

## Motorola Solutions Technical Notification (MTN)

**TITLE:** A7.16, A7.15, A7.14 and A7.13 releases for GTR8000 resolve multiples issues. Update of FSB11050 to include A7.13 release information

**TECHNOLOGY:** GTR8000

**SYMPTOMS:**

- 1) GTR8000 Site Repeater Base Radio gets stuck during site to wide state transition.
- 2) MultiSite Base Radio Reset after a queued up FDMA call gets assigned.

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

- A7.16 GTR8000 Site Repeater Base Radio - KC112C03L000071600
- A7.16 GTR8000 Multisite Base Radio - KC112C03K000071600
- A7.15 GTR8000 Site Repeater Base Radio - KC112C03L000071502
- A7.14 GTR8000 Site Repeater Base Radio - KC112C03L000071405
- A7.13 GTR8000 Site Repeater Base Radio - KC112C03L00007X011

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

- 1) During site state transition, the classic data channel gets stuck in the call teardown state and never gets out of it.
- 2) When a FDMA Frame for a busied FDMA Call is launched immediately after the TDMA Call and its Frame Sync aligns with the 60-msec TDMA slot boundary, it causes Base Station to reset. Probability of this issue occurring in the field is extremely low.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**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-0010-17-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):**

GTR 8000 SiteRepeater Base Station - SiteRptrBR\_R07.16.037 - KC112C03L000071601

GTR8000 Multisite Base Station - MsBR\_R07\_16.37 - KC112C03K000071601

GTR 8000 SiteRepeater Base Station - SiteRptrBR\_R07.15.054 - KC112C03L000071503

GTR 8000 SiteRepeater Base Station - SiteRptrBR\_R07.14.088 - KC112C03L000071406

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**ADDITIONAL INFORMATION:**

NA

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

[http://wls.mot-solutions.com/ASTRO\\_7.16/pdf/MN001940A01-A\\_Software\\_Download\\_Manager.pdf](http://wls.mot-solutions.com/ASTRO_7.16/pdf/MN001940A01-A_Software_Download_Manager.pdf)

[http://wls.mot-solutions.com/ASTRO\\_7.15/pdf/MN000702A01-A\\_Software\\_Download\\_Manager.pdf](http://wls.mot-solutions.com/ASTRO_7.15/pdf/MN000702A01-A_Software_Download_Manager.pdf)

[http://wls.mot-solutions.com/ASTRO\\_7.14/pdf/6871025P23-B\\_Software\\_Download\\_Manager.pdf](http://wls.mot-solutions.com/ASTRO_7.14/pdf/6871025P23-B_Software_Download_Manager.pdf)

[http://wls.mot-solutions.com/ASTRO\\_7.13/pdfs/6871023P37.pdf](http://wls.mot-solutions.com/ASTRO_7.13/pdfs/6871023P37.pdf)

**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_

After (re)installation \_\_\_

After upgrade \_\_\_

After power cycle \_\_\_

After database restoration \_\_\_

After failure \_X\_

On FRU replacement \_\_\_

During maintenance \_\_\_

Immediately \_\_\_

As instructed \_\_\_

Information only \_\_\_

**LABOR ALLOWANCE:**

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



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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: \_\_\_\_\_  
\_\_\_\_\_

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

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

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

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

**Customer Billing**

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

**Internal Billing**

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

# Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

**Facsimile Transmittal Sheet**

<b>To:</b>	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

<b>From:</b>	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- ° 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 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 #

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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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Software Description

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Part# or Version #

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Quantity:

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