

Motorola Solutions Technical Notification (MTN)

TITLE: MACH Alert Fire Station Alerting client stops playing audio for alerts sent to fire stations.

TECHNOLOGY: MACH Alert Fire Station Alerting client running on a PC which has been upgraded to Windows 10

SYMPTOMS:

The user stops hearing the audio playback of alerts being sent to fire stations from the computer which is running Windows 10 OS and also running the MACH Alert Fire Station Alerting client.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

MACH Alert Fire Station Alerting client (any version) running on a PC running the Windows 10 Operating System. This includes PCs where the MACH Alert client is co-located with the MCC7500 and 7100 Dispatch Console which have been upgraded to Windows 10 OS.

SEVERITY RECOMMENDATION:

Medium / Operational – Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

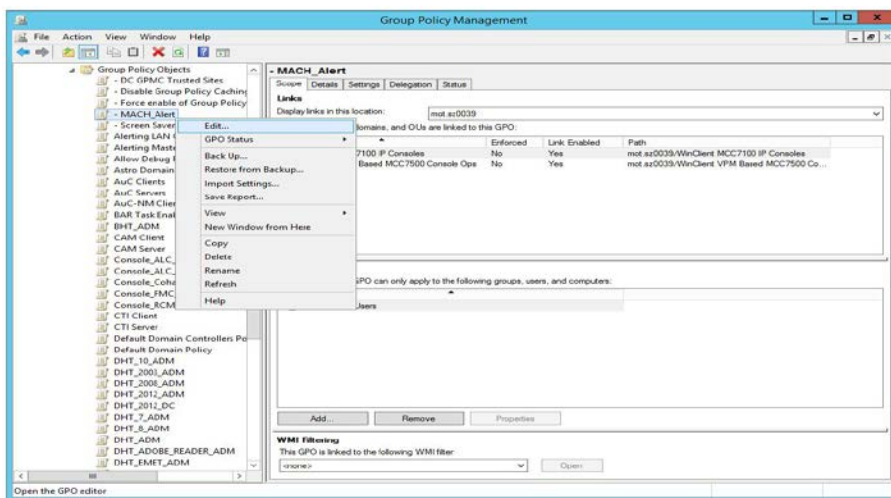
Microsoft clean-up task introduced in Windows 10 automatically removes audio files placed in temp folder by MACH Alert client.

WORKAROUNDS AND CORRECTIVE ACTIONS:

GPO update to prevent temporary Internet files cache cleanup for Mach Alert client

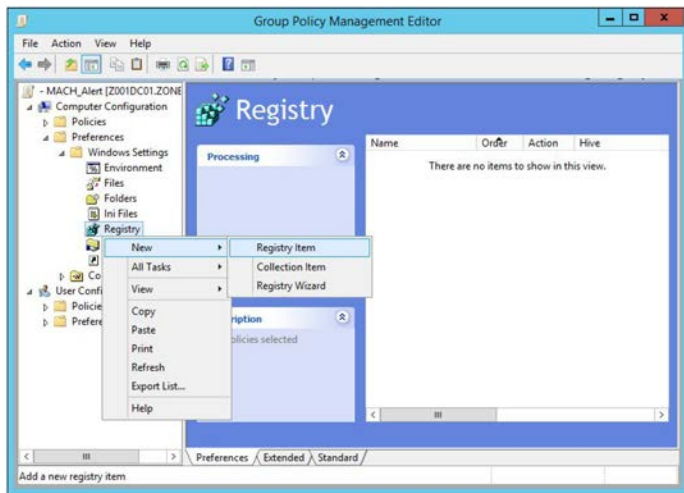
These steps describe the procedure for disabling the Windows automatic cleanup of the Temporary Internet Files cache. This cleanup is impacting the current implementation of the Mach Alert Fire Station Alerting client by deleting the audio files being used by the Mach Alert client. Disabling the cleanup will preserve the audio files for use by the client.

- 1) Edit the custom GPO previously created for Mach Alert deployment

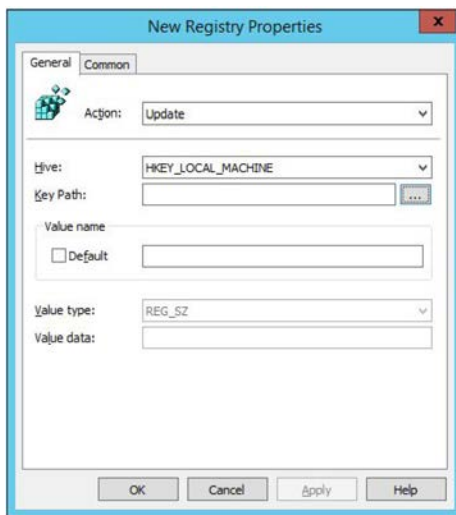


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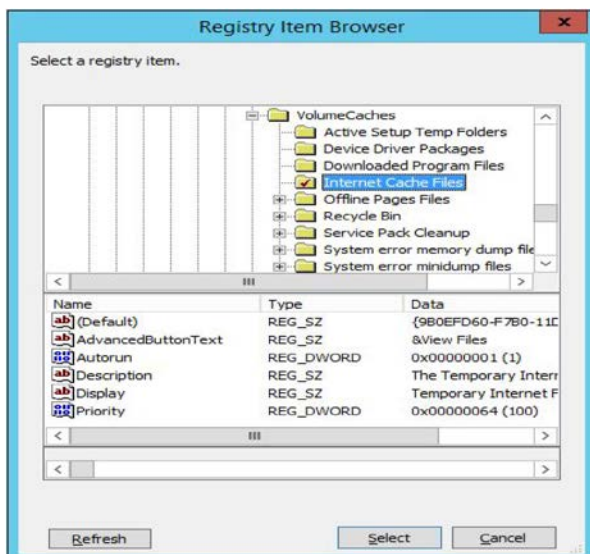
2) Select “Computer Configuration -> Preferences -> Windows Settings -> Registry”, right-click and create a new Registry Item.



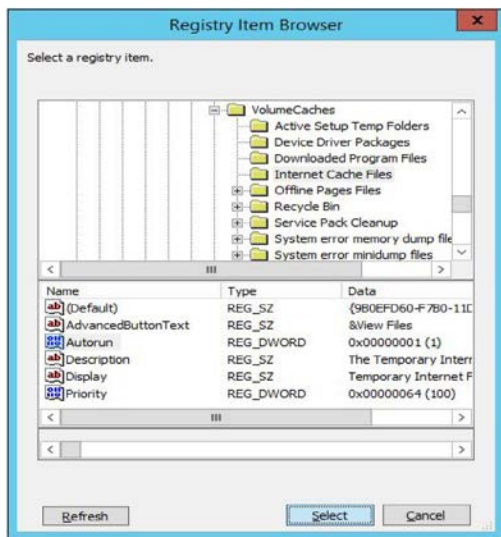
3) Select “Action: Update” (default). Select the Browse button (“...”) to select the Registry path



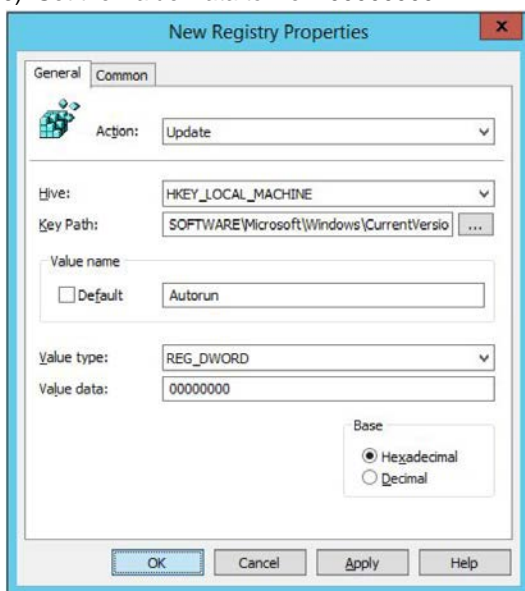
4) Navigate to “HKLM\SOFTWARE\Microsoft\Windows\Current Version\Explorer\Volume Caches\Internet Cache Files



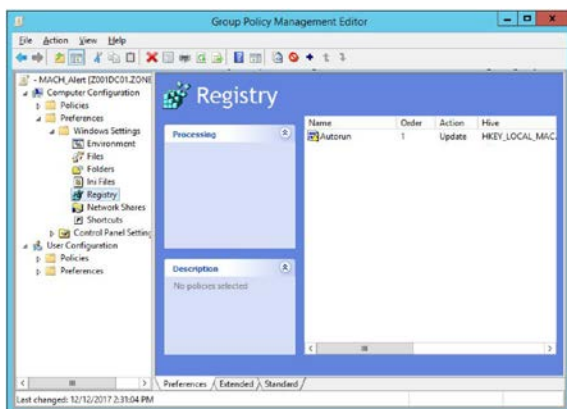
5) Select "Autorun".



6) Set the Value Data to Hex "00000000".



7) Select "OK" and confirm the new entry appears as follows:



RESOLUTIONS AND REPAIR PROCEDURES:

Resolution to this issue involves upgrading MACH Alert software to yet-to-be-released version.

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

None

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade _X_
After power cycle ___
After database restoration ___
After failure _X_
On FRU replacement ___
During maintenance _X_
Immediately ___
As instructed ___
Information only ___

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