

Motorola Solutions Technical Notification (MTN)

TITLE: Users are unable to send some types of commands using the UEM

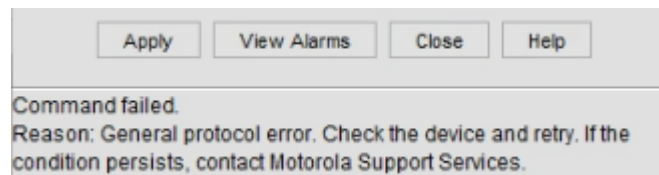
TECHNOLOGY: ASTRO 25

SYMPTOMS:

Users cannot send the following commands using the UEM (Unified Event Manager):

- the commands for the *Dispatch Application* managed object of the *Motorola Console* device,
- the commands for the *Exciter*, *Power Amplifier* and *Receiver* managed objects of the *Motorola Base Radio - MS* device,
- the commands for the *VPM-LOGI Application* managed object of the *Motorola VPM AIS* device.

When attempting to send the commands listed above the “*Command failed. Reason: General protocol error. Check the device and retry. If the condition persists, contact Motorola Support Services.*” error message is displayed in the command sending window:



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.18 (versions from UEM-Astro-07.18.10.51-00 to UEM-Astro-07.18.10.59-00)

ASTRO 2019.2 (versions from UEM-Astro-19.02.10.36-00 to UEM-Astro-19.02.10.43-00)

ASTRO 2020.1/2020.HS/2021.1 (versions from UEM-Astro-20.01.13.40-00 to UEM-Astro-20.01.14.13-00)

ASTRO 2022.1/2022.HS (UEM-Astro-22.01.01.29-00 or earlier)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE: Software defect

DEFINITIVE TEST: N/A

WORKAROUNDS: N/A

CORRECTIVE ACTIONS:

Install/upgrade to the software version containing the fix (see the *Parts Required (Hardware/Software)* section).

DOCUMENT NUMBER: MTN-0008-23-NA
APC: 877
ISSUE DATE: Mar-2023
EXPIRATION DATE: 31-Mar-2024
Bulletin Type: Informational Only

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0008-23-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 MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - 30 - 60 minutes to install UEM

Low - No loss of functionality (except for UEM availability during software install)

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO 7.18 UEM Box Release: KC877V0AW000718020 (UEM-Astro-07.18.10.74-00) or newer

ASTRO 2019.2 UEM Box Release: KC877V0AW000190217 (UEM-Astro-19.02.10.47-00) or newer

ASTRO 2020.1/2020.HS/2021.1 UEM Box Release: KC877V0AW000200117 (UEM-Astro-20.01.14.19-00) or newer

ASTRO 2022.1/2022.HS UEM Box Release: KC877V0AW000220102 (UEM-Astro-22.01.02.13-00) or newer

ADDITIONAL INFORMATION: N/A**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

System release: A7.18, A2019.2, A2020.1, A2020.HS, A2021.1, A2022.1, A2022.HS

- ☐ **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

WHEN TO APPLY RESOLUTION:

After failure X

During maintenance X

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.

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.

In NALA https://www.motorolasolutions.com/en_us/support.html

In EMEA https://www.motorolasolutions.com/en_xu/support.html

In Asia https://www.motorolasolutions.com/en_xp/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf