MOTOROLA SOLUTIONS

Motorola Solutions Technical Notification (MTN)

TITLE: Windows_Supplemental_GUI.exe does not allow users to apply hardening or softening on "bring your own device" (BYOD) with Windows 10 Professional x64.

TECHNOLOGY: ASTRO 25

SYMPTOMS:
When applying Device-Specific settings using the Windows Supplemental Media on the Device Specific Settings screen the drop-down list is not displayed on Windows 10 systems other than LTSB/LTSC.
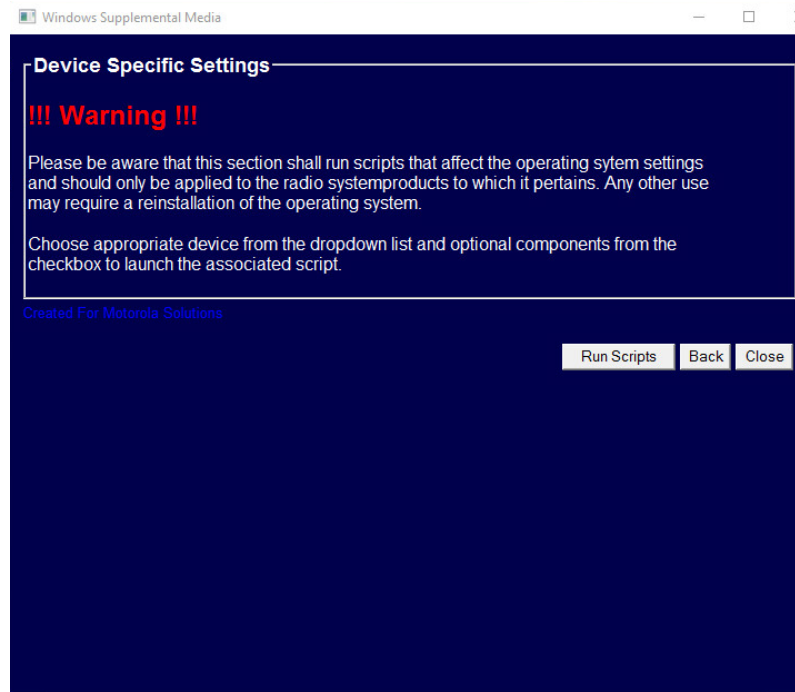
MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO A7.17.x, ASTRO A7.18, ASTRO A2019.x

Note: SUS (Security Update Service) Motopatch for Windows is not supported by MSI on BYOD devices

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
Lack of support for Windows 10 systems other than LTSB/LTSC.

RESOLUTIONS AND REPAIR PROCEDURES:
For Windows 10 version other than: 1507, 1607, 1809 in a BYOD scenario update to the software versions listed in the Parts Required section

How to check the system version:
1. Login to the system using an account with administrator privileges.
2. Open Powershell command line as an Administrator and execute the following command:
   (Get-ItemProperty -Path "HKLM:\SOFTWARE\Microsoft\Windows NT\CurrentVersion" -Name ReleaseId).ReleaseId

The number returned indicates the release of Windows.

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-0042-20-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 the Motorola Solutions Software Factory for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000071710 or later	A7.17.x
Windows Supplemental Trans Config	KC877V088000071710 or later	A7.17.x
Windows Supplemental Common	KC877V089000071710 or later	A7.17.x
Windows Supplemental Full Config	KC877V087000718009 or later	A7.18
Windows Supplemental Trans Config	KC877V088000718009 or later	A7.18
Windows Supplemental Common	KC877V089000718009 or later	A7.18
Windows Supplemental Full Config	KC877V087000190202 or later	A2019.x
Windows Supplemental Trans Config	KC877V088000190202 or later	A2019.x
Windows Supplemental Common	KC877V089000190202 or later	A2019.x

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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 _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.

For assistance with this bulletin please contact your MSI Technical support center
https://www.motorolasolutions.com/en_us/support.html

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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	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		

Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax 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: _____   Bill To: _____
_____   _____
Email: _____   _____
Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing   **Internal Billing**

P.O. #: _____   PROJECT #: _____
CUST #: _____   FSB #: _____
TAG #: _____   DEPT #: _____
                            APC #: _____

° 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 Fax or 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 in an 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: _____