

## 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 KC112C029000090201 Version: PSC\_R09.02.021 or prior
- GPB 8000 Reference Distribution Module KC112C056000090201 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

DOCUMENT NUMBER: MTN-0037-23-NA  
APC: 112  
ISSUE DATE: May-2023  
EXPIRATION DATE: 31-May-2024  
Bulletin Type: Informational Only

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

In EMEA [https://www.motorolasolutions.com/en\\_xu/support.html](https://www.motorolasolutions.com/en_xu/support.html)

In Asia [https://www.motorolasolutions.com/en\\_xp/support.html](https://www.motorolasolutions.com/en_xp/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](http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf)