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Motorola Solutions Technical Notification (MTN)

<u>TITLE:</u> The saved command Software Download Precheck fails for devices: Base Radios, Comparators, Site Controllers, Site Switches

TECHNOLOGY: ASTRO 25

SYMPTOMS:

The saved command Software Download Precheck fails for devices: Base Radios, Comparators, Site Controllers, Site Switches.

This saved command will check the device for conditions that will prevent a successful SWDL operation. Depending on the type of device the following checks may be executed:

- 1) Looking for Ethernet Ports that are running 100M Half Duplex
- 2) Clear FTP is disabled
- 3) FTP Idle Timeout between 1 and 299 seconds
- 4) Site State is Failsoft
- 5) Port 20 Enabled on a co-located HPD Site Controller.

If at least one of these conditions is present on the device the saved command will fail and report an error.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 7.18 (up to UNC-Astro-07.18.00.47-01 and UNCDS-Astro-07.18.00.47-01) ASTRO 2019.2 (up to UNC-Astro-07.19.03.03-09 and UNCDS-Astro-07.19.03.03-09) ASTRO 2020.1 (up to UNC-Astro-07.20.01.73-01 and UNCDS-Astro-07.20.01.73-01)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The Saved Command Software Download Precheck fails for all devices: Base Radios, Comparators, Site Controllers, Site Switches. because starting from 7.18 release there is no option to set FTP features on the devices.

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WORKAROUNDS AND CORRECTIVE ACTIONS:

Download and replace the saved command: Software Download Precheck in VMware Smart Assurance Network Configuration Manager application:

1. Download to local saved command: Software Download Precheck from:

Software Download Precheck 9.4.xml (UNC with NCM 9.4)

Software Download Precheck 9.6.xml (UNC with NCM 9.6)

- 2. Log on to the VMware Smart Assurance Network Configuration Manager application.
- 3. From the VMware Smart Assurance Network Configuration Manager main window, select the Tools menu and choose Automation Library.
- 4. Go to the following directory: System/Motorola/Upgrade Utilities/
- 5. Remove Saved Command: Software Download Precheck from directory: System/Motorola/Upgrade Utilities/
- 6. Right click on directory Upgrade Utilities and select import
- 7. Select downloaded saved command from local and click OK
- 8. Saved Command Software Download Precheck appears in directory: System/Motorola/Upgrade Utilities.

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-XXX-XX 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):

- A7.18
 - ASTRO 7.18 UNC Box Release: KC877L0AT000718007 (UNC-Astro-07.18.00.77-00) and KC877L0AT000718057 (UNCDS-Astro-07.18.00.77-00)
- A2019.2
 - ASTRO 2019.2 UNC Box Release: KC877L0AT000190207 (UNC-Astro-07.19.03.38-00) and KC877L0AT000190257 (UNCDS-Astro-07.19.03.38-00)
- A2020.1
 - ASTRO 2020.1 UNC Box Release: KC877L0AT000200104 (UNC-Astro-07.20.02.95-00) and KC877L0AT000200154 (UNCDS-Astro-07.20.02.95-00)

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System releases: A7.18, A2019.2, A2020.1

CSA System: Installation / Upgrade – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

WHEN TO APPLY RESOLUTION:

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



Software Order Form Motorola Solutions Software Factory

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONL				
Date	Case Number			
System ID	Site ID			
System Name	Site Name			
Customer				
Name				
Form	_,			
Completed by	Field Contact			
Organization	Organization			
Phone				
Number	Phone Number			
Pager				
Number	Pager Number			
Fax Number	Fax Number			
SECTION 2: Order Information				
Due do et Tous es	Carial Number			
Product Type:	Serial Number			
Reason for Software / Hardware Change:				
Downgrade? If so, list current and target releases.				
Downgrade: If 30, list current and target release				
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		Internal Billing
P.O. #:	_	PROJECT #:	•
CUST #:		FSB #:	
TAG #:		DEPT #:	
		 APC #:	



Software Order Form

Phone Number: (800) 221-7144

Motorola Solutions Software Factory

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- Please fill out the order form and email back to the Motorola Solutions Software Factory
 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.
- of 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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:	