MOTOROLA *SOLUTIONS*

Motorola Solutions Technical Notification (MTN)

TITLE: 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.

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-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

MOTOROLA *SOLUTIONS*

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 ONLY 90 DAYS

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

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: _____

_____

Email: _____

Attn: _____

Phone: _____

Bill To: _____

_____

_____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____

Software Order Form

° 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.

° 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: