

Motorola Solutions Technical Notification (MTN)

TITLE: New PRX7000, MCC 7500 with VPM and MCC 7500E Dispatch Positions software version resolves multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO

SYMPTOMS:

Please see Appendix A – Additional Symptom details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.16 MCC 7500 Dispatch Position software

R7.17.X MCC 7500 Dispatch Position software

R7.18 MCC 7500 Dispatch Position software

R7.16 MCC 7500E Dispatch Position software

R 7.17.X MCC 7500E Dispatch Position software

R7.18 MCC 7500E Dispatch Position software

R 7.16 PRX 7000 software

R 7.17.X PRX 7000 software

R7.18 PRX 7000 software

R7.18 Group Data Gateway software

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software defects

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference MTN-0022-19-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

19.1.34 PRX 7000 software - KC443V01P000071801
19.1.34 MCC 7500 software - KC443V00R000071801
19.1.34 MCC 7500E software - KC443V00E000718001
19.1.34 Group Data Gateway software - KC443V02A000071801

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

ASTRO A7.18 Dispatch Console Backward Compatibility Guide – MN005342A01-C
A7.18 MCC 7500 Dispatch Console with VPM - MN005385A01-D
A7.18 MCC 7500E Dispatch Console Use Guide - MN005387A01-B

- Includes PRX7000 Setup and installation

A7.18 Group Data Gateway Feature Guide - MN005363A01-B

WHEN TO APPLY RESOLUTION:

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

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.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html

Appendix A – Additional Symptom details

Abstract: Elite unexpectedly displays Database Synchronization Progress window which never goes away.

Special Configurations: Non-DSR mode

User Symptoms: Elite unexpectedly displays Database Synchronization Progress window which never goes away.

Impacted Releases/Products: A7.16, A7.17.X Dispatch Position software

Description: Now, RSyncUser will successfully process connection attempts.

Abstract: Console was reporting an UEM alarm CAM CONSOLE LINK DOWN when there was no CAM installed.

Special configurations: Console software installed in backward compatibility mode

User Symptoms: Sometimes it takes several days where Alias Service down alarm is present before it clears up.

Impacted Releases/Products: A7.17.X, 7.18 Dispatch Position software

Description: Now, the alarm is cleared after restoring connection to alias source in backward compatibility mode

Abstract: Operator Position, with previously active Netcom link, still send sound-offs as Active even when Inactive Netcom link Operator Position was activated by Zone Controller.

Special configurations: N/A

User Symptoms: OPs in Site are inoperable for several seconds and the network is flooded with sound-off packets being sent by both link-owning Operator Positions.

Impacted Releases/Products: A7.16 Dispatch Position software

Description: When the fix is applied, links after failure resolve correctly according to known recovery algorithms.

Abstract: SNMP SubAgent does not initialize correctly when it was not closed properly

Special configurations: N/A

User Symptoms: No VPM link events are reported to the UEM. A lot of SNMP errors in Event Viewer Log.

Impacted Releases/Products: A7.16, A7.17.X, A7.18 Dispatch Position software

Description: When the fix is applied SNMP SubAgent initializes correctly even if previously it was not closed properly or for example killed.

Abstract: WinQUICC error window appears when running Elite Dispatch. Pressing the OK button on the window restarts Elite dispatch.

Special Configurations: MCC7500E Console is running with IRR, conventional and trunking groups are patched and added to the multiselect.

User Symptoms: During the radio call WinQUICC displays error message box. The Elite application would appear to be working on the screen (call activities still ongoing) but user could not hear the call.

Impacted Releases/Products: A7.17.X, 7.18 MCC7500E Dispatch Position software

Description: Now, the user should not observe error message box saying that WinQUICC crashed. User should be able to hear inbound transmission on connected speaker or headset.

Abstract: Microsoft .NET Framework window appears when the enhanced IRR process is terminated from Windows task bar.

Special Configurations: MCC7500E console running IRR

User Symptoms: IRR incorrectly supports closing application from Windows task-bar.

Impacted Releases/Products: A7.17.X MCC7500E Dispatch Position software

Description: Now, IRR can be closed successfully from Windows task-bar.

Abstract: IRR crashes when retention period interferes with watch dog mechanism

Special Configurations: MCC7500E console running IRR

User Symptoms: IRR application is not responsive.

Impacted Releases/Products: A7.17.X MCC7500E Dispatch Position software

Description: Now, IRR retention period mechanism works independently from watchdog mechanism and no longer causes application to crash.



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 _____

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 _____

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 #:

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- ° 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 in 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

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
