MOTOROLA SOLUTIONS

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Motorola Solutions Technical Notification (MTN)

TITLE: Emergency call involving Avtec console causes ISGW application to reset.

TECHNOLOGY: ASTRO 25

SYMPTOMS:
ISGW application resets when an emergency call is placed on a talkgroup that has an Avtec console affiliated to it (Avtec console version is 4.13.2.4)

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 25 A2019.1/ASTRO 25 A2019.2, ISGW-Astro-20.19.02.02-97, KC226V000000190400 and earlier
ASTRO 25 A2020.1/ASTRO 25 A2021.1, ISGW-Astro-20.20.01.01-14, KC226V000000200300 and earlier
Avtec console version 4.13.2.4

SEVERITY RECOMMENDATION:
High / Safety - Perform Immediately

ROOT CAUSE:
Software defect.

DEFINITIVE TEST:

WORKAROUNDS AND CORRECTIVE ACTIONS:
Downgrade or upgrade Avtec console software, or upgrade ISGW to a version that manages the invalid message.

RESOLUTIONS AND REPAIR PROCEDURES:

ISGW upgrade is required - see *Upgrading Linux-Based Virtual Machines* procedure in *Private Network Management Servers Feature Guide*

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-0014-22-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

ASTRO 25 A2019.1/ASTRO 25 A2019.2, ISGW-Astro-20.19.02.03-04, KC226V000000190500 or newer
ASTRO 25 A2020.1/ASTRO 25 A2021.1, ISGW-Astro-20.20.01.01-21, KC226V000000200400 or newer

ADDITIONAL INFORMATION:

Single VM upgrade takes up to half an hour. In case of no redundancy it means ISSI connection downtime plus losing all home group and unit registrations. In case of redundancy, intersystem calls aren't available for the switchover time.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

- Private Network Management Servers Feature Guide
  - ASTRO 25 A2019.x - ID:MN005979A01
  - ASTRO 25 A2020.1 - ID:MN007171A01
  - ASTRO 25 A2021.1 - ID:MN007580A01

WHEN TO APPLY RESOLUTION:

Immediately _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