

Motorola Solutions Technical Notification (MTN)

TITLE: OTEK devices are not updated after receiving an Optimize Update message from KMF.

TECHNOLOGY: ASTRO25

SYMPTOMS:

The KMF sends an Optimize Update rekey message after it receives a registration message from an OTEK device. This message is sent because the Retry Opportunity (ROP) flag was set for that device. The KMF reports the Optimize Update operation was successful. However, the TEKs and keyset information are not present in the OTEK device.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

T7688A High or Mid Tier KMF

T8304A for WAVE/MCC7500e CryptR

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

There are two workaround options available.

Note: OTEK devices are generally online and rarely encounter a scenario where the ROP is set due to a missed OTAR operation.

Option 1: Modify the *Retry Opportunity behavior* setting to "Full Update". This change will affect all rekeyable (OTAR and OTEK) devices in the KMF database. To modify this setting, navigate to *Configuration/Settings* from the main menu. On the *Settings* page, modify the *Retry Opportunity behavior* setting under the Reliability section.

- This option may result in increased data traffic on systems with busy OTAR traffic and/or systems where large number of CKRs are assigned to radios.

Option 2: Initiate a Full Update Operation to the OTEK device

- Perform this step if the OTEK device had been knowingly offline during an OTAR operation. Allow the Retry Opportunity operation to complete first.
- Perform this step if the scenario listed in the Symptoms section occurs.

RESOLUTIONS AND REPAIR PROCEDURES:

A Software fix for this issue will be available in the Q3 2020 KMF release.

Until then please refer to work around and corrective actions.

PARTS REQUIRED (HARDWARE/SOFTWARE):

This MTN will be updated as software becomes available

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

After reboot ____

After (re)installation ____

After upgrade ____

After power cycle ____

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