

DOCUMENT NUMBER: MTN-0043-22-NA
APC: 382
ISSUE DATE: 03-2022
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Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: Telecommunications Network Server (TeNSr) Channel Bank Remote Terminal Connection fails via iUEM

TECHNOLOGY: ASTRO 25 SDM3000

SYMPTOMS: The user is not able to login to the TeNSr Channel Bank Terminal Port resulting in loss of ability to configure the TeNSr Channel Bank parameters.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Model affected: Basic model (FN4543A) and Advance model (FN4544A)

Astro Release	SDM Builder Version	File System Version	App Version	ISO Version	Part number
A7.18	8.50-12	7.75-4	6.60-4	4.40.02	KC382V03M000200102
A2019.2	9.00-08	7.80-8	7.00-8	4.40.02	KC382V03M000200102
A2020.1/A2021.1	10.00.06	7.90-8	7.50-8	4.40.02	KC382V03M000200102

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

The SDM3000 application relies on a third-party component for part of the interface used to manage the Channel Bank. After an update to the third-party component, this interface was changed in a way that was no longer compatible with the SDM3000 application, resulting in inability to manage the Channel Bank.

DEFINITIVE TEST:

None

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

Software upgrade

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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 confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0043-22-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:

Medium - No loss of functionalities

Estimated time to implement - per machine - 20 minutes

PARTS REQUIRED (HARDWARE/SOFTWARE):

Astro Release	SDM Builder Version	File System Version	App Version	ISO Version	Part number
A7.18	8.50-13	7.75-5	6.60-5	4.40.03	KC382V03M000200103
A2019.2	9.00-09	7.80-9	7.00-9	4.40.03	KC382V03M000200103
A2020.1/A2021.1	10.00.07	7.90-9	7.50-9	4.40.03	KC382V03M000200103

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

SDM3000 Builder User Guide

MN005409A01

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WHEN TO APPLY RESOLUTION:

During maintenance _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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf