

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Can not enable ATR

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

When trying to enable an ATR, the application shows a message: "ERROR: Failed to change application status within defined time".

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

**A2020.1/A2020.HS/A2021.1:** ATR

**ATR:** version ASTM-07.31.02.38 or prior

**A2019.2:** ATR

**ATR:** version ATR-Astro-07.19.01.95 or prior

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE:**

Software defect

**DEFINITIVE TEST:**

Check the file "/var/log/mot/stm/server.log" for the following error message: "Timeout reached for stats-measurement PID file". If the error message is present in the log file upgrade your ATR to the version listed below.

**WORKAROUNDS:**

Please follow the procedure:

1. Login to ATR as root
2. Edit file: /etc/systemd/system/stats-measurement.service
3. Change line *Environment=APP\_PID=/var/run/stats-measurement.pid START\_TIMEOUT=30* to  
*Environment=APP\_PID=/var/run/stats-measurement.pid START\_TIMEOUT=70*
4. From command line execute: *systemctl daemon-reload*
5. Try to Enable an ATR

**CORRECTIVE ACTIONS:**

Install the appropriate version of software listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below.

**RESOLUTIONS AND REPAIR PROCEDURES:**

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

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**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-0011A-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** - 2h (per ATR)

**High** - Loss of functionalities/audio/downtime - No data will be provided to clients (e.g. to Zone Watch, RCM, Dynamic Reports, Historical Reports, Genesis, CAD, ATIA log viewer, Affiliation Display, Cirrus) by the ATR during install time

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

**A2020.1/A2020.HS/A2021.1:** ATR version ASTM-07.31.02.42 - KC877V0AY000200106 or later

**A2019.2:** ATR-Astro-07.19.01.97-00 - KC877V0AY000190207 or later

**ADDITIONAL INFORMATION:**

None

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

Private Network Management Servers Feature Guide - [MN007171A01](#)

**WHEN TO APPLY RESOLUTION:**

After failure   X  

During maintenance   X  

Immediately   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](https://www.motorolasolutions.com/en_us/support.html)

**SW ORDER FORM IS AVAILABLE UNDER THE LINK:**

[https://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW\\_order\\_form.pdf](https://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)