

Motorola Solutions Technical Notification (MTN)

TITLE: Audio lost on (Gen1) GTR8000 channels during long calls

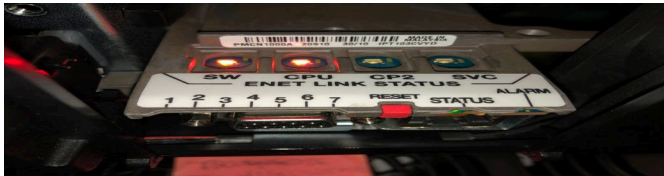
TECHNOLOGY: ASTRO 25 Trunking/Conventional

SYMPTOMS:

Wide area audio loss after 60 seconds of a voice call (call can be one long call or multiple PTT's occurring while hangtime is still active on same channel assigned). At receiving sites, customers perceive this as extended hang time for the same call, but with no audio. At the sourcing site, there's no visible symptom to indicate this issue is occurring. Local repeat calls are not impacted; there is no audio loss for single-site calls.

This issue occurs on Generation 1 hardware only. Hardware type can be determined via CSS or looking for a white label by the front of the transceiver board, which indicates Generation 1 hardware.

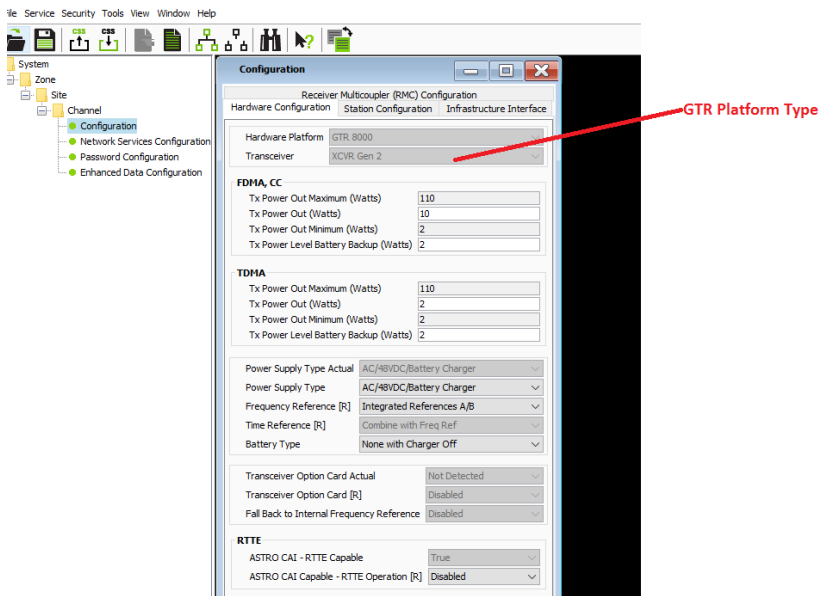
This white label attached to the transceiver board can help identify GEN 1 hardware.



Identifying hardware type form CSS:

After reading the device with CSS, click on Configuration in the left navigation pane. In the Configuration window which appears, click on the Hardware Configuration tab. The second field ("Transceiver") will have the value "XCVR Gen 1" for GTR 8000 Gen1 equipment. See Figure below.

[192.168.1.1] CSS - ASTRO®25 Repeater Site Base Radio



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MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.18 GTR8000 SiteRptr Base Radio Software - KC112C03L000071800 - SiteRptrBR_R07.18.019
A7.18 GTR8000 MultiSite Base Radio Software - KC112C03K000071800 - MsBR_R07.18.019
A7.18 GTR8000 Conv Base Radio Software - KC112C04W000718000 - ConvBR_R07.18.019
A7.18 GPW8000 Conv Receiver Software - KC112C054000718000 - ConvBR_R07.18.019
A7.17.2 GTR8000 Conv Base Radio Software - KC112C04W000717200 - ConvBR_R07.17.2.010
A7.17.2 GPW8000 Conv Receiver Software - KC112C054000717200 - ConvBR_R07.17.2.010

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

The root cause is a latent memory management interaction error in the network device driver, which renders the GTR Gen1 unable to respond on the local network to indicate its continued presence in the wide area voice call. Once this issue has occurred, the ASTRO router prunes the GTR off of the wide area multicast group, resulting in the lost audio symptom. The issue is timing related and was not visible until implementing a new network stack in A7.17.2 (Conventional) and A7.18 (Trunking) which changed the timing.

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA.

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0052-19-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Upgrade SW for GTR8000 SiteRptr, MsBR and Conventional Base Radio versions highlighted below.

A7.18 GTR8000 SiteRptr Base Radio Software - KC112C03L000071802 - SiteRptrBR_R07.18.028
A7.18 GTR8000 MultiSite Base Radio Software - KC112C03K000071802 - MsBR_R07.18.028
A7.18 GTR8000 Conv Base Radio Software - KC112C04W000718002 - ConvBR_R07.18.028
A7.18 GPW8000 Conv Receiver Software - KC112C054000718002 - ConvBR_R07.18.028
A7.17.2 GTR8000 Conv Base Radio Software - KC112C04W000717203 - ConvBR_R07.17.2.022
A7.17.2 GPW8000 Conv Receiver Software - KC112C054000717203 - ConvBR_R07.17.2.022

ADDITIONAL INFORMATION:**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:****WHEN TO APPLY RESOLUTION:**

After reboot ___
After (re)installation ___
After upgrade x
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 centre

https://www.motorolasolutions.com/en_us/support.html

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 _____

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 _____

SECTION 3: Shipping / Billing InformationShip To: _____
_____Bill To: _____
_____Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software 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 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 UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
