**MOTOROLA** *SOLUTIONS*

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# Motorola Solutions Technical Notification (MTN)

**TITLE:** Previously active PDG (Packet data gateway) will have standby PDR (Packet Data Router) and active RNG (radio network gateway) after power on.

**TECHNOLOGY:** ASTRO 25 IVD PDG (Trunked Integrated Voice and Data Packet data gateway), IVD Conventional (Conventional Integrated Voice and Data Packet data gateway), HPD PDG (High Performance Data Packet data gateway)

**SYMPTOMS:**
1. Radios operating outside their home zone are unable to context activate.
2. Links between the RNG and RF (Radio Frequency) sites do not recover after going down.

This occurs when the OS (Operating System) hosting the active PDG is restarted or the VM (Virtual Machine) is powered off.

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**
A2020.1, A2020.HS, A2021.1 IVD PDG: IVDPDG-Astro-20.14.00.00-38 and lower
A2020.1, A2020.HS, A2021.1 HPD PDG: HPDPDG-Astro-20.15.00.00-24 and lower
A2020.1, A2020.HS, A2021.1 Conv PDG: IVDCPDG-Astro-20.16.00.00-32 and lower
A2019.2 IVD PDG: IVDPDG-Astro-19.14.00.00-21 and lower
A2019.2 HPD PDG: HPDPDG-Astro-19.15.00.00-20 and lower
A2019.2 Conv PDG: IVDCPDG-Astro-19.16.00.00-17 and lower
A7.18 IVD PDG: IVDPDG-Astro-07.18.00.07-10 and lower
A7.18 HPD PDG: HPDPDG-Astro-07.18.00.07-09 and lower
A7.18 Conv PDG: IVDCPDG-Astro-07.18.00.05-09 and lower

**SEVERITY RECOMMENDATION:**
**Medium / Operational**  - Schedule to implement

**ROOT CAUSE:**
Software defect

**DEFINITIVE TEST:**
The following commands  executed on the standby PDG shouldn't return anything:
1. IVD and HPD PDGs:
   netstat -an | grep 10130
2. Conv PDG:
   netstat -an | grep 49158

If the above commands return any message, like the one from the example below, order software listed in the PARTS REQUIRED (HARDWARE/SOFTWARE) section.
        udp     0     0 10.6.235.15:10130     0.0.0.0:*

**WORKAROUNDS AND CORRECTIVE ACTIONS:**
Restarting  the standby PDG or the OS that hosts  the standby PDG puts the PDG in the correct state. Note that the system is still susceptible to this problem if the conditions noted earlier reoccur.
The workaround does not impact data service. Estimated workaround time: five minutes per PDG.

**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 the confirmation email with instructions from Motorola Solutions Software Factory (MSSF)
3) Complete the Motorola Solutions Software Factory Software Order Form:
    a) Reference **MTN-0040C-22-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 the completed Software Order Form to MSSF for processing

**IMPORTANT**: Due to the very low impact, there is no fix for the HPD (High Performance Data Packet data gateway).

**TIME TO IMPLEMENT/SYSTEM IMPACT:**

**Medium** - Time consuming but no loss of functionalities
**Estimated time to implement - per machine -** 40-60 min

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

IVD PDG 2020.1/2020.HS/2021.1: IVDPDG-Astro-20.14.00.00-39 - KC222V001000200600 or later
IVDC PDG 2020.1/2020.HS/2021.1: IVDCPDG-Astro-20.16.00.00-33 - KC222V002000200600 or later
IVD PDG A2019.2: IVDPDG-Astro-19.14.00.00-23 - KC222V001000190500 or later
IVDC PDG A2019.2: IVDCPDG-Astro-19.16.00.00-19 - KC222V002000190500 or later
IVD PDG A7.18: IVDPDG-Astro-07.18.00.07-11 - KC222V001000180400 or later
IVDC PDG A7.18: IVDCPDG-Astro-07.18.00.05-10 - KC222V002000180300 or later

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES**:

To manually upgrade PDG, see "Upgrading Linux-Based Virtual Machines" in Packet Data Gateways Feature Guide.

**WHEN TO APPLY RESOLUTION:**

During maintenance _X_
As instructed _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.**
**https://www.motorolasolutions.com/en_us/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**