

Motorola Solutions Technical Notification (MTN)

TITLE: Failed to force initialize ZDS from PM. Do not install or upgrade to ZDS-Astro-07.20.01.50-00

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Both Force initialization and Distribution Changes operations finish with status "Complete with warnings".

Impact: New radio aliases and/or updates of the aliases are not synchronized from UCS to ZDS, which will prevent the Console Ops, AUC, ATR, IMW and ZC from getting new/updated changes to radio aliases that had been previously entered by a PM operator or updated using the UCS application programming programming interface.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ZDS-Astro-07.20.01.50-00, KC877V0AV000200102 for A2020.1 and A2021.1 (both in upgrade and fresh install scenarios.)

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

An incompatibility between UCS and ZDS does not allow for alias distribution.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Do not install or upgrade to ZDS-Astro-07.20.01.50-00. Use ZDS-Astro-07.20.01.26-00 instead.

RESOLUTIONS AND REPAIR PROCEDURES:

If the customer installed or upgraded to ZDS-Astro-07.20.01.50-00 (KC877V0AV000200102), they should re-deploy older version ZDS-Astro-07.20.01.26-00 (KC877V0AV000200103). To do that please refer to "Private Network Management Servers Feature Guide" manual, chapter 3 and 4. (for 2020.HS, 2020.1 refer to MN007171A01, while for ASTRO 2021.1 refer to MN007580A01)

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 Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
- 2) Await confirmation email from Motorola Solutions Software Factory with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0040-21-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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PARTS REQUIRED (HARDWARE/SOFTWARE):
ZDS-Astro-07.20.01.26-00 (KC877V0AV000200103)

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

MN007171A01, <https://learning.motorolasolutions.com/installation-guide/62596enus>, chapter 3 and 4 for 2020.HS, 2020.1
MN007580A01, <https://learning.motorolasolutions.com/installation-guide/69323enus>, chapter 3 and 4 for ASTRO 2021.1

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 center

https://www.motorolasolutions.com/en_us/support.html

Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer
Name _____

Case Number _____
Site ID _____
Site Name _____

Form
Completed by _____
Organization _____
Phone
Number _____
Pager
Number _____
Fax Number _____

Field Contact _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change:

Downgrade? If so, list current and target releases.

Software / Hardware Description:

Part # or Version #

Quantity

Date Required

SECTION 3: Shipping / Billing Information

Ship To:

Email:

Attn:

Phone:

Customer Billing

P.O. #:

CUST #:

TAG #:

Bill To:

Attn:

Phone:

Internal Billing

PROJECT #:

FSB #:

DEPT #:

APC #:

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory Team*.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory Team*
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
