MOTOROLA SOLUTIONS

DOCUMENT NUMBER: MTN-0057-19-NA
APC: 112
ISSUE DATE: 05-2019
EXPIRATION DATE: 31-05-2020
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: GCP8000 Standby Site Controller resets in a Location on Receive (LoR) scenario

TECHNOLOGY: ASTRO 25

SYMPTOMS:
Standby SC resets in a Location on Receive (LoR) scenario. When there is just a single subscriber in a talkgroup and it provides its location using LoR functionality, the standby Site Controller will reset after the subscriber deregisters, roams out of the site, etc. This includes both inbound and outbound calls; given the LoR functionality is enabled. During the boot-up period (approximately 3 minutes) the SC redundancy is impacted, but voice and data calls are processed properly.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
- A7.18 - GCP 8000 REPEATER SITE CONTROLLER - KC112C029000718001 - PSC_R08.03.022
- A7.18 - GCP 8000 SIMULCAST SITE CONTROLLER - KC112C01A000718001 - SSC_R08.03.022

SEVERITY RECOMMENDATION:
Medium - Perform at next scheduled maintenance.

ROOT CAUSE / DEFINITIVE TEST:
The problem is caused by faulty management of mobility records during their crossload from active to standby Site Controllers. The mobility database is correct on the active SC, but gets corrupted on the standby one. In case of a talkgroup with just a single subscriber, this corruption will lead to reset after receiving a location update and later modifying the SU record (e.g., deregistration).

WORKAROUNDS AND CORRECTIVE ACTIONS:
NA

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
   a. Reference **MTN-0057-19-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
- A7.18 - GCP 8000 REPEATER SITE CONTROLLER - KC112C029000718002 - PSC_R08.03.024
- A7.18 - GCP 8000 SIMULCAST SITE CONTROLLER - KC112C01A000718002 - SSC_R08.03.024

ADDITIONAL INFORMATION:
NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
NA

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

MOTOROLA SOLUTIONS

Upgrade Operations Software Team

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: _____

Bill To: _____
_____
_____

Attn: _____

Phone: _____

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

Internal Billing	
PROJECT #:	_____
FSB #:	_____
DEPT #:	_____
APC #:	_____

° 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 and 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: _____