![Motorola Solutions logo] **MOTOROLA** *SOLUTIONS*

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Bulletin Type: Informational Only

# Motorola Solutions Technical Notification (MTN)

**TITLE:** WebRCM doesn't show more than 10 stormplans

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**
In WebRCM customers may see a maximum of 10 stormplans even if more are created in the PM.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**
**A2022.1/A2022.HS:** ATR
**ATR:** ATR version ASTM-07.32.03.24 or prior

**A2020.1/A2021.1/A2020.HS:** ATR
**ATR:** version ASTM-07.31.02.43 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:**
None

**WORKAROUNDS:**
N/A

**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.
**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-0013-23-NA** in the 'Reason for Software/Hardware Change' section of the software order form.

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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):**
**A2022.1/A2022.HS:** ATR version ASTM-07.32.03.29 - KC877V0AY000220102 or later

**A2020.1/A2021.1/A2020.HS:** ATR version ASTM-07.31.02.44 - KC877V0AY000200107 or later

**A2019.2:** ATR version ASTM-07.19.01.97 - KC877V0AY000190207 or later

**ADDITIONAL INFORMATION:**
N/A

**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_

**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
In EMEA https://www.motorolasolutions.com/en_xu/support.html
In Asia https://www.motorolasolutions.com/en_xp/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**