

TITLE: NCM is not able to push Smart Connect site config to ATR.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Failed to send configlet to add site for SmartConnect to ATR using 'Insert Template' option.

NCM displayed message: 'Error: invalid value "SmartConnect" for Report Site Type for site...'

It occurred when ATR had model version 1719004.

Remark: 171904 is supported by ATR-Astro-07.19.XX.XX, 171905 by ATR-Astro-07.31.XX.XX.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

UNC releases:

ASTRO 2019.2 (up to UNC-Astro-07.19.03.26-00 and UNCDS-Astro-07.19.03.26-00)

ASTRO 2020.1 (up to UNC-Astro-07.20.02.35-00 and UNCDS-Astro-07.20.02.35-00)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Till now UNC 2019.2 and 2020.1 supported the ATR format for version 1719005 (SmartConnect), but not for 1719004 (Backup PTT).

The ATR version is shown in a window which appears after doubleclick on the ATR in Devices tree in NCM.

On the other hand, after right click on ATR and next Editor->Configlet and next Insert Template for Specific Configlet for infrastructure you can select 'System->Motorola->SmartConnect Site->Add SmartConnect Site for ATR' and schedule a job sending configlet to ATR.

For ATR version 1719004 this job will display in the Result tab message 'Error: invalid value "SmartConnect" for Report Site Type for site...'

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround:

Sending configlet to ATR model version 1719004 (the version is shown in a window which appears after doubleclick on the ATR in Devices tree in NCM) replace the line containing attribute name

Report Site Type = SmartConnect

with

Report Site Type = Backup PTT Site

just before scheduling the job.

Corrective actions:

Upgrade UNC to the newer version and use ATR Saved Command 'SmartConnect Site' instead of sending configlet with 'Insert Template'.

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 Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - a. Reference **MTN-XXX-XX-XX** 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

PARTS REQUIRED (HARDWARE/SOFTWARE):

Astro 2019.2:

KC877L0AT000190207 - UNC-Astro-07.19.03.38-00

KC877L0AT000190257 - UNCDS-Astro-07.19.03.38-00

Astro 2020.1:

KC877L0AT000200104 - UNC-Astro-07.20.02.95-00

KC877L0AT000200154 - UNCDS-Astro-07.20.02.95-00

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System releases: A2019.2 A2020.1

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

WHEN TO APPLY RESOLUTION:

After reboot ___

After (re)installation ___

After upgrade ___

After power cycle ___

After database restoration ___

After failure ___

On FRU replacement ___

During maintenance ___

Immediately ___

As instructed X

Information only ___

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.

For assistance with this bulletin please contact your MSI Technical support center:

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

Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

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 _____

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:

Email:

Attn:

Phone:

Customer Billing

P.O. #:

CUST #:

TAG #:

Bill To:

Attn:

Phone:

Internal Billing

PROJECT #:

FSB #:

DEPT #:

APC #:

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory Team*.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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:
