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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

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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 ___

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