

## Motorola Solutions Technical Notification (MTN)

**TITLE:** GRV8000 Comparator resetting with Internal error 1

**TECHNOLOGY:** ASTRO 25

**SYMPTOMS:**

A GRV that is transitioned to the Service Mode, while still connected to CIPE, may reset after approximately 3 hours. The reset is observed as a stop in the tests tone transmission.

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

A7.17.2/3 release GRV8000 Comparator Software - Version CvCM\_R07.17.019 and before

A7.18 release GRV8000 Comparator Software - Version CvCM\_R08.03.022 and before

**SEVERITY RECOMMENDATION:**

Medium - Perform at next scheduled maintenance.

**ROOT CAUSE / DEFINITIVE TEST:**

After the GRV enters the Service Mode of operation it should ignore all messages from IAN. The issue was caused by the fact that Keep Alive messages from CIPE were indeed dropped, however the memory allocated for their storage wasn't freed. Therefore, if there was an active connection between CIPE and GRV, every KA packet would effectively reduce GRV's available memory until it finally reset. In setups without such a connection this memory leak has never been observed.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Disconnect GRV from CIPE before putting it in the Service Mode.

**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-0030-19-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):**

A7.17.2/3 release GRV8000 Comparator Software - Version CvCM\_R07.17.020 - KC KC112C05AA00717203

A7.18 release GRV8000 Comparator Software - Version CvCM\_R08.03.023 - KC KC112C05AA00718002

**ADDITIONAL INFORMATION:**

NA

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

NA

**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](https://www.motorolasolutions.com/en_us/support.html)



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**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: \_\_\_\_\_

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 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

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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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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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