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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 occured 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'.

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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 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



Software Order Form

Motorola Solutions Software Factory Phone Number: (800) 221-7144

SECTION 1: General Information

	20 20 10			
NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY S Date	Case Number			
System ID	Site ID			
System Name	Site Name			
Customer	Site Name			
Name				
Name				
Form				
Completed by	Field Contact			
Organization	Organization			
Phone				
Number	Phone Number			
Pager Pager				
Number	Pager Number			
Fax Number	Fax Number			
SECTION 2: Order Information				
	2			
Product Type:	Serial Number			
Reason for Software / Hardware Change:				
Downgrade? If so, list current and target releases.				
0.6 (11.1 5.16				
Software / Hardware Description:				
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Part # or Version #	Quantity			
Date Required				

SECTION 3: Shipping / Billing Information

Ship To:		Bill To:	
Email:			
Attn:		Attn:	
Phone:		Phone:	
	Customer Billing		Internal Billing
P.O. #:	_	PROJECT #:	•
CUST #:		FSB #:	
TAG #:		DEPT #:	
		APC #:	



Software Order Form

Phone Number: (800) 221-7144

Motorola Solutions Software Factory

- ° 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.
- of 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:	
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Software Description	
Part# or Version #	
Quantity:	
Software Description	
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