

## Motorola Solutions Technical Notification (MTN)

**TITLE:** New IMW software versions resolve multiple issues as defined in the SYMPTOM section

**TECHNOLOGY:** ASTRO25

**SYMPTOMS:**

Note: Please see Appendix-A for 5.2.1 and Appendix B for 5.2.2 additional symptom details

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

IMW 5.2.1 release prior to 5.2.1.013

IMW 5.2.2 release prior to 5.2.2.110

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Software Defect

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

**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 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-0049-20-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):**

**KC232L06K000522001**

**ADDITIONAL INFORMATION:**

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

ReadMe file on media content.

**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_\_

After (re)installation \_\_\_\_

After upgrade \_\_\_\_

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After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_\_\_  
On FRU replacement \_\_\_  
During maintenance \_\_\_  
Immediately \_\_\_  
As instructed \_X\_  
Information only \_\_\_

**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](https://www.motorolasolutions.com/en_us/support.html)

## **Appendix A – Resolution details for IMW 5.2.1.013**

**Abstract:** MongoDB log file does not rotate

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** N/A

**User Symptoms:** MongoDB log files constantly growing without any rotation mechanism, causing disk space exhaustion.

**Abstract:** LRRP Api does not send notification about presence status change

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** LRRP Api client will not get presence status update

**Abstract:** Reporting threshold changes with cadence change from 3rd party application tied into IMW

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** Change cadence operation performed on LRRP API accidentally turned off threshold parameter.

**Abstract:** Emergency GPS time inaccurate

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** Location report without GPS included cause time increment on IMW and triggered notification update to LRRP client application

**Abstract:** Sensor Profile update changes not reflected on ASTRO radio

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** Core Sensor service restart is needed to have configuration changes completed.

**Abstract:** UNS Presence service reaches restart limit

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** Querying for non existing devices via PN Watcher interface causes service to restart. Few occurrences could trigger switchover in case of redundant configuration

**Abstract:** Button Reset UNS provisioning Data in AdminClient crash IMW data

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** N/A

**User Symptoms:** In case of clicking 'Reset UNS provisioning data' button IMW Presence stopped to communicate with other services and external APIs.

**Abstract:** Core VM out of memory caused unplanned IMW switchover

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** N/A

**User Symptoms:** Discovery service memory consumption constantly growing and in case of no restart for a few months, out of memory exception can occur.

**Abstract:** CoreLocation dropping location reports when astro devices share ip addresses

**System Platforms Affected:** IMW 5.2.1

**Special Configurations:** Astro

**User Symptoms:** In case small IP pool or dropping presence deregistration message an issue may occur where Core Location service have incorrect IP assigned to device ID. As a result location reports are dropped and not sent to client application.

## **Appendix B – Resolution details for IMW 5.2.2.110**

**Abstract:** UNS Presence service reaches restart limit

**System Platforms Affected:** IMW 5.2.2

**Special Configurations:** Astro

**User Symptoms:** Querying for non existing devices via PN Watcher interface causes service to restart. Few occurrences could trigger switchover in case of redundant configuration.

**Abstract:** When quickly close wss subscription, it might be not correctly removed from system, what will cause memory leak

**System Platforms Affected:** IMW 5.2.2

**Special Configurations:** N/A

**User Symptoms:** Web socket subscription opened and closed very quickly, may cause subscription removal issue and memory that is constantly growing on AE machine.

**Abstract:** IMW Configuration Manager shows error when trying to edit device.

**System Platforms Affected:** IMW 5.2.2

**Special Configurations:** IMW with Presence license (no Location license)

**User Symptoms:** When IMW configured to work with Presence only an issue occurs when trying to edit device parameters in Configuration Manager.

**Abstract:** Script to enable McAfee on RHEL

**System Platforms Affected:** IMW 5.2.2

**Special Configurations:** Astro

**User Symptoms:** Deploying McAfee antivirus from CSMS is not possible on IMW RHEL without included script.



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**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer \_\_\_\_\_  
Name \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form \_\_\_\_\_  
Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone \_\_\_\_\_  
Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

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**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 \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**Ship To: \_\_\_\_\_  
\_\_\_\_\_Bill To: \_\_\_\_\_  
\_\_\_\_\_Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

**Customer Billing****Internal Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
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 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 is 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

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Software Description

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Part# or Version #

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Software Description

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Part# or Version #

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Quantity:

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