| **Issue Number:** | **ENG_INFRA_PCR-16303** |
| **System/Products:** | CMSS |
| **Description:** | CMSS defective hardware (incl. SD card) causes upgrade from 2022.03 to 2023.01 to fail |
| **Workaround**: | Workaround/early detection is possible with checking HPE components state in iLO. See "Active Health System Logs" chapter in "System Operations, Troubleshooting, and Maintenance Guide" for System Release M2023.01 MOTOTRBO CAPACITY MAX. |
| | Recovery steps include disconnecting the SD card and re-running the upgrade. |

| | |
|---|---|
| **Issue Number:** | **ENG_INFRA_PCR-16386** |
| **System/Products:** | CMB - Capacity Max Bridge |
| **Description:** | After the upgrade from M2022.01 to M2023.01, CMB license is not preserved, which can be seen in System Advisor, CMB webpage. Without a license, CMB will not operate. |
| **Workaround**: | Use Radio Management to provision CMB license after upgrade from M2022.01 to M2023.01.Reference: MTN-0072-23-NA |

| | |
|---|---|
| **Issue Number:** | **UEM-6738** |
| **System/Products:** | CMSS/System Advisor |
| **Description:** | Grid View and Raw View may display incorrect information about ongoing calls in the system. This issue is related to the number of simultaneous calls in the system. When there are many calls started and ended in a short period of time, System Advisor is not able to process all of them and starts to display incorrect information on Grid View and Raw View. |
| **Workaround**: | It is possible to clear internally stored call data by restarting the System Advisor. It can be done by using the UIS web page or System Advisor client. |

# Resolved Issues in Product Release

## <u>Device Impact</u>

| | |
|---|---|
| **Issue Number:** | **PCR_SUB-40630/INC000006919246** |
| **System/Product:** | All MOTOTRBO Mobile Radios. |
| **Description:** | Radio's audio quality deteriorated after they upgraded to a newer version. This issue only happens when the radio's "Audio Profile→Environment" was set to "Loud" profile and the radio is powered up from a Capacity Max, Capacity Plus or Linked Capacity Plus channel. |

| | |
|---|---|
| **Issue Number:** | **PCR_SUB-41527/INC000007316111** |
| **System/Product:** | All MOTOTRBO Portable Radios. |
| **Description:** | The radio audio preference level goes back to default on every channel change or zone change. |

# Infrastructure Impact

**Issue Number:**        **INC000007389103**
**System/Product:**    CMSS
**Description:**         CMSS upgrade failure - SA backup fails to restore

**Issue Number:**        **INC000007567809**
**System/Product:**    SLR 1000
**Description:**         After a firmware upgrade the SLR1000 Repeater no longer shows AC voltage in RDAC getting Error 790

**Issue Number:**        **RFC_PCR-218**
**System/Product:**    SLR 8000
**Description:**         After reset or boot-up of SLR8000 a Major Alarm "Power Supply Hardware Version Incorrect" may be raised which leads to additional reset after which the repeater recovers itself.
**Reference:**          MTN-0052-23-NA

**Issue Number:**        **INC000007126631**
**System/Product:**    Capacity Max - VRC
**Description:**         VRC does not accept connection and is not discovered by SA after an upgrade

# CPS/RM Impact

**Issue Number:**        **RFC_PCR-206/INC000007341004**
**System/Product:**    CPS/RM/RC
**Description:**         MOTOTRBO Issue when changing Real Time Clock setting on R7 when CPS2.0 is in French language.

**Issue Number:**        **RFC_PCR-200/INC000007160259**
**System/Product:**    RDAC tool
**Description:**         The customer installed the latest RDAC version (22.3 build 7) but cannot register the Multiple System license.

**Issue Number:**        **RSSI Smoothing Algorithm for XPR 3000e, XPR 7000e, R2, R7, SL 7000e, SL 3500e Portables**
**System/Product:**    CPS/RM/RC
**Description:**         When the radio A is transmitting close by to the radio B, it would degrade the RSSI (Received Signal Strength Indicator) significantly leading to the radio B deregistration from the system.

# Additional Info

# Cybersecurity

Motorola Solutions, Inc. (MSI) has delivered a PCR MOTOTRBO 2023.01 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 2023.01 system release includes enhancements to security based on the National Vulnerability Database and industry standards:
- Ongoing vulnerability management remediation based on network scanning security tools
- Ongoing Software Lifecycle Management improvements (3rd party software)

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.

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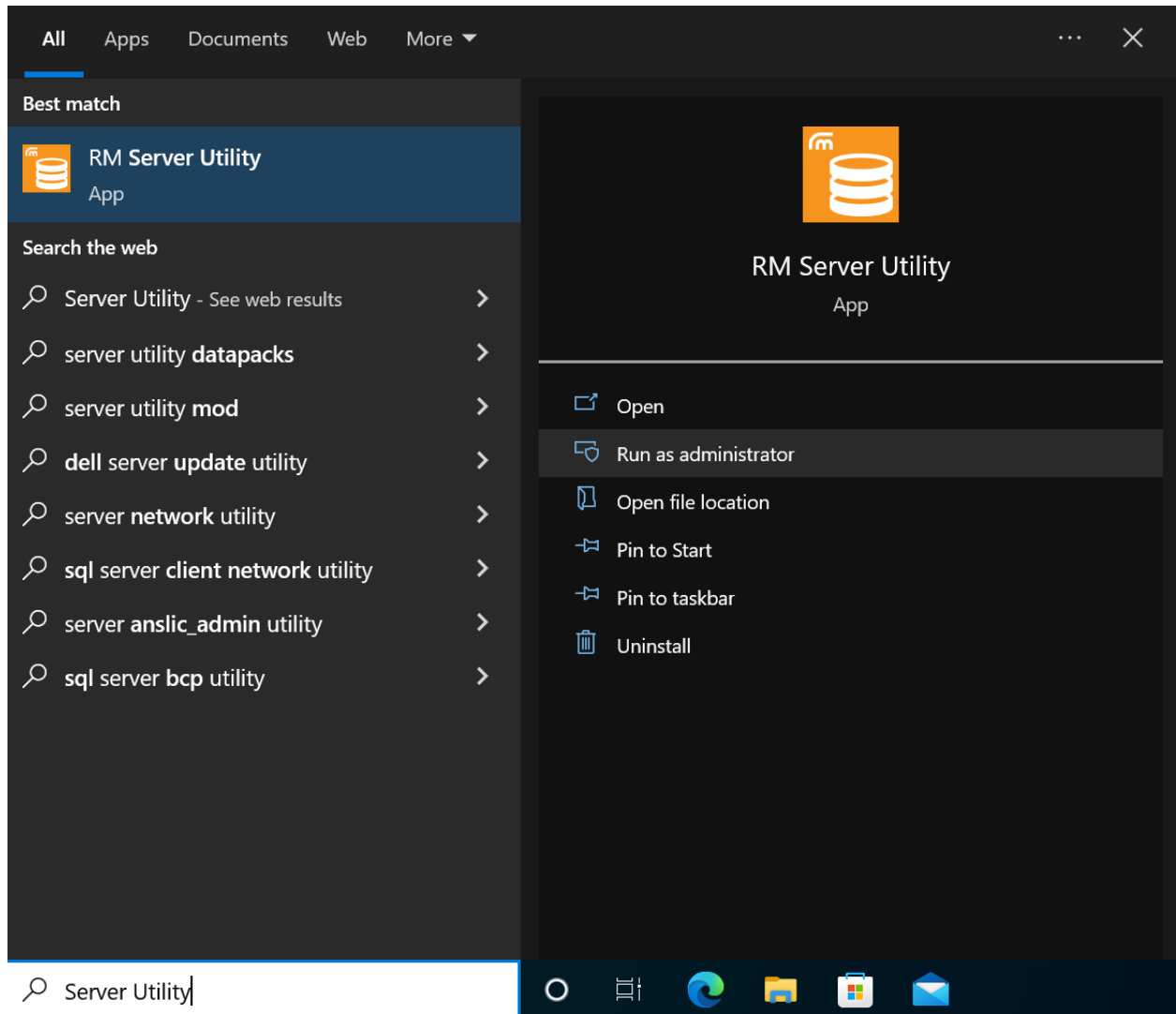
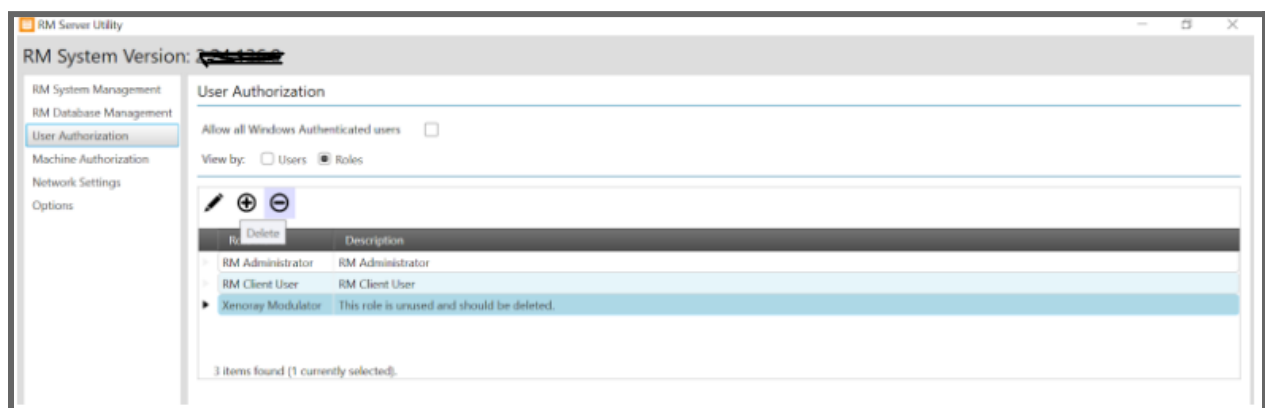# Important Note

# RM Access Control Feature Note

**Important note for the customers who DO NOT need to use RM Access Control:**
After upgrading an existing RM deployment to version 2.134.77.0 or later, there are some necessary steps to take to ensure normal operation, otherwise, users may not have access to the security keys and Radio View operations that they had prior to the upgrade.
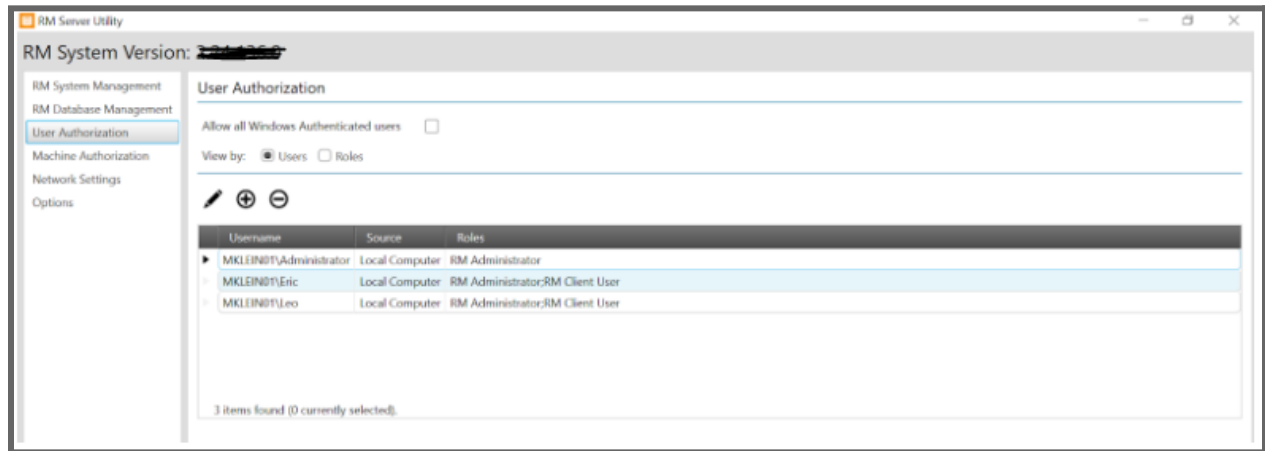
1)      After performing the upgrade the user should open the RM Server Utility App on the machine that hosts the RM Server.

2)     From the User Authorization tab, with the Roles radio button selected, delete any unnecessary roles that may have been created prior to the upgrade, leaving only the RM Administrator and RM Client User roles.

3) For users that do not wish to use the Access Control features at this time, select the Users radio button and ensure that each user that will be accessing RM remotely has both RM Administrator and RM Client User roles assigned to them.
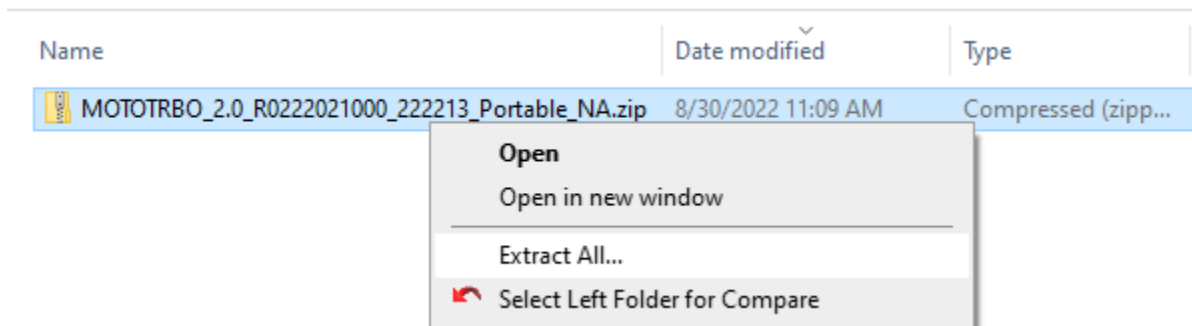


4) This completes the necessary steps for users that do not wish to use the Access Control features. The RM Server Utility can be closed at this point. Users should be able to use the RM Configuration Client to connect to the RM Server and perform normal operations.

## New Upgrade Package Zip Format

Starting from M2022.03, MSI will start to release the MOTOTRBO firmware upgrade package in zip format. Below are the instructions on how to install the firmware upgrade package.

1. Create a new folder of your choice in the C:\drive. We will use "Packages" as an example.
2. Download zip file to C:\Packages
3. Extract All



4. Open Folder

| Name | Date modified | Type | Size |
|---|---|---|---|
| MOTOTRBO_2.0_R0222021000_222213_Portable_NA.zip | 8/30/2022 11:09 AM | Compressed (zipp... | 58,252 KB |
| MOTOTRBO_2.0_R0222021000_222213_Portable_NA | 10/11/2022 1:45 PM | File folder | |

5. Run the Exe

| Name | Date modified | Type | Size |
|---|---|---|---|
| program files | 10/11/2022 1:45 PM | File folder | |
| 0x0409.ini | 10/1/2014 11:41 AM | Configuration sett... | 22 KB |
| MOTOTRBO 2.0 R0222021000_222213 Portable Update Packages.msi | 8/30/2022 11:09 AM | Windows Installer ... | 663 KB |
| MOTOTRBO_2.0_R0222021000_222213_Portable_NA.exe | 8/30/2022 11:09 AM | Application | 1,269 KB |
| Setup.ini | 8/30/2022 11:09 AM | Configuration sett... | 6 KB |

6. To save space, the folder can be deleted after successful installation