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APC: 112

ISSUE DATE: 03-2022 EXPIRATION DATE: 31-03-2023

Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: GTR/GPW8000 Conventional base station is showing scan is suspended

TECHNOLOGY: ASTRO 25, GPW 8000 Satellite Receiver with frequency scan enabled

SYMPTOMS: A GPW 8000 configured as Satellite Receiver with frequency scan functionality enabled does not actually scan after a reset. The user may observe missed calls and, after connecting to the GTR/GPW8000 with CSS and opening the Status Panel Screen, it shows that the scan is either suspended or disabled.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

- A7.18: CONVBR_R08.03.040 and prior, KC112C04W000718004/KC112C054000718004 and prior
- A2019.2: CONVBR_R08.04.021 and prior, KC112C04W000190200/KC112C054000190200 and prior
- A2020.1 and later releases: CONVBR_R09.01.001 and prior, KC112C04W000200100/KC112C054000200100 and prior

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

WORKAROUNDS: N/A

CORRECTIVE ACTIONS:

Upgrade software to the version listed under Parts Required.

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RESOLUTIONS AND REPAIR PROCEDURES: Perform Single Device SWDL operation to upgrade the box.

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:
 - Reference MTN-0042-22-NA in the 'Reason for Software/Hardware Change' section of the software order form.
 - b) List the part number (**KC #** as listed under "<u>PARTS REQUIRED (HARDWARE/SOFTWARE)</u>" below) in the 'Part # or Version #' section of the software order form.
- Email completed Software Order Form to MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - 30 minutes

System Impact: Medium - Loss of functionality for up to 5 minutes during a reset being a part of Installation phase

PARTS REQUIRED (HARDWARE/SOFTWARE):

- A7.18, A2019.2: CONVBR_R08.04.212 or newer, KC112C054000190201/KC112C04W000190201 or newer
- A2020.1 and later releases: CONVBR_R09.02.012 or newer, KC112C04W000200101/KC112C054000200101 or newer

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Software Download Manager User Guide: https://learning.motorolasolutions.com/user-guide/54771enus

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WHEN TO APPLY RESOLUTION:

During maintenance <u>X</u> Immediately <u>X</u>

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-topics.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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