

## Motorola Solutions Technical Notification (MTN)

**TITLE:** New KMF software version resolves multiple issues

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

Note: Please see Appendix-A for additional symptom details

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

T7688 - High or Mid Tier KMF

- ZA01180AA - Web Client Option

T8164 - Small Fleet KMF

- ZA01179AA - Web Client Option

Affected Versions: R07.17.0052 - R07.18.0236

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**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-0029-19-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 UOST for processing

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

Version R07.18.0377

KMF Server: KC137V01I000718003

KMF Standby Server: KC137V01J000718003

KMF Small Fleet: KC137V01L000718003

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

**ADDITIONAL INFORMATION:**

NA

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

MN005492A01-D

**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 \_\_\_  
Information only \_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)

## **Appendix A – Additional Symptom details**

**Abstract:** KMF loses communications with the KMF CryptR when battery is low

**Special Configurations:** R07.17.0052 or later.

**User Symptoms:** When the KMF CryptR reports a low battery indication to the KMF, the KMF is no longer able to communicate with the KMF CryptR. The KMF is unable to perform any operations nor is it able to perform master key changes.

**Description:** When the Start column is selected to sort the list, the KMF will list the items by date and time.

**CORRECTIVE ACTIONS:**

WARNING: Opening the KMF CryptR housing will result in loss of the Master Keys.

WARNING: If the battery status is low, powering down the KMF CryptR might result in loss of the Master Keys.

DO NOT change the battery or power down the KMF CryptR until the KMF upgrade to R07.18.0377 has been completed.

After upgrading the KMF, ensure the Master Key for each algorithm is known before changing the battery. If the Master Key is unknown, create a new key for each algorithm and perform a Modify Master Key operation. Refer to the latest manual for instructions.

**Abstract:** Key sharing between two KMFs fail

**Special Configurations:** R07.17.0052 or later.

**User Symptoms:** Key sharing between two specific KMFs consistently fails at some point in time. This failure will remain until the destination KMF is reset. This issue is triggered when a second session to a destination KMF is started while another session is in progress.

**Description:** The destination KMF will cancel an attempted key share session if existing session is in progress. It will successfully allow a key share session if one is not in progress.

**Abstract:** Key sharing does not work for a redundant KMF when using the OTAR IP address

**Special Configurations:** R07.17.0052 or later. One of the KMFs is enabled for redundancy.

**User Symptoms:** A KMF that is configured for redundancy fails to perform a key or radio sharing operation. This failure occurs if the Remote KMF record is configured using the redundant KMF's OTAR IP address.

**Description:** The KMF will perform successful key or radio sharing operations when the Remote KMF record is configured using the redundant KMF's OTAR IP address.

**Abstract:** precheck.bat fails during KMF upgrade

**Special Configurations:** R07.18.0236 or earlier

**User Symptoms:** During the upgrade process, a keystore error is reported when running precheck.bat. The specific error is "ERROR: password is not correct for KMF keystore file. Error number 1". This error will occur if the keystore password contains a special character.

**Description:** When the keystore password contains a special character, precheck.bat will execute successfully



---

**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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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:

---

