

Motorola Solutions Technical Notification (MTN)

TITLE: The VPM may lock up or reboot at the end of a conventional call.

TECHNOLOGY: ASTRO25

SYMPTOMS:

VPMs may enter a locked up state (red LED alarm light is lit) or will reboot on their own at the end of a conventional call. When in this state, console operation is unavailable until VPM is manually rebooted or it finishes rebooting on its own. Network issues between the CCGW and VPM can increase the likelihood of this issue occurring.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All Motorola CCGW EOS versions prior to 18.2.3.75

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE:

Improper pacing of audio packets out of the CCGW at the end of a conventional call.

DEFINITIVE TEST:

N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

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-0013A-22-NA 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

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DOCUMENT NUMBER: MTN-0013A-22-NA

APC: 147

ISSUE DATE: 01-2022

EXPIRATION DATE: 31-01-2023

Bulletin Type: Informational Only

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO Release	KC Number
A7.17.2 through A2021.1	KC147C089000200102

ADDITIONAL INFORMATION:

15 minutes to transfer and update CCGW. CCGW operation is unavailable during router reboot for new OS to become operational.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**WHEN TO APPLY RESOLUTION:**

As instructed _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.

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