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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

ASTRO® 25 ISSI transmissions initiated from WAVE Tactical or Critical Connect will drop after 10 seconds

Technology

ASTRO® 25

WAVE Tactical, Critical Connect

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

Initial Transmission (continuous) initiated from WAVE Tactical or Critical Connect to an ASTRO® 25 system will be terminated after 10 seconds.

Not impacted:

- Transmissions initiated from WAVE Tactical/Critical Connect that last less than 10 seconds
- Transmissions initiated from an ASTRO® 25 system

NOTE: To determine whether there is an impact on a specific system configuration, exercise a transmission lasting more than 10 seconds to validate whether there is an audio issue.

Models / System Releases / Kits / Datecodes Affected

AN 2024.X

When To Apply

Immediately

Workaround/Recovery

To resolve this issue, upgrade the InterSystem Gateway(s).

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Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 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:
 - Reference MTN-0052-25 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" 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 - 1 hour

High - ISSI downtime

Software Parts Required

Name / SW version / System Release	Details / Part Number
ASTRO ISGW/20.24.01.02-67/AN2024.1	KC226V000000240104

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

Refer to applicable document number depending on your system release: [ISSI 8000/CSSI 8000 InterSystem Gateway Feature Guide](#) chapter Upgrading the ISGW Virtual Machine.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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