

## Motorola Solutions Technical Notification (MTN)

**TITLE:** KVL 5000 does not include a Local IP Address VPN setting.

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

The KVL 5000 does not provide a Local IP Address VPN setting that is equivalent to the same setting in the KVL 4000. In the KVL 4000, this was one of the settings used to configure how the IP address is assigned to the Tunnel Interface. This particular setting is used when the Tunnel Interface IP address is the same as the external (Ethernet) network interface.

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

T8476B

Version listed below or earlier:

Host: R01.03.67.00-Astro

OS: R01.03.15

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Software defect

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade to version: Host R01.04.32.00-Astro/OS R01.04.06/HSM R50.07.01

Order the special KVL 5000 FLASHport® Upgrade software listed in PARTS REQUIRED section

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

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- 3) Complete the Motorola Solutions Software Factory Software Order Form:
  - a) Reference **MTN-0026A-21-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):**

**KC201C05A000071805**

*Note: The software has no KVL serial number checks. One CD can be used to upgrade multiple KVL 5000 devices.*

**ADDITIONAL INFORMATION:**

Information about configuring the VPN local IP address can be found at:

KVL 5000 User Guide: MN005113A01-G **or later**

- Section: KVL VPN Settings

Configuring a VPN Connection

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

KVL 5000 User Guide: MN005113A01-G

- Section: KVL 5000 Upgrade
  - Upgrading KVL 5000 HSM and Operating System

**WHEN TO APPLY RESOLUTION:**

As instructed \_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.

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 Software Factory

Software Order Form

Phone Number: (800) 221-7144

## 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
\_\_\_\_\_

#### Customer Billing

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

Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
\_\_\_\_\_

#### Internal Billing

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

## **Software Order Form**

*Motorola Solutions Software Factory*

Phone Number: (800) 221-7144

- ° 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

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Part# or Version #

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Quantity:

---

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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Quantity:

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