

Motorola Solutions Technical Notification (MTN)

TITLE: IMW 2020.Q4 Quarterly Application patch release (requires prerequisites)

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Note: Please see Appendix-A for additional symptom details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

IMW 5.2.1, IMW 5.2.2, IMW 5.2.3

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software defect

Note: Please see Appendix-A for additional details

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

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-0053-21-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

KC232L06K000522004

ADDITIONAL INFORMATION:

IMW 2020.Q1 through IMW 2020.Q3 patches are required to be installed for IMW 5.2.1 and IMW 5.2.2 releases.

IMW 2020.Q2 through IMW 2020.Q3 patches are required to be installed for IMW 5.2.3 release.

SUS are neither necessary nor affect the installation of the IMW Quarterly Patch Collections

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REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Follow the instructions in the README.txt file on the media.

WHEN TO APPLY RESOLUTION:

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

Appendix A – Additional Symptom details

IMW-18879

Abstract: Upgrade to IMW 5.2.3 may corrupt MongoDB tables.

Releases affected: IMW 5.2.3

Special Configurations: none

User Symptoms: After an upgrade to IMW 5.2.3 REST API queries fail with 500 Internal Error, CoreGroupManagement logs System.FormatException.

IMW-18978

Abstract: PNWatcherAdaptor uses only talkgroup affiliation to determine if a radio is online when a CADI link is present.

Releases affected: IMW 5.2.1, IMW 5.2.2, IMW 5.2.3

Special Configurations: ASTRO Radio System with a CADI connection enabled.

User Symptoms: PN-Watcher interface reports a radio is offline when CADI reports the radio is de-affiliated (Voice plain) even though it has an active ARS (Data plain) connection.

IMW-19003

Abstract: CoreGroupManagement service got stuck at startup.

Releases affected: IMW 5.2.1, IMW 5.2.2, IMW 5.2.3

Special Configurations: none

User Symptoms: Upon server restart CoreGroupManagement does not enter Running state, switchover fails due to CoreGroupManagement.

IMW-19006

Abstract: Log rotation does not work on DNS VM.

Releases affected: IMW 5.2.1

Special Configurations: none

User Symptoms: /var/log partition runs out of space, no logs can be written.

IMW-19116

Abstract: QoS service logs error.

Releases affected: IMW 5.2.1, IMW 5.2.2, IMW 5.2.3

Special Configurations: non redundant setup.

User Symptoms: Error message in QoS service log.



Motorola Solutions Software Factory

Software Order Form

Phone Number: (800) 221-7144

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 Information

Ship To: _____

Email: _____
Attn: _____

Phone: _____

Customer Billing

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

Bill To: _____

Attn: _____

Phone: _____

Internal Billing

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

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° 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 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

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:
