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BULLETIN TYPE: Warranty

## **Motorola Solutions Technical Notification (MTN)**

**TITLE:** A7.17 Multiple TCP connection issues between RNI and CEN networks. Border Router (BR) performing Network Address Translation (NAT) may remove a TCP session from its NAT-TCP sessions list after one day since the TCP session is established.

**TECHNOLOGY:**

S6000 and GGM8000 Border Router: loaded with A7.17 Router EOS software  
DSR with redundant border routers

**SYMPTOMS:**

CADI Interface impact: According to the CADI Programmer Reference Manual, CADI client application shall monitor keep alive messages sent in 30 seconds cadence that allows determining that TCP connection gets broken and reestablish it within another 30 seconds. Thus the connection failure may occur once a day for 1 minute. CADI console user may not be notified about new Emergency Alarm until the TCP connection is restored.

UNS impact: Once every 24h after TCP connection is restored UNS synchronizes mobility database with ZC which can last up to 2 hours for a ASTRO system with the largest subscriber base. Only few mobility records may remain outdated until the database synchronization is completed. UNS user will not notice TCP connection loss.

KMF Impact: After NATed TCP session is removed by BR, KMF cannot access the VPM and user won't rotate security keys for 15 minutes per day. User is able to succeed with key rotation when the connectivity is restored.

Other TCP based CEN applications might be affected but it is to be noted that TCP is a reliable, connection oriented protocol that enables application to detect a connection loss, reestablish it and resynchronize the missed packets.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

Border router loaded with the A7.17 EOS version: 16.9.0.48 from KC147C079000071700 EOS CD.  
Affects only DSR data systems having redundant border routers configured.

**Hardware**

S6000 and GGM8000

Model ST6000C S6000 MNR MULTI-P CORE ROUTER

Model T7483A S6000 BASE ROUTER

Model T7577A GGM 8000 GATEWAY AC POWER

Model T7582A GGM 8000 GATEWAY DC POWER

**Software**

SQM01SUM0294

KC147C079000071700 Software • MOTOROLA NETWORK ROUTER AND GATEWAY EOS

T8382A Model • SRC7500 SWITCHING AND ROUTING CENTER A7.17 SOFTWARE

T8427A Model • SRC7500 SWITCHING AND ROUTING CENTER SOFTWARE 7.17 UPGRADE

T8428A Model • SRC7500 SWITCHING AND ROUTING CENTER SOFTWARE UPGRADE

T7578A GGM 8000 GATEWAY EOS

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**SEVERITY RECOMMENDATION:**

High / Safety - Perform Immediately

**ROOT CAUSE / DEFINITIVE TEST:**

Defect in MNR EOS software design.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

None.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Install new MNR EOS software version - 16.9.0.49 from KC147C079000071701 EOS CD.

EOS software may be installed just on Border Routers if the other routers are running on the previous 7.17 EOS version.

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **MTN-0022-17-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 UOST for processing

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

KC147C079000071701 – A7.17 Motorola Network Router and Gateway EOS

**ADDITIONAL INFORMATION:**

NA

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

A7.17 SYSTEM GATEWAYS – GGM 8000 System Gateways Disaster Recovery

A7.17 SYSTEM ROUTERS - S6000/ S2500 System Routers Disaster Recovery

**WHEN TO APPLY RESOLUTION:**

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

**LABOR ALLOWANCE:**

- o Applies to **U.S. Domestic** Partners/Customers only. Other regions should follow their own warranty/reimbursement procedures.
- o Labor up to **30** minutes per **Box**, plus travel up to **2** hours maximum, per **site**.
- o Labor and travel reimbursement will be provided to Authorized Service Partners under the terms of the Labor Warranty Guidelines (v.21), and applies to **in-warranty** units only. Labor and travel for out of warranty units will not be reimbursed.
- o NOTE: please type 'MTN-0022-17-NA' in the SP Authorization No field, and type either 'ST6000C' or 'T7483A' in the Model Number field on the MOL claim being submitted.

For assistance with this bulletin please contact your MSI Technical support centre

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)



**MOTOROLA SOLUTIONS**

Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

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## SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY **90** DAYS

Date \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer \_\_\_\_\_  
Name \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form \_\_\_\_\_  
Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone \_\_\_\_\_  
Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

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## SECTION 2: Order Information

Product Type: \_\_\_\_\_

Serial Number \_\_\_\_\_

Reason for Software / Hardware Change: \_\_\_\_\_

Downgrade? If so, list current and target releases. \_\_\_\_\_  
\_\_\_\_\_

Software / Hardware Description: \_\_\_\_\_  
\_\_\_\_\_

Part # or Version # \_\_\_\_\_

Quantity \_\_\_\_\_

Date Required \_\_\_\_\_

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## SECTION 3: Shipping / Billing Information

Ship To: \_\_\_\_\_  
\_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

### Customer Billing

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

### Internal Billing

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

**NOTE:**

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Software Description

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Software Description

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Part# or Version #

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