

DOCUMENT NUMBER: **MTN-0030-25**ISSUE DATE: **2025-02**

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Zone Controller Conventional Site Links Reset

## Technology

ASTRO® 25

## Severity Recommendation

High/Safety - Perform Immediately

## Symptoms

After upgrading the Zone Controller to ZC-Astro-32.01.03.62-01 in a zone with conventional sites, the Zone Controller will experience a condition where conventional site links reset every 3 seconds. UEM reports Critical Alarm for Control Paths: *DOWN, CCGW-ZC Connection Lost. - No Activity from Site XXXX, Control Path X.*

## Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.x, AN2024.x	Zone Controller (ZC-Astro-32.01.03.62-01)

## When To Apply

Immediately \_X\_

## Workaround/Recovery

Revert any Zone Controller running version ZC-Astro-32.01.03.62-01 in an ASTRO® 25 system to the previous version.

**Do not install ZC-Astro-32.01.03.62-01 on any additional Zone Controllers.**

## Resolution And Repair Procedure

In order to revert a Zone Controller to an earlier version, the disaster recovery procedure for a Virtual Machine must be used.

## Time To Implement/System Impact

Estimated time to implement - per machine - up to 4 hours

System Impact: Medium - Loss of Zone Controller redundancy during recovery

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## Software Parts Required

The Zone Controller software is provided for reference:

Name / SW version / System Release	Details / Part Number
ZC-Astro-32.01.03.56-01 or earlier /A2022.x, AN2024.x	KC877V04Z000200210

## Hardware Parts Required

Name	Part Number
N/A	N/A

## Additional Information

N/A

## Reference The Following Documents/Processes For Installation Procedures

Refer to applicable document number depending on your system release: [Zone Controller Feature Guide](#) chapter Zone Controller Disaster Recovery.

## Labor Allowance

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

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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