MOTOROLA *SOLUTIONS*

Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

Motorola Solutions Technical Notification (MTN)

SUBJECT: **A7.16 SER 1: This SER release contains fixes to issues that exist in the ASTRO A7.16 System Release.**

MODEL / SYSTEM AFFECTED:
A7.16 ASTRO 25 systems.
See **Appendix B – A7.16 SER 1 impacted Devices** for box level list of devices.

SYMPTOM:
The issues and their fixes are described in detail in the Release Notes that accompany the A7.16 SER 1 release. See **Appendix D – List of issues** for the abstracts for each issue.

CAUSE:
Multiple A7.16 issues

RESOLUTION:
Installation of the A7.16 SER 1 software will address issues identified in the SER Release Notes.

Software can be obtained by completing the Upgrade Operations Software Team (UOST) –Software Order Form and initiating a software request case through Motorola Solutions, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800). Please reference **MTN-0028A-17-NA** in the 'Reason for Software/Hardware Change' section **and** list the **part number(s) as outlined in Appendix A,** in the 'Part # or Version # fields of the software order form.

Note: Installation procedures for this SER release are provided on the Documentation DVD (**DVN4379A).** SER software is optional, but selected SER software for a system must be installed in the order specified in Chapter 1 of the SER Installation Guide.

Note: The software included with this A7.16 SER 1 is for the listed devices in **Appendix B**. Customers should ensure that devices that are not listed are upgraded to the latest software version and may obtain the latest software through the Schaumburg Software Factory.

SEVERITY RECOMMENDATION:
Medium - Perform at next scheduled maintenance
Unless the impacted system is exhibiting any of the listed issues in **Appendix D – List of issues,** the A7.16 SER 1 software may be installed at the customer's convenience.

PARTS REQUIRED (HARDWARE/SOFTWARE):
The A7.16 SER 1 release software media as detailed in **Appendix A – Software part numbers.** The most current version of CSS is available for download from Motorola OnLine at the following location: https://businessonline.motorolasolutions.com

Note: If unable to download the CSS from MOL, or if a hard copy CD of the CSS application is desired, please contact the Motorola Solutions, Inc. account or sales representative to request that an internal, no cost, order be submitted. Please ensure the account or sales rep requests the software as the part needed and references this FSB as the reason for the request.

Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing, or emailing, the attached software order form.

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:

Appendix A – Software part numbers.

Appendix B – A7.16 SER 1 impacted Devices.

Appendix C – List of FSBs for SER-impacted devices that were issued between A7.16 System Release and A7.16 SER 1.

Appendix D – List of issue abstracts.

Appendix E – Software Order Form.

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Appendix A – Software part numbers

Motorola has provided one "T Model" part number to be ordered for the 7.16 SER 1 that includes the software media, and the associated Release Notes and Installation documentation. It is highly recommended that A7.16 customers order the 'T Model' software package and install all of the SER content as appropriate for their given configuration. However, should a specific product update be required to address a pressing issue prior to the availability of the SER, the software can be ordered individually.

NOTE: The A7.16 SER 1 software package is issued with an expiration date of three years from the time it is issued and can be obtained at any time during this period. The A7.16 SER 1 contains information related to the issue repairs included when the software was first released. It is possible that specific product updates occurred following the A7.16 release. The customer should review all FSBs issued after the A7.16 release date for each of the SER-impacted devices to identify any issue repairs included with updated software for products included with the A7.16 SER 1.

A7.16 SER 1 T Model	T8632A

The Individual (KC) numbers are provided for each of the devices included with the A7.16 SER 1.

	Devices	KC Number
1	NM AND STM CLIENT CD	KC877V06L000071602
2	PM - Virtual Appliance (CSA)	KC877V0AS000071602
3	UEM - Virtual Appliance (CSA)	KC877V0AW000071605
4	A7.16 ISSI/CSSI 8000 Media ISGW - Virtual Appliance	KC226V002000071601
5	IV&D PDG - Virtual Appliance	KC222V002007160411
6	HPD PDG Application	KC222V002007160511
7	Conventional IV&D PDG - Virtual Appliance	KC222V002007160611
8	HPD Site Controller GCP 8000	KC112C005000071602
9	Reference Distribution Module GPB 8000	KC112C056000071603
10	Repeater Site Controller GCP 8000 / PSC 9600	KC112C029000071605
11	Simulcast Site Controller GCP 8000	KC112C01A000071605
12	Conventional Site Controller GCP8000	KC112C03W000071603
13	Conventional Comparator GCM8000	KC112C05A000071602
14	MSBR GTR 8000	KC112C03K000071602
15	Motorola Network Router and Gateway EOS	KC147C079000071603
16	Windows Supplemental Full Config	KC877V087000071601
17	Windows Supplemental Trans Config	KC877V088000071601

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18	**Virtual Machine Image (IPCAP)**	KC877V010000071601
19	**Virtual Machine Image (Syslog)**	KC877V09D000071601
20	**VMware vSphere 5.x Config Media**	KC877V0B1000071602
21	**MCC 7100 SOFTWARE**	KC443V01N000071605
22	**MCC 7500 SOFTWARE**	KC443V00R000071604
23	**Conventional GTR8000**	KC112C04W000071601
24	**Conventional GPW8000**	KC112C054000071601
25	**7.16 SER 1 SER Installation Manual and Release Notes**	**DVN**4379A

Customers taking the A7.16 SER 1 should review the list of issues provided in Appendix D to determine which devices in their system are impacted and whether these specific fixes address issues that have been observed or are critical to the operation of the system. The System Level issues should be reviewed in-detail because the fixes provided for these issues impact multiple devices. The Release Notes for each issue included with the A7.16 SER 1 are provided on **DVN4379A.**

NOTE: Software installation times for A7.16 SER 1 applications depends the number, size and complexity of the patches being installed.

Appendix B – A7.16 SER 1 Impacted Devices

The impacted devices for this A7.16 SER 1 release are listed below. Customers should verify the version number of the software currently installed on their devices and compare it to the KC number listed in Appendix A when determining whether they need to install the software included with the A7.16 SER 1.

7.16 SER 1 Release	
	Impacted Devices
1	NM Client and STM Client
2	PM
3	UEM
4	Intersystem Gateway (ISGW)
5	IVD PDG
6	HPD PDG
7	IVDC PDG
8	GCP 8000 Site Controller – HPD*
9	GCP 8000 Site Controller – Trunking*
10	GPB Reference Distribution Module (RDM)*

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11	GCP 8000 Site Controller- Conventional
12	GCM 8000 Comparator- Conventional
13	GTR 8000 Base Radio- Trunking
14	GTR8000 Base Radio- Conventional
15	GPW8000 Base Radio Conventional
16	Motorola Network Devices S2500
17	Motorola Network Devices S6000
18	Motorola Network Devices GGM 8000
19	Windows Supplemental Full Config
20	Windows Supplemental Trans Config
21	Virtual Machine Image (IPCAP)
22	Virtual Machine Image (Syslog)
23	VMware vSphere 5.x Config Media
24	MCC 7100 SOFTWARE
25	MCC 7500 SOFTWARE

Even though a device is not listed in the Impacted Devices list, does not mean that newer software is not available. All other devices on a system and not listed should be checked to ensure they are running the latest software.

* Issue repairs for Site Equipment may depend on using the latest software version of the CSS application.

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Appendix C – Infrastructure FSBs Issued Between A7.16 System Release and A7.16 SER 1

Between the time that the A7.16 system release and this A7.16 SER 1 was issued there were some critical issue fixes to ASTRO infrastructure devices that were distributed to the field. These fixes are part of this A7.16 SER 1 baseline and are included with this software package (software listed in Appendix A). Unless otherwise noted these FSBs reflect warranty service items. Descriptions of these fixes can be found by referencing the following FSBs:

	FSB Number	FSB Title	Impacted Devices
1	11050	A7.16, A7.15 and A7.14 releases for GTR8000 resolve multiples issues	GTR 8000
2	11053	MCC 7100 (A7.13-A7.16), MCC 7500 (A7.9-A7.16): - Missing Site Control Path (scp) configuration on a MCC7100 Outside the RNI in any System, or any Console Dispatch Position in a K-Core System, can cause resources to remain unavailable after starting Elite	MCC 7500 and MCC 7100
3	11105A	A7.13, A7.14, A7.15, A7.16 ISSI 8000 – Console PTT on a foreign EF Johnson or Harris talkgroup always gets a busy	ISSI 8000
4	11054	A7.14 and A7.16 Site Controller (SC) releases fix multiple issues as indicated in the "Symptoms" section	GCP 8000
5	11058	A7.16 UEM, NM and STM – A software upgrade resolves "Errors being received on the UEM for the Virtual Center with the text "Cannot determine the impacted Managed Resource " and other issues as detailed in Appendix A.	UEM, STM
6	11057A	UEM - User is unable to load map tiles for zoom levels beyond 10 to the UEM server geomap partition.	UEM
7	11087	A7.16 - GGM8000, S6000 software downgrade and disaster recovery procedure from A7.16 EOS (16.8.x.x) and later version to A7.15 (16.7.x.xx) or earlier version requires manual setting of MNR firmware signing algorithm	S6000 and GGM 8000
8	11092A	R7.16 MCC 7100 and MCC 7500 with VPM Dispatch Positions used with A7.14, A7.15, and A7.16 System Cores resolves multiple issues as defined in the SYMPTOM section	MCC 7500 and MCC 7100
9	11113	A7.16 GCP 8000 - Emergency alarm initiated by a subscriber is not acknowledged by the site controller and causes missed audio.	GCP 8000
10	11128	Not able to transmit due to insufficient audio resources or no response to Push to Talk (PTT) on the MCC7100 with UABB/AIM	MCC 7500 and MCC 7100
11	11135	A secure call originating from an MCC7100 console residing outside of the Radio Network can cause listening MCC7500 consoles and MCC7500 archiving interface servers to go out of service	MCC 7500 and MCC 7100
12	MTN-0008-17-NA	A7.16 GGSN enters DHCP loop and misses responding to PDR requests	S6000 and GGM 8000

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MTN NUMBER: **MTN-0028A-17-NA**
APC: **Various**
DATE: **Feb-2017**
EXPIRES: **1-Feb-2020**

Appendix D – List of Issues

The following table provides a high level description of each of the issues addressed with the A7.16 SER 1. Customers should install the latest versions of the software as included with this SER.

	Release Note Number	System Level Release Notes
1	RN_ CCMPD-02079055	Receiver Multi-Coupler (RMC) alarms may not be reported
2	RN_ CCMPD-02072990	Workaround for SC-respin duplicate MAC address issue
3	RN_CCMPD-00003684	Media Access Control (MAC) port address may revert to default value.
4	RN_CCMPD-00003685	Receiver Multi-Coupler (RMC) alarms may not be reported
5	RN_CCMPD-00003664	Rarely, RF site device resets may be delayed.
		GTR 8000 Base Radio
6	RN_ CCMPD02109736	Error handler should perform immediate device reset
		Intersystem Gateway (ISGW)
7	RN_CCMPD-00003650	ISGW application may reset.
8	RN_CCMPD-00003654	Radio Frequency Switching System (RFSS) may reject supplementary data services after timeout.
9	RN_CCMPD-00003655	ISGWs in High Availability (HA) pair may lose connectivity.
10	RN_CCMPD-00003657	Configuration pull by Unified Network Configurator (UNC) from ISGW fails after ISGW upgrade.
11	RN_CCMPD-00003658	Configuration pull from Unified Network Configurator (UNC) fails after ISGW upgrade.
12	RN_CCMPD-00003686	Decryption failures may not be logged.
13	RN_CCMPD-00003687	ISGW may generate erroneous response to registration query.
14	RN_CCMPD-00003689	ISGW may reset unexpectedly.
15	RN_CCMPD-00003690	Reset from local administrative menu may fail.
16	RN_CCMPD-00003692	ISGW may initiate unconfirmed call on confirmed talkgroup.
		IP Packet Capture Server
17	RN_CCMPD-00003449	Hypervisor Statistics may not be captured if non-default definition names are used
18	RN_CCMPD-00003450	Rarely, Tomcat service may be disabled on one of four IP Packet Capture (IPCAP) instances
19	RN_CCMPD-00003700	IP Packet Capture (IPCAP) service may be started incorrectly.
20	RN_CCMPD-00003701	Collection of Hypervisor statistics may stop unexpectedly.
21	RN_CCMPD-00003702	Network interface swaps between two IP Packet Capture (IPCAP) servers cannot be performed in one step.
		MCC 7500 Dispatch Position Software

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MTN NUMBER: MTN-0028A-17-NA
APC: Various
DATE: Feb-2017
EXPIRES: 1-Feb-2020

22	RN_CCMPD-00003624	Alias for radio on inbound ASTRO Console Interface Module (ACIM) call is displayed as "Unknown".
23	RN_CCMPD-00003625	Application conflict occurs after attempt to transmit on supergroup resource.
24	RN_CCMPD-00003626	Elite Dispatch displays null alias for deselected telephony resources.
25	RN_CCMPD-00003627	Elite Dispatch displays generic message for audio processing error.
26	RN_CCMPD-00003628	Config Check does not display selective suspend settings for USB power.
27	RN_CCMPD-00003642	Console cannot transmit on telephony resource removed from patch.
28	RN_CCMPD-00003704	Import of translation files to newer version of Translation Tool fails.
29	RN_CCMPD-00003741	Console may delay responding to input if multiple inputs are received simultaneously or nearly simultaneously
30	RN_CCMPD-00003742	Out-Of-Service tone is played on first Emergency Alarm after a Zone Controller switchover
31	RN_CCMPD-00003743	After upgrading to A7.16 software, the console does not report any traps to the UEM
32	RN_CCMPD-00003744	Intermittently, Trunking Talkgroups may not successfully transmit or receive calls
33	RN_CCMPD-00003320	Rarely, Elite Dispatch may fail to switch between Elite database (.elt) files
34	RN_CCMPD-00003529	Radios may not receive encrypted audio from console after "late entry" to console transmission
35	RN_CCMPD-00003632	Console telephone is erroneously identified as "Unknown"
36	RN_CCMPD-00003634	Audio may be truncated or lost when sourced channel, with Channel Marker active, in patch is taken over
		Network Management Application CLIENT
37	RN_CCMPD-00003677	Zone Historical Reports application cannot open Talkgroup at Zone report.
		Network Management Application Server
38	RN_CCMPD-00003698	Erroneous error message is logged during network management (NM) server restore operations.
39	RN_CCMPD-00003699	Rarely, upgrade of network management (NM) server may fail.
		Provisioning Manager (PM)
40	RN_CCMPD-00003688	Provisioning Manager (PM) becomes unresponsive during import of Comma Separated Values (CSV) file.
41	RN_CCMPD-00003693	Provisioning Manager (PM) server may reset.
42	RN_CCMPD-00003694	Configuration distribution from Provisioning Manager (PM) to Zone Database Server (ZDS) may fail.
43	RN_CCMPD-00003695	Requests from Provisioning Manager Interface (PMI) Application Programming Interface (API) may time out.

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		Routers and Gateways
44	RN_CCMPD-00003290	Conventional Channel Gateway (CCGW) may erroneously indicate errors in call processing.
45	RN_CCMPD-00003309	Unified Event Manager (UEM) may display status of WAN port incorrectly.
46	RN_CCMPD-00003707	Router may reset after prolonged operation.
47	RN_CCMPD-00003708	Real-time Transport Protocol (RTP) header compression may produce memory leak.
48	RN_CCMPD-00003709	Routers may not propagate routing information across network.
49	RN_CCMPD-00003710	Border router may route packets into loop.
50	RN_CCMPD-00003711	Neighbor routers may be flooded by unnecessary Link-State Advertisement (LSA) routing updates.
51	RN_CCMPD-00003712	Border router may resend subscriber context creation request containing its own IP address.
52	RN_CCMPD-00003713	Gateway General Packet Radio Service Support Node (GGSN) may not respond to requests from Packet Data Router (PDR).
53	RN_CCMPD-00003715	Conventional Channel Gateway (CCGW) restart or change in analog configuration by Provisioning Manager (PM) may trigger loss of audio.
54	RN_CCMPD-00003716	Router link recovery may cause degradation of network capacity.
55	RN_CCMPD-00003717	Eight-digit dual-tone multi-frequency (DTMF) page transmission may fail.
56	RN_CCMPD-00003718	Conventional Channel Gateway (CCGW) may delay changes to Conventional IP Extension (CIPE) channel.
57	RN_CCMPD-00003719	Conventional Channel Gateway (CCGW) erroneously reports channel outage after software upgrade or channel configuration change.
58	RN_CCMPD-00003720	Router cannot restart after failure of Session Control Protocol (SCP) file transfer.
59	RN_CCMPD-00003721	Stream Control Transmission Protocol (SCTP) control traffic between zones may erroneously be sent in clear mode.
60	RN_CCMPD-00003723	Border router may block new Transmission Control Protocol (TCP) connections.
61	RN_CCMPD-00003724	S6000 router may erroneously report critical alarm during startup.
62	RN_CCMPD-00003725	Access to Simple Network Management Protocol (SNMP) user management may be denied from router console
63	RN_CCMPD-00003726	Analog audio may not be heard on dispatch console after CCGW restart during digital call.
64	RN_CCMPD-00003727	Analog audio may fail after change in port assignment.
65	RN_CCMPD-00003728	Conventional Channel Gateway (CCGW) may not update channel status after configuration change.
66	RN_CCMPD-00003729	Router or gateway may reset daily after manual configuration.
67	RN_CCMPD-00003732	Rarely, peer routers may not exchange dynamic routing information.
		Unified Event Manager (UEM)
68	RN_CCMPD-00003666	Fault management of devices linked through Radio Dashboard is supported.

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69	RN_CCMPD-00003602	UEM erroneously reports critical alarm for Virtual Management Server (VMS) host.
70	RN_CCMPD-00003603	Map symbols on "Physical Detail View" map report states for associated networks incorrectly.
71	RN_CCMPD-00003643	Acquiring feature license may fail when license is available.
72	RN_CCMPD-00003665	UEM may send internally inconsistent email notifications.
73	RN_CCMPD-00003669	User-defined name of shared LMR may be lost during rediscovery.
74	RN_CCMPD-00003672	UEM alert filter may fail after configuration change.
75	RN_CCMPD-00003673	Device rediscovery may fail.

The Release Notes and the Installation Guide can be viewed on-line, by logging into the Motorola Online Website at: https://businessonline.motorolasolutions.com and following the navigation below:

From the Home screen:
• Select the *Resource Center* option on *Resource Center* pull-down Menu Bar at the top of the screen.
• Once in the *Resource Center*, Expand the *Product Information* menu on the tool menu on the left hand side of the screen.
• Expand the *Announcements* sub-menu under the *Product Information* menu option.
• Select *New Product Release* under the *Announcements* sub-menu.
• On this screen, you will find the "ASTRO 25 7.16 SER 1 Release Notes" & "ASTRO 25 7.16 SER 1 Installation Guide" listed in the content.

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Upgrade Operations Software Team

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 _____   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: _____   Bill To: _____

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Email: _____

Attn: _____

Phone: _____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____

MOTOROLA *SOLUTIONS*

Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To: _____	**From:** _____
Company: _____	Date: _____
Fax Number: _____	Total Pages: _____
Phone Number: _____	Sender's Case#: _____
Re: _____	

° 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 Fax or email back to the Upgrade Operations Software

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Team

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EXPIRES: **1-Feb-2020**

° 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 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: _____

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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: _____