MOTOROLA *SOLUTIONS*

DOCUMENT NUMBER: MTN-0008-17-NA
APC: 147
ISSUE DATE: 01-2017
EXPIRATION DATE: 31-01-2018
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: A7.16 GGSN enters DHCP loop and misses responding to PDR requests

TECHNOLOGY: MNR GGSN

SYMPTOMS:
When GGSN enters DHCP release-request loop and misses responding to PDR requests, random radios will not Context Activate and IV'D/HPD packet data service will not be available for these units.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
MNR GGSN

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
Defect in MNR EOS software.

WORKAROUNDS AND CORRECTIVE ACTIONS:
When GGSN and Border Router are stuck in the DHCP release-request loop resulting in multiple context activation failures, the condition can be cleared with below steps.

1. Disable Packet Data Gateways PDGs.
2. Simultaneously reboot all GGSN's and all Border Routers.
3. Enable Packet Data Gateways PDGs.

RESOLUTIONS AND REPAIR PROCEDURES:
Install the MNR EOS software version - 16.8.1.11
EOS software may be installed just on GGSN and Border Routers if the other routers are running on the previous 7.16 EOS version

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-0008-17-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):

KC147C079000071602 – A7.16 Motorola Network Router and Gateway EOS

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

A7.16   SYSTEM GATEWAYS – GGM 8000 System Gateways Disaster Recovery

A7.16   SYSTEM ROUTERS - S6000/ S2500   System Routers Disaster Recovery

WHEN TO APPLY RESOLUTION:

After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance _X_
Immediately __
As instructed __
Information only __

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html

SECTION 1: General Information

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

Date		Case Number	
System ID		Site ID	
System Name		Site Name	
Customer Name			
Form Completed by		Field Contact	
Organization		Organization	
Phone Number		Phone Number	
Pager Number		Pager Number	
Fax Number		Fax Number	

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 _____

SECTION 3: Shipping / Billing Information

Ship To: _____   Bill To: _____

_____   _____

_____   _____

Email: _____

Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing   ### Internal Billing

P.O. #: _____   PROJECT #: _____

CUST #: _____   FSB #: _____

TAG #: _____   DEPT #: _____

APC #: _____

MOTOROLA SOLUTIONS

Software Order Form

Upgrade Operations Software Team

Phone Number: (800) 221-7144
Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To: _____	**From:** _____	
Company: _____	Date: _____	
Fax Number: _____	Total Pages: _____	
Phone Number: _____	Sender's Case#: _____	
Re: _____		

° 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 Fax or 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 in 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

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity: