

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

After upgrading the UNC, users may lose the ability to configure channels in the UNC Wizard. Additionally, accepting an unexpected remedy job may result in potential loss of RF site channel resources leading to call processing failure.

Technology

ASTRO® 25 - systems with sites consisting of GTRs 8000 and Virtualized Prime Site (VPS) or DSC 8000 Site Controller.

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

After upgrading a UNC (major and minor upgrade) **to the version specified in the section Models / System Releases / Kits / Datecodes Affected**, users may experience the following symptoms:

1. The information about channels is no longer available from the UNC Wizard. When trying to obtain channel information using the UNCW, a user may see an error *"Could not obtain Channel Information"*.
2. Remedy jobs may be created in the NCM (Network Configuration Manager) application, which, once accepted by the user, will lead to the removal of channel configurations from the Zone Controller and loss of call processing at the site.

NOTE: The above symptoms may occur during minor or major UNC upgrade to any of the versions listed in the next section and only applies for systems that have a Virtual Prime Site with GTR 8000 based subsites or for systems that have GTR 8000 based sites with a DSC 8000 Site Controller.

Models / System Releases / Kits / Datecodes Affected

| System Release | Name / SW version |
|----------------------------|---|
| A2020.1, A2020.HS, A2021.1 | UNC-Astro-07.20.09.74-14 and prior |
| A2020.1, A2020.HS, A2021.1 | UNCDS-Astro-07.20.09.74-14 and prior |
| A2020.1, A2020.HS, A2021.1 | UPDATE-UNC-07.20.09.74-14 and prior |
| A2022.1, A2022.HS | UNC-Astro-07.22.04.36-14 and prior |
| A2022.1, A2022.HS | UNCDS-Astro-07.22.04.36-14 and prior |
| A2022.1, A2022.HS | UPDATE-UNC-Astro-07.22.04.36-14 and prior |

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When To Apply

As instructed ☐

Immediately ☐

To complete upgrade successfully ☐

Recovery

1. Upgrade UNC to the version listed in the Software Parts Required section.
2. Perform site refresh for affected sites in UNC Wizard.
3. In case the site equipment moves to the Lost&Found folder in NCM as a result of site refresh, start the reprocess Lost&Found operation in UNC Wizard.

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-0055B-24 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 - approximately 1-2 hours

Medium - time-consuming but no loss of functionalities

Software Parts Required

| System Release | Name / SW version | Details / Part Number |
|----------------------------|---------------------------------|-----------------------------|
| A2020.1, A2020.HS, A2021.1 | UNC-Astro-07.20.10.70-12 | KC877L0AT000210108 or later |
| A2020.1, A2020.HS, A2021.1 | UNCDS-Astro-07.20.10.70-12 | KC877L0AT000210154 or later |
| A2020.1, A2020.HS, A2021.1 | UPDATE-UNC-Astro-07.20.10.70-12 | KC877L0AT000210109 or later |
| A2022.1, A2022.HS | UNC-Astro-07.22.05.31-16 | KC877L0AT000220128 or later |

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| A2022.1, A2022.HS | UNCDS-Astro-07.22.05.31-16 | KC877L0AT000220164 or later |
| A2022.1, A2022.HS | UPDATE-UNC-Astro-07.22.05.31-16 | KC877L0AT000220129 or later |

Additional Information

In order to complete the upgrade of Linux servers, the procedure requires RedHat Enterprise Linux media. Ensure you use installation media delivered together with your system or order RedHat Enterprise Linux media according to the table below:

| System Release | Name / SW version | Details / Part Number |
|-------------------------------------|---|-----------------------|
| A2019.2, A2020.1, A2020.HS, A2021.1 | Red Hat Enterprise Linux 7.X (7.5z_20180821) | KC877L0D9000071715 |
| A2022.1, A2022.HS | Red Hat Enterprise Linux 8.X (8.4.z.20211018) | KC877L0D9000220102 |

Reference The Following Documents/Processes For Installation Procedures

Manual: Private Network Management Servers (for appropriate release)
Chapter: Upgrading Linux-Based Virtual Machines

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

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

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