

## Motorola Solutions Technical Notification (MTN)

**TITLE:** GCM8000 Comparator Resets with reason "Internal 1"

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

Under certain conditions (link between a subsite and the prime site duplicates messages, caused by a malfunctioning microwave link) the following symptoms could be observed:

- Audio holes may be noticed during a voice call,
- Comparator may reset during voice calls, with reason "Internal 1",
- Quality of voice calls may be lower than expected and voice from wrong subsites may get voted.

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

- A7.16 release GCM8000 Trunking Comparator - Version CM\_R07.16.013 and before
- A7.17 release GCM8000 Trunking Comparator - Version CM\_R07.17.016 and before

**SEVERITY RECOMMENDATION:**

Medium - Perform at next scheduled maintenance.

**ROOT CAUSE / DEFINITIVE TEST:**

The root-cause is a malfunction of the microwave link, which causes packet duplication.

The issue was reproduced only when more than 5 subsites were sending frames. The issue was observed after the link entered a malfunction mode which caused some packets to be duplicated.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

N/A

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

**To obtain software:**

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **MTN-0004-19-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
  - b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE):" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to UOST for processing

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

- A7.16 release GCM8000 Trunking Comparator - Version CM\_R07.16.014 - KC KC112C04X000071605
- A7.17 release GCM8000 Trunking Comparator - Version CM\_R07.17.017 - KC KC112C04X000071704

**ADDITIONAL INFORMATION:**

NA

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**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 \_\_\_  
On FRU replacement \_\_\_  
During maintenance \_\_\_  
Immediately \_\_\_  
As instructed \_X\_  
Information only \_\_\_

**LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)



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**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer \_\_\_\_\_  
Name \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form \_\_\_\_\_  
Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone \_\_\_\_\_  
Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

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**SECTION 2: Order Information**

Product Type: \_\_\_\_\_

Serial Number \_\_\_\_\_

Reason for Software / Hardware Change: \_\_\_\_\_

Downgrade? If so, list current and target releases. \_\_\_\_\_  
\_\_\_\_\_Software / Hardware Description: \_\_\_\_\_  
\_\_\_\_\_

Part # or Version # \_\_\_\_\_

Quantity \_\_\_\_\_

Date Required \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**

Ship To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

**Customer Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

**NOTE:**

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

***Supplemental Order  
Information  
Addendum***

(Optional)

Software Description

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Part# or Version #

---

Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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