

## 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.

**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:
  - a) 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 "**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

**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>

DOCUMENT NUMBER: MTN-0042-22-NA

APC: 112

ISSUE DATE: 03-2022

EXPIRATION DATE: 31-03-2023

Bulletin Type: Informational Only

**WHEN TO APPLY RESOLUTION:**During maintenance   X  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.

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