MOTOROLA *SOLUTIONS*

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Motorola Solutions Technical Notification (MTN)

TITLE: Missing voice calls on HP Z420/Z440 consoles that are operating on Windows 10 OS

TECHNOLOGY: ASTRO 25

SYMPTOMS:
Dispatch Positions software running on HP Z420 Windows 10 may experience missing calls.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
Z420 and Z440 with Windows 10 at any ASTRO A7.17.X release

SEVERITY RECOMMENDATION:
High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:
Dispatch position errantly discards call grant packets periodically due to NIC (Network Interface Card) driver defect..

WORKAROUNDS AND CORRECTIVE ACTIONS:
NA

RESOLUTIONS AND REPAIR PROCEDURES:
Before You Begin**:**
- Ensure the Z420/Z440 is not performing any critical operations and can be rebooted at the end of the procedure
- The Astro Box Profile disk" is required and is inserted into the optical drive of the PC.
- Verify whether the driver is already updated:
- Perform procedure "How to check driver version" from Appendix A and verify the installed driver version is lower than:
  - o   Z420: 12.15.31.4
  - o   Z440: 12.17.10.7
  If driver version is lower than what is listed follow the appropriate procedure to install driver as defined in Appendix B:
- If currently installed driver is equal to or higher than what is listed, there is no need to perform this procedure.

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-0057-18-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.
   Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
Common OS ABP	KC877V0E7000071702	A7.17

ADDITIONAL INFORMATION:
NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
NA

WHEN TO APPLY RESOLUTION:
 After reboot __
After (re)installation _X_
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately _X_
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.

Appendix A – Procedure: How to check driver version

1. Login to a Windows as a user with administrative privileges
   Expected result: Windows desktop appears

2. Open "Device Manager" from start Menu / Control Panel
   Expected result: Device Manager window appears

3. Select Network Adapters

4. Right-click on all "Intel 82579LM" and "Intel I1218-LM" network connection and click on Properties
   Expected result: Properties window for Intel 82579LM / Intel I1218-LM appears

5. Click on Driver Tab
   Expected result: Verify the Driver Version

6. Logout from the Windows (if needed or if driver needs changed do not logout)

Appendix B – Procedure: How to install driver

1.1 Login to Windows 10 as a user with administrative privileges. (If not currently logged in)
Expected result: Windows desktop appears

1.2 Run Windows PowerShell console "as Administrator"

Expected result: Windows desktop appears

> ✎ • *Note: UAC Window may appear. Allow execution for Windows PowerShell by pressing 'Yes' button.*

1.3 Change folder to DVD drive as follow:

Expected result: Drive letter changed to E: in prompt.

> ✎ • *Note: DVD Drive may be present under other drive letter*

1.4 Change folder to Windows 10 Drivers:

cd "\Motorola Windows 10 Drivers\"

Expected result: Folder changed to "E:\Motorola Windows 10 Drivers" in prompt

1.5 Run Install Drivers:

.\InstallDrivers.ps1 -path .\drivers\PROWinx64

Expected result: Script installs drivers and reboots the system at the end.

```
f.
[INFO][06/20/2018 21:34:46] Installing E:\Motorola Windows 10 Drivers\drivers\PROWinx64\PROXGB\Winx64\NDIS65\sxa65x64.in
f.
[INFO][06/20/2018 21:34:49] Installing E:\Motorola Windows 10 Drivers\drivers\PROWinx64\PROXGB\Winx64\NDIS65\sxb65x64.in
f.
[INFO][06/20/2018 21:34:52] Installing E:\Motorola Windows 10 Drivers\drivers\PROWinx64\PROXGB\Winx64\NDIS65\vxn65x64.in
f.
[INFO][06/20/2018 21:34:54] Installing E:\Motorola Windows 10 Drivers\drivers\PROWinx64\PROXGB\Winx64\NDIS65\vxs65x64.in
f.
[INFO][06/20/2018 21:34:56] Drivers installation has been completed..
[INFO][06/20/2018 21:34:56] Restart in 30 seconds..
[INFO][06/20/2018 21:34:56] === END (0) ===.
PS E:\Motorola Windows 10 Drivers>
```

- After system reboots, follow procedure: "How to check driver version" from Appendix A and verify the driver version is:
- Z420: 12.15.31.4
- Z440: 12.17.10.7

MOTOROLA SOLUTIONS   *Software Order Form*
Upgrade Operations Software Team   Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		

Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax 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: _____   Bill To: _____

_____   _____

Email: _____
Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing		**Internal Billing**	
P.O. #:	_____	PROJECT #:	_____
CUST #:	_____	FSB #:	_____
TAG #:	_____	DEPT #:	_____
		APC #:	_____

Software Order Form

° 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 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 in 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:

Software Description

Part# or Version #

Quantity: