

Motorola Solutions Technical Notification (MTN)

TITLE: Failure creating new Analog or MDC1200 Channel R1 in Configuration Manager.

TECHNOLOGY:

ASTRO 25 (K-Core)

SYMPTOMS:

When a user creates a new Analog R1 channel object in the Configuration Manager using the "New" button, and then tries to save the changes, the error message saying "The request cannot be processed at this time" appears and the channel is not created. Updates to an existing Analog or MDC1200 Channel to be "R1" also fail.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

CM-ASTRO-C-07.19.35.00-07 (KC877C09P000200103)

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

Software defect. Unable to create a new Analog or MDC1200 Channel with "Node Type" parameter set to "R1" set in Configuration Manager.

WORKAROUNDS AND CORRECTIVE ACTIONS:

No workaround.

RESOLUTIONS AND REPAIR PROCEDURES:

Update the Configuration Manager. See the "PARTS REQUIRED" section below.

PARTS REQUIRED (HARDWARE/SOFTWARE):

CM-ASTRO-C-07.19.35.00-11 (KC877C09P000200104) or newer

ADDITIONAL INFORMATION:

Upgrading CM process may take (depending on the size of database) up to 1-2hours. During the downtime of CM no changes to the system configuration may be done nor distributed.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

For more information on K-Core system installation/upgrade and Configuration Manager see the following manuals:

- [ASTRO 2020.1 K Core Setup Guide](#)
- [ASTRO 2020.1 K Core Upgrade Setup Guide](#)
- [ASTRO 2020.1 Configuration Manager for Conventional Systems User Guide](#)

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WHEN TO APPLY RESOLUTION:

As instructed

LABOR ALLOWANCE:

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If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

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