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# **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 "<u>PARTS REQUIRED (HARDWARE/SOFTWARE)</u>" 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 <a href="https://www.motorolasolutions.com/en\_us/support.html">https://www.motorolasolutions.com/en\_us/support.html</a>
In EMEA <a href="https://www.motorolasolutions.com/en\_xu/support.html">https://www.motorolasolutions.com/en\_us/support.html</a>

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

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