

Motorola Solutions Technical Notification (MTN)

TITLE: New Conventional Comparator GRV software versions resolve multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO25

SYMPTOMS:

Please see Appendix A – Additional Symptom details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Conventional Comparator GRV:

A7.17.2/3 Prior to CvCM_R07.17.2.024

A7.18, A2019.1 and A2019.2 Prior to CvCM_R08.03.034

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

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-0029-20-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):

Release 7.17.3 CvCM_R07.17.2.024 KC112C05AA00717204

Releases 7.18, A2019.1, A2019.2 CvCM_R08.03.034 KC112C05AA00718003

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

After reboot ___

After (re)installation ___

After upgrade ___

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After power cycle ___
After database restoration ___
After failure **X**
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 center

https://www.motorolasolutions.com/en_us/support.htm

Appendix A – Additional Symptom details – Closed Defects

Abstract: Preemphasis/limiter is incorrectly configured on non-simulcast GRV

User Symptoms: When a GRV is configured as non-simulcast it should disable preemphasis automatically, but, after performing transmitter test pattern, the preemphasis stays enabled. This may lead to voice distortion.

Impacted Releases/Products: Conventional Comparator GRV post-7.17.2 versions: releases A7.17.2/.3, A7.18, A2019.1 and A2019.2.

Abstract: Transceiver Option Card is disabled on fresh new boards running GRV.

User Symptoms: When a brand new GRV board boots up in the CONFIGURATION mode, the Transceiver Option Card (TOC) may be grayed out in CSS and disabled. Also "Internal Frequency Reference Oscillator Status is unavailable" pop-up may appear on the CSS Alignment screen.

Impacted Releases/Products: Conventional Comparator GRV post-7.17.2 versions: releases A7.17.2/.3, A7.18, A2019.1 and A2019.2.

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: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing**Internal Billing**

P.O. #: _____
CUST #: _____
TAG #: _____

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 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:
