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# **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

## SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW\_order\_form.pdf

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