

Motorola Solutions Technical Notification (MTN)

TITLE: ConvPDG reporting Internal Software Error - CRITICAL ERROR Enumeration: XXX

TECHNOLOGY: ASTRO 25 IVD Conventional (Conventional Integrated Voice and Data Packet data gateway)

SYMPTOMS:

Active PDR under heavy load might become unresponsive (application may stop running). This issue may cause a switchover to the backup PDR. Additionally, UEM may report the following major alarm every 10 mins for PDR (Packet Data Router): *"Internal Software Error. If the problem persists, contact Motorola Solutions Support Center - Actual Alarm number: XXX"*. The following message is displayed on the console: *"Lock table is out of available locker entries"*.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

IVDC PDG A2022.1, A2022.HS: IVDCPDG-Astro-22.16.00.00-25 and prior

IVDC PDG A2020.1, A2020.HS, A2021.1: IVDCPDG-Astro-20.16.00.00-36 and prior

IVDC PDG A2019.2: all versions

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

None

WORKAROUNDS:

Force a switchover with redundant PDG and reset the affected PDG virtual machine. On a single PDG system, reset the PDG virtual machine.

CORRECTIVE ACTIONS:

Reinstall or perform upgrade of the Conv PDG application to the version listed below.

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade the Conv PDG application.

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:

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- a) Reference **MTN-0051-23-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 - 40-60 min

High - Loss of functionalities/audio/downtime - PDG functionality will not be available during the upgrade.

PARTS REQUIRED (HARDWARE/SOFTWARE):

IVDC PDG A2022.1, A2022.HS: IVDCPDG-Astro-22.16.00.00-27 - KC222V002000220300 or later

IVDC PDG A2020.1, A2020.HS, A2021.1: IVDCPDG-Astro-20.16.00.00-39 - KC222V002000200800 or later

IVDC PDG A2019.2: use the workaround mentioned above

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

To manually upgrade PDG, see "Upgrading Linux-Based Virtual Machines" in [Packet Data Gateways Feature Guide](#).

WHEN TO APPLY RESOLUTION:

After failure _X_

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.html - for NALA customers

https://www.motorolasolutions.com/en_xu/support.html - for EMEA customers

https://www.motorolasolutions.com/en_xp/support.html - for APAC customer

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

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