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Motorola Solutions Technical Notification (MTN)

TITLE: Security update for MAC Port Lockdown feature on an Expandable Site Subsystem (ESS) containing an XHub.

TECHNOLOGY: ASTRO 25 trunking systems

SYMPTOMS:

Security update for MAC Port Lockdown feature on an Expandable Site Subsystem (ESS) containing an XHub.

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

The KC part numbers below are applicable for all supported releases (A7.18 and newer):

GCP 8000 Repeater Site Controller
 GPB 8000 Reference Distribution Module
 KC112C029000090201
 Version: PSC_R09.02.021 or prior
 Version: RDM R09.02.021 or prior

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

None

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference MTN-0037-23-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 MSSF for processing

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TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine:

ASTRO Trunking products are upgraded together as a whole site: approximately 1 hour for software transfer and 5 minutes
per channel to install.

High - Loss of functionalities/audio/downtime:

• ASTRO Trunking products are upgraded together as a whole site: less than 5 minutes of downtime for each channel (the site remains in wide trunking during the software installation).

PARTS REQUIRED (HARDWARE/SOFTWARE):

The KC part numbers below are applicable for all supported releases (A7.18 and newer):

GCP 8000 Repeater Site Controller
 KC112C029000090202
 Version: PSC_R09.02.031 & newer
 GPB 8000 Reference Distribution Module
 KC112C056000090202
 Version: RDM R09.02.031 & newer

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Software Download Manager User Guide

WHEN TO APPLY RESOLUTION:

Immediately X

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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

In NALA https://www.motorolasolutions.com/en_us/support.html
In EMEA https://www.motorolasolutions.com/en_xu/support.html
In Asia https://www.motorolasolutions.com/en_xu/support.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW order form.pdf

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