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**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:

- 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:
  - 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 "<u>PARTS REQUIRED (HARDWARE/SOFTWARE)</u>" 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):

- 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

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# REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

# 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 <a href="https://www.motorolasolutions.com/en">https://www.motorolasolutions.com/en</a> us/support.html



# Upgrade Operations Software Team

Software Order Form
Phone Number: (800) 221-7144

SECTION 1: Ge	neral Informati	on		
NOTE: PRICE QUOTES	GIVEN BY UOST ARE	VALID FOR ONLY 90 DAYS		
	Date		Case Number	
	System ID		Site ID	
	System Name		Site Name	
	Customer		<del>-</del>	
	Name		_	
	Form			
	Completed by		Field Contact	
Organization			Organization	
	Phone			
	Number		Phone Number	
	Pager			
	Number		Pager Number	
	Fax Number		Fax Number	
SECTION 2: Or	der Informatior	1		
Product Type:			Serial Number	
Reason for Softwa		-		
Downgrade? If so	, list current and t	target releases.		
Software / Hardwa	are Description:			
	,,			
Part # or Version	#		Quantity	
5 ( 5				
Date Required				
OFOTION O	/ D'III'	1.6		
SECTION 3: Sh	ipping / Billing	information		
Ship To:			Bill To:	
Ship 10.			- DIII 10.	
			-	
Email:			-	
Attn:			- Attn:	
Aun.			- Aun.	
Phone:			Phone:	
			-	
	Customer Billin	na		Internal Billing
P.O. #:		"ฮ	PROJECT #:	
CUST #:			FSB #:	
TAG #:				
			APC #:	
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# Software Order Form

Phone Number: (800) 221-7144

Upgrade Operations Software Team

- ° 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:		
Quantity.	-	
Software Description		
Part# or Version #		
Quantity:	-	
Software Description		
Part# or Version #		
Quantity:		
	-	
Software Description		
Part# or Version #		
Quantity:	 <del>-</del>	