MOTOROLA SOLUTIONS

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Motorola Solutions Technical Notification (MTN)

TITLE: A 'Password encryption failed' message is shown when attempting to read a radio with the R17.00.01 CPS

TECHNOLOGY: APX CPS

SYMPTOMS:
When attempting to read an APX radio with R17.00.01 CPS, the following error message(s) is shown:
"Application encountered an error. WiFi password encryption failed" "Application encountered an error. External Data Modem password encryption failed"

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
This issue occurs only when the XTS/XTL CPS is installed on the same machine as APX CPS R17.00.01

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
This is a Compatibility issue between the APX CPS and the XTS/XTL CPS.

WORKAROUNDS AND CORRECTIVE ACTIONS:
Workaround - follow these steps:

For 64 Bit OS's
1. Navigate to: "C:\Program Files(x86)\Motorola\ApxFamilyCps R17\32Bit"
2. Copy authAES.DLL
3. Navigate up one folder to "C:\Program Files (x86)\Motorola\ApxFamilyCps R17"
4. Paste the file in this location

For 32 Bit OS's
1. Navigate to "C:\Program Files\Motorola\ApxFamilyCps R17\32Bit"
2. Copy authAES.DLL
3. Navigate up one folder to "C:\Program Files\Motorola\ApxFamilyCps R17"
4. Paste the file in this location

RESOLUTIONS AND REPAIR PROCEDURES:
Software fix for this issue will be available with APX CPS R17.01.00 (May 2018)

When released, the Software will be available on Motorola On-Line webpage which is located at:
https://businessonline.motorolasolutions.com/Member/ContentManagement/resourcecenter.asp

Select the following path from the items on the left side of the page,
o Software -> Two-Way -> APX Family Portables and Mobiles

PARTS REQUIRED (HARDWARE/SOFTWARE):
NA

ADDITIONAL INFORMATION:
NA

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