

## Motorola Solutions Technical Notification (MTN)

**TITLE:** New MCC 7500 with VPM and MCC 7500E Dispatch Positions software version resolves multiple issues as defined in the SYMPTOM section

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

Please see Appendix A – Additional Symptom details

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

R7.17.x and R7.18 MCC 7500 Dispatch Position software

R7.17.x and R7.18 MCC 7500E Dispatch Position software

**SEVERITY RECOMMENDATION:**

**MCC7500**      **Medium / Operational** - Schedule to implement

**MCC 7500E**      **High / Safety** - Perform Immediately

**ROOT CAUSE / DEFINITIVE TEST:**

Software defects

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

1. Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.
  2. **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)
  3. Await confirmation email from UOST with instructions
  4. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
    - a. Reference **MTN-0059-19-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.
- Email completed Software Order Form to UOST for processing

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

19.4.43 MCC 7500 software - KC443V00R000071802

19.4.43 MCC 7500E software - KC443V00E000718002

7.17.X Windows Supplemental Common - KC877V089000071705

7.18 Windows Supplemental Common - KC877V0890000718003

7.17.X Windows Supplemental Full Config - KC877V087000071705

7.18 Windows Supplemental Full Config - KC877V0870000718003

7.17.X Windows Supplemental Trans Config - KC877V088000071705

7.18 Windows Supplemental Trans Config - KC877V0880000718003

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

**ADDITIONAL INFORMATION:**

Please see Appendix B – Additional PC Performance Optimization details for the MCC7500E utilizing an HP Z2 mini  
Please see Appendix C – Procedures useful in implementation of this MTN

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

ASTRO A7.18 Dispatch Console Backward Compatibility Guide – MN005342A01-C

A7.18 MCC 7500 Dispatch Console with VPM - MN005385A01-D

A7.18 MCC 7500E Dispatch Console Use Guide - MN005387A01-B

- Includes PRX700 Setup and installation

A7.18 Windows Supplemental Configuration Setup Guide - MN005433A01-C

**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 ☒

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 centre

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

## **Appendix A – Additional Symptom details**

**Abstract:** Some CryptR 2 devices may freeze up after 25 days

**Special Configurations:** MCC7500E using CryptR 2

**User Symptoms:** The CryptR 2 will stop functioning appropriately 25 days after being powered up

**Impacted Releases/Products:** A7.17.3, A7.18 MCC7500E Dispatch Position software

**Description:** This new version of MCC7500E software contains the new firmware version for the CryptR 2 that will be downloaded and installed when the CryptR 2 is connected to the console.

**Abstract:** MCC7500E floods Syslog and network with messages from console application.

**Special Configurations:** N/A

**User Symptoms:** MCC7500E floods Syslog and network with messages from console application.

**Impacted Releases/Products:** A7.17.2, A7.17.3, A7.18 MCC7500E Dispatch Position software

**Description:** Fix is being applied differently depending on the type of ASTRO System and host location (RNI or ORNI/CEN).

- **Delivering fix for MCC7500E in L/M Core Systems located in RNI** then fix need to be applied using ASTRO System Domain Controller (ucs-dc01.ucs) by importing corrected Group Policies Objects (GPOs) delivered by Motorola with Windows Supplemental CD (AWS). An exact procedure on how to import specific GPO is provided in this MTN in the Appendix C, under “**Procedure 3 – Manually Re-importing Specific Domain Group Policy Object Settings**”.
- **Delivering fix for MCC7500E in K Core Systems and for Non-K-Core MCC7500E located in CEN/ORN** where Customer doesn't use his own Domain Controller for MCC7500E then fix need to be applied on every MCC7500E individually. Exact procedure how to apply policy settings for MCC7500E is described in following GCD document “**Windows Supplemental Configuration Setup Guide**” under the following chapter “**2.3.3 Applying Device-Specific Settings Using the Windows Supplemental Media**”.
- **Delivering fix for MCC7500E located in CEN/ORN** in case Customer use his own Domain Controller for MCC7500E (rare case) then Customer need to follow his own GPO import procedure using GPOs provided by Motorola and delivered to Customer through Windows Supplemental CD.

**List of updated GPO:**

*“MCC 7500E FIPS Disable IP Console Outside RNI”*

*“MCC 7500E IP Console Outside RNI”*

**Warning:** Please do not apply syslog fix for L/M Core System by upgrading Domain Controller procedure. This is especially important for Systems with CAC/PIV in place without prior confirmation with Motorola that these operations are supported. Upgrading Domain Controller for System with CAC/PIV wasn't supported at the time when this MTN was created. Upgrading DC on mentioned systems without prior confirmation with Motorola that these operations are supported could impact CAC/PIV functionality or could eventually reverts security settings delivered to the system previously with BackportCD.

**Abstract:** Elite translation tool is not fully translating some text in the menu items available from Elite Dispatch and Elite Admin.

**Special configurations:** Using Foreign Language

**User Symptoms:** Elite translation tool is not fully translating some text in the menu items available from Elite Dispatch and Elite Admin.

**Impacted Releases/Products:** A7.17.X, 7.18 Dispatch Position software

**Description:** Now, all the menu items available from Elite Dispatch and Elite Admin are properly translated.

**Abstract:** Console application displays Database synchronization error pop up window that never ends.

**Special configurations:** DSR mode, ADS is configured for aliases

**User Symptoms:** On rare occasions, when there is no connection to ADS, console application displays Database synchronization error pop up window that never ends.

**Impacted Releases/Products:** A7.17.x, 7.18 MCC7500 and MCC7500E Dispatch Position software

**Description:** Now, the Database Synchronization pop up window will properly close when synchronization is complete, even if there is no ADS connection for a while.

**Abstract:** Some MCC7500 processes are running with wrong priority

**Special configurations:** N/A

**User Symptoms:** The link between console application and VPM may be lost when the McAfee scan is running.

**Impacted Releases/Products:** A7.17.3, A7.18 MCC7500 Dispatch Position software

**Description:** Now, there should be no communication errors between console application and VPM.

**Abstract:** Some MCC7500E processes are running with wrong priority

**Special configurations:** MCC7500 Utilizing Z2 mini

**User Symptoms:** The dispatch operator can hear audio pops or 3 seconds audio holes

**Impacted Releases/Products:** A7.17.2, A7.17.3, A7.18 MCC7500E Dispatch Position software

**Description:** Now, the MCC7500E processes are running at the correct priority levels. Please see Appendix B for additional PC performance optimization.

## **Appendix B – Additional PC Performance Optimization details**

The MCC7500E is the software-based dispatch console that requires no external hardware connections (no VPM) to perform dispatch operations. Since the Audio Vocoding is performed within the Windows operating system, the following optimization changes must be performed on the HP Z2 Mini PCs running MCC7500E software.

### **Setup**

1. Close Elite Application
  - a. From the menu select "Configuration -> Exit"
  - b. When prompted This will shut down the application, are you sure click "Yes"
2. If you are NOT already logged in with an Administrator account
  - a. From the Start Menu click on the user icon and select "Sign out"
  - b. **Login to Windows with mot\astrousr (or any account with admin privileges)**

### **Update Realtek Audio Driver**

1. Go to <https://support.hp.com/us-en/drivers/selfservice/hp-z2-mini-g3-workstation/12716708/model/12716709?sku=1FZ69UP>
2. Expand "Driver-Audio"
3. Download Realtek Audio Driver 6.0.1.8644 Rev.A with date Mar 19, 2019
4. Transfer "sp95412.exe" to the desktop of the MCC7500e
5. Launch sp95412.exe and follow on screen instructions. (Note: A restart of Windows is required)
6. Confirm the driver got upgraded
  - a. From the Start Menu type "Device Manager" and launch Device Manager
  - b. Expand "Sound, video, and game controllers"
  - c. Double click "Realtek High Definition Audio"
  - d. Select the "Driver" tab
  - e. Confirm the information matches below
    - i. Driver Provider - Realtek Semiconductor Corp
    - ii. Driver Date - 2/26/2019
    - iii. Driver version - 6.0.1.8644
    - iv. Digital Signer - Microsoft Windows Hardware Compatibility Publisher
    - v. On the "Realtek High Definition Audio Properties" window click OK

### **Update NVIDIA Graphics Driver**

1. Go to <https://support.hp.com/us-en/drivers/selfservice/hp-z2-mini-g3-workstation/12716708/model/12716709?sku=1FZ69UP>
2. Expand "Driver-Graphics"
3. Download NVIDIA Quadro Graphics Driver and Control Panel (419.17 Rev.A) with date Feb 26, 2019
4. Transfer "sp95208.exe" to the desktop of the MCC7500e
5. Launch sp95208.exe and follow on screen instructions.
6. Confirm the driver got upgraded
  - a. From the Start Menu type "Device Manager" and launch Device Manager
  - b. Expand "Display Adapters"
  - c. Double click "NVIDIA Quadro M620"
  - d. Select the "Driver" tab
  - e. Confirm the information matches below
    - i. Driver Provider: NVIDIA
    - ii. Driver Date - 2/20/2019
    - iii. Driver version - 25.21.14.1917
    - iv. Digital Signer - Microsoft Windows Hardware Compatibility Publisher
    - v. On the "NVIDIA Quadro M620 Properties" window click OK
  - f. On the Device Manager window expand "Sound, video, and game controllers"
  - g. Double click "NVIDIA High Definition Audio"
  - h. Select the "Driver" tab
    - i. Driver Provider: NVIDIA Corporation
    - ii. Driver Date - 1/15/2019
    - iii. Driver version – 1.3.38.13
    - iv. Digital Signer - Microsoft Windows Hardware Compatibility Publisher
    - v. On the "NVIDIA High Definition Audio Properties" window click OK

### **Update Intel Network Driver**

1. Go to <https://support.hp.com/us-en/drivers/selfservice/hp-z2-mini-g3-workstation/12716708/model/12716709?sku=1FZ69UP>
2. Expand "Driver-Network"
3. Download Intel Network Connections Drivers Release 23.5 (R23.5\_517476 Rev.A) with date Mar 26, 2019
4. Transfer "sp95480.exe" to the desktop of the MCC7500e
5. Launch sp95480.exe and follow on screen instructions.
6. Confirm the driver got upgraded
  - a. From the Start Menu type "Device Manager" and launch Device Manager
  - b. Expand "Network Adapters"
  - c. Double click "Intel(R) Ethernet Connection (2) I219-LM"
  - d. Select the "Driver" tab
  - e. Confirm the information matches below
    - i. Driver Provider - Intel
    - ii. Driver Date - 10/10/2018
    - iii. Driver version - 12.18.8.4
    - iv. Digital Signer - Microsoft Windows Hardware Compatibility Publisher
    - v. On the "Intel(R) Ethernet Connection (2) I219-LM Properties" window click OK

### **Change Power Setting from Balanced to High Performance**

1. From the Start Menu type "Control Panel" and launch Control Panel
2. In the right hand corner change View by to "Small icons"
3. Click on "Power Options"
4. Expand "Show additional plans"
5. Select "High Performance"
6. Next to High Performance click on "Change plan settings"
7. Change Turn off the display to "Never"
8. Click "Change advanced power settings"
9. Expand "Hard disk"
  - a. Expand "Turn off hard disk after"
    - i. Change Settings (Minutes): to "Never"
10. Expand "Sleep"
  - a. Expand "Hibernate after"
    - i. Confirm Setting is set to "Never". If it is set to something else change it to Never
  - b. Expand "Allow wake timers"
    - i. Change Setting to "Disabled"
11. Expand "USB Settings"
  - a. Expand "USB Selective suspend setting"
    - i. Change Setting to "Disabled"
12. Expand "Display"
  - a. Expand "Turn off display after"
    - i. Change Setting to "Never"
13. In the Power Options window click "Apply"
14. In the Power Options window click "Ok"
15. In the Edit Plan Settings window click "Save changes"
16. Close Edit Plan Settings by clicking the "x" in the top right hand corner

### **Remove Power Management from Network and USB devices**

1. From the Start Menu type "Device Manager" and launch Device Manager
2. Expand "Network Adapters"
3. Double click "Intel(R) Ethernet Connection (2) I219-LM"
4. Select the "Power Management" tab
5. Uncheck all the boxes under "Power Saver Options" (Note: You will need to scroll down to confirm everything is unchecked)
  - a. Uncheck "Respond to ARP requests without waking system"
  - b. Uncheck "Respond to NS requests without waking the system"
  - c. Uncheck "Energy Efficient Ethernet"
  - d. Uncheck "Reduce link speed during system idle"
  - e. Uncheck "Ultra Low Power Mode when cable is disconnected"
6. Uncheck all the boxes under "Wake on LAN" (Note: You will need to scroll down to confirm everything is unchecked)
  - a. Uncheck "Wake on Magic Packet"
  - b. Uncheck "Wake on Pattern Match"
  - c. Uncheck "Wake on Magic Packet from power off state"
  - d. Uncheck "Wake on Link Settings"
  - e. On the "Intel(R) Ethernet Connection (2) I219-LM Properties" window click OK
7. On the Device Manager window expand "Universal Serial Bus controllers"
8. Double click on "Generic USB Hub" (Note: If there is more than one Generic USB Hub listed repeat step 8 on all of them)
  - a. Select "Power Management" tab
  - b. Uncheck "Allow the computer to turn off this device to save power"
  - c. On the "Generic USB Hub Properties" window click OK
- 9.

10. Double click "Intel(R) USB 3.0 eXtensible Host Controller – 1.0 (Microsoft)"
  - a. Select "Power Management" tab
  - b. Uncheck "Allow the computer to turn off this device to save power"
  - c. On the "Intel(R) USB 3.0 eXtensible Host Controller – 1.0 (Microsoft) Properties" window click OK
11. Double click "USB Root Hub (xHCI)"
  - a. Select "Power Management" tab
  - b. Uncheck "Allow the computer to turn off this device to save power"
  - c. On the "USB Root Hub (xHCI) Properties" window click OK

#### **Disable Fast Startup**

1. From the Start Menu type "Control Panel" and launch Control Panel
2. Click on "Power Options"
3. Click "Choose what the power buttons do"
4. Click "Change settings that are currently unavailable"
5. Uncheck "Turn on fast startup (recommended)"
6. On the "System Settings" Window click "Save Changes"

## Appendix C – Procedures useful in implementation of this MTN

### PROCEDURE 1 – Configuring Authentication Credentials for Preconfigured Patch OP (for 19.4.43 and newer)

Perform this procedure if you are unable to set local registry values for autologon (as a result you will set the credentials required to log on to the Elite Dispatch application).

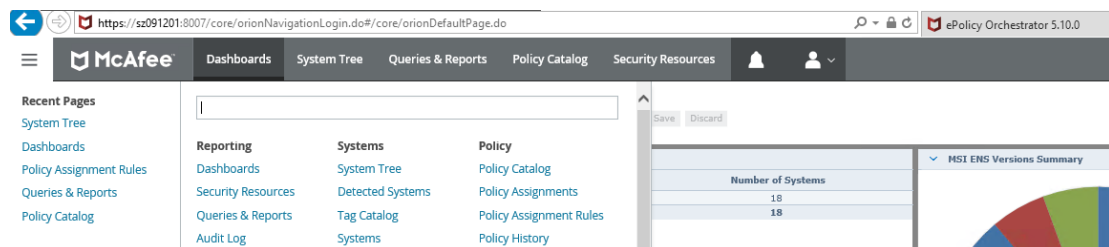
1. Set the user name by performing the following actions
  - a. In Search, Type in regedit
  - b. Right-click Registry Editor and select Run as administrator.
  - c. In the User Account Control dialog box, select Yes.
  - d. In the Registry Editor window, in the navigation tree, select HKEY\_LOCAL\_MACHINE → SOFTWARE → Wow6432Node → Motorola → Console → Elite.
  - e. In the right pane, double-click U.
  - f. In the Edit String window, in the Value data field, type in a user name.
  - g. Click OK
2. Open the command prompt as an administrator by performing the following actions:
  - a. In Search, type in cmd
  - b. Right-click Command Prompt and select Run as administrator.
  - c. In the User Account Control dialog box, select Yes.
3. Set the password by performing the following actions
  - a. At the command prompt, go to the PMVault directory by entering:
    - i. `cd "C:\Program Files (x86)\Motorola\PMVault"`
  - b. Set the password by entering:
    - i. `pwvadmin changeproperty -app APP_GROUP_ELITE -property autologonuserpassword -value <password>`  
where <password> is the password that you want to set. The password must contain at least eight characters.

### PROCEDURE 2 – Forcing and clearing Maintenance Mode in McAfee Endpoint Security using ePolicy Orchestrator (5.9.1 / 5.10) from Centralized Security Management Server (CSMS)

It is not possible to install a dispatch console when McAfee is running. Perform the below procedures to disable McAfee (force Maintenance Mode) for the time of installation and then to enable it again (clear Maintenance Mode). The procedures apply to: MCC7500E, MCC7500, MCC7500 AIS, Transcoder, Group Data Gateway, PRX700.

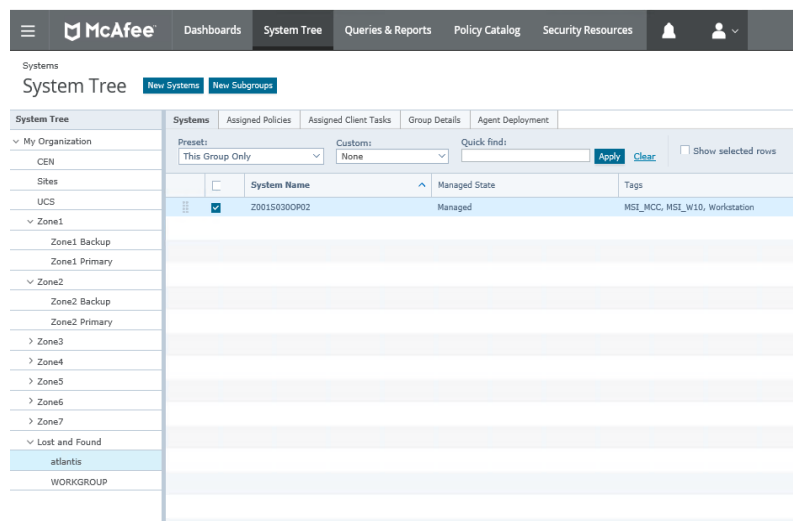
#### **Procedure 2.1: Forcing Maintenance Mode in L/M Systems:**

1. Log in to CSMS server (10.0.0.144) using the right **administrator** type account.
  - a. **Note:** Starting from ePolicy Orchestrator 5.10, CSMS could or could not be in ASTRO Domain depending on the type of tier:
2. **Low Tier** - CSMS is joined to ASTRO Domain (use a local or domain administrator account)
3. **High Tier** - CSMS is not joined to ASTRO Domain (use a local administrator account)
4. Launch **ePolicyOrchestrator** using a link located on Desktop (use Internet Explorer).
5. Log in to **ePolicyOrchestrator** using using local epoAdmin account.
6. Click **"System Tree"** in the top ePolicy Orchestrator.

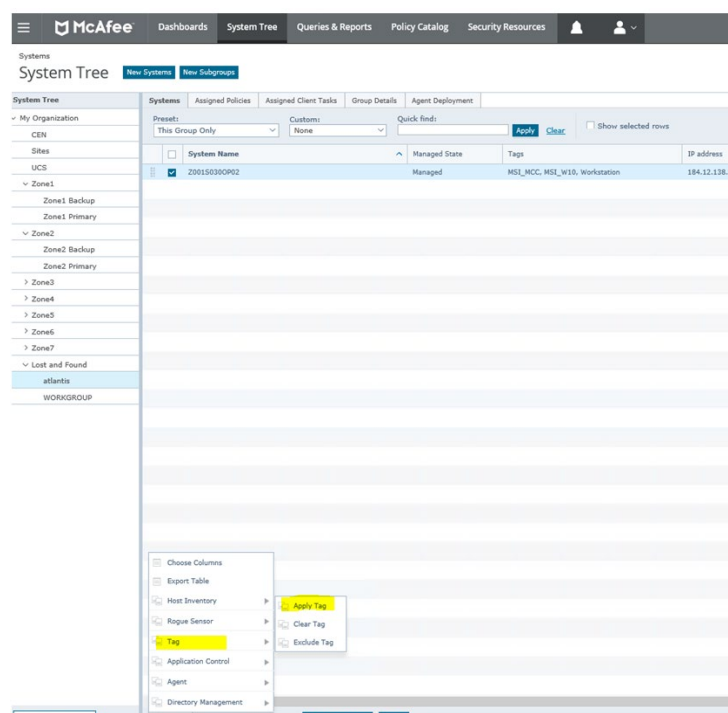


- Locate and select hosts for the **Maintenance Mode** using “**System Tree**” menu by using a checkbox near to the “**System Name**” column.

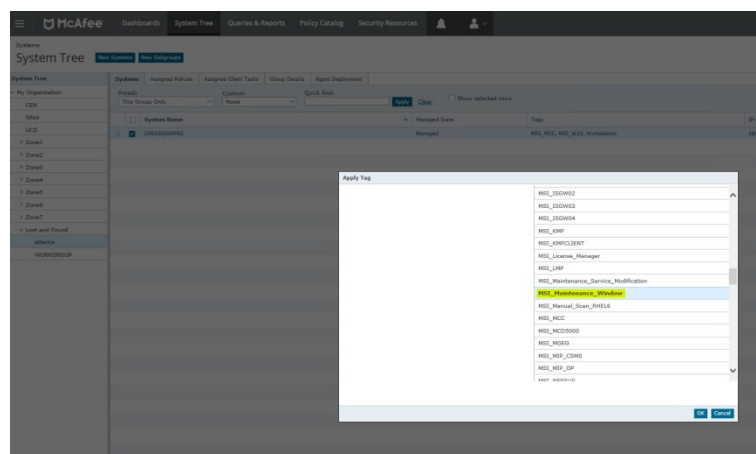
**Note:** The “**Tags**” column should not include the tag “**MSI\_Maintenance\_Window**”.



- From the “**Actions**” drop-down list at the bottom of the page, select “**Tag > Apply Tag**”.



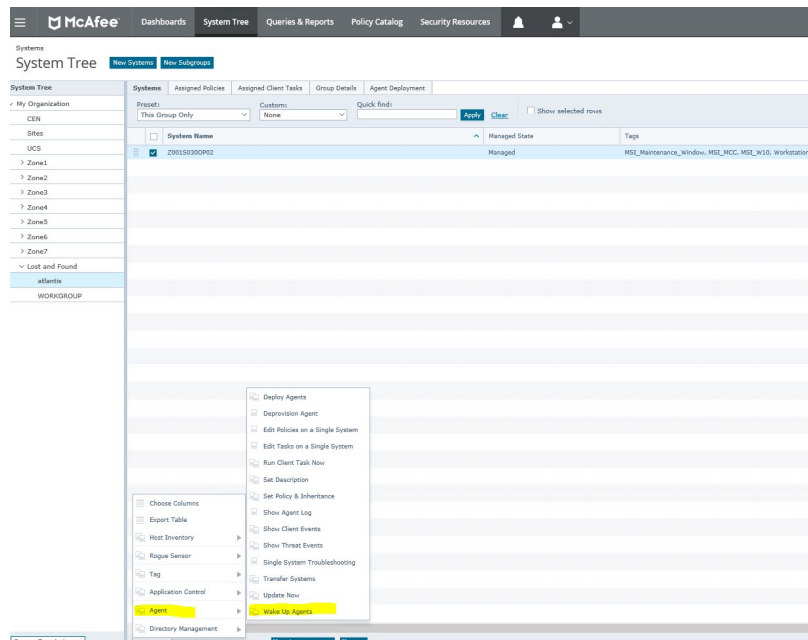
- On the list of tags, locate and select “**MSI\_Maintenance\_Window**” and click “**OK**”.



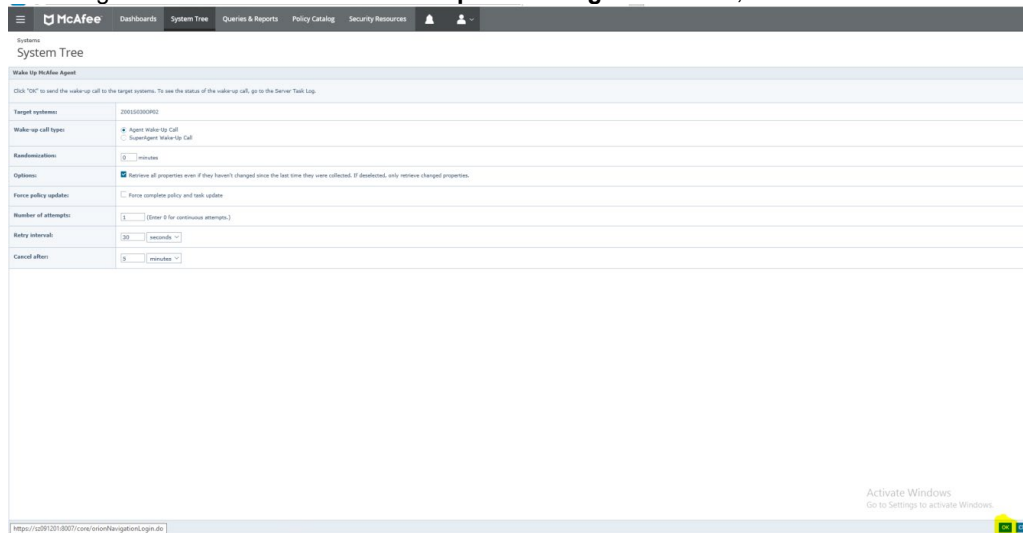
- Again, locate and select hosts for the **Maintenance Mode** using “**System Tree**” menu by using a checkbox near to the “**System Name**” column.



11. From the “**Actions**” drop-down list at the bottom of the page, select “**Agent > Wake Up Agent**”.



12. On the right bottom corner of the “**Wake Up McAfee Agent**” window, click “**OK**”.

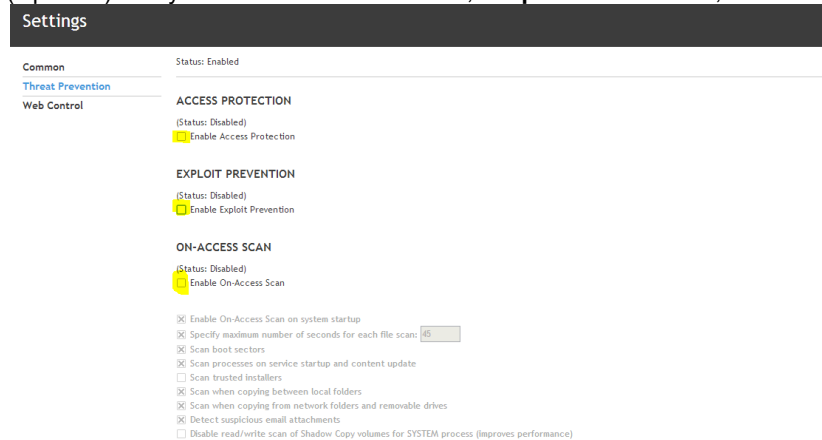


13. (Optional) Log in to the host included in the **Maintenance Mode** and verify that the host is right now in the **Maintenance Mode**.

14. (Optional) Start **McAfee Endpoint Security** (you may have to provide an administrator password).

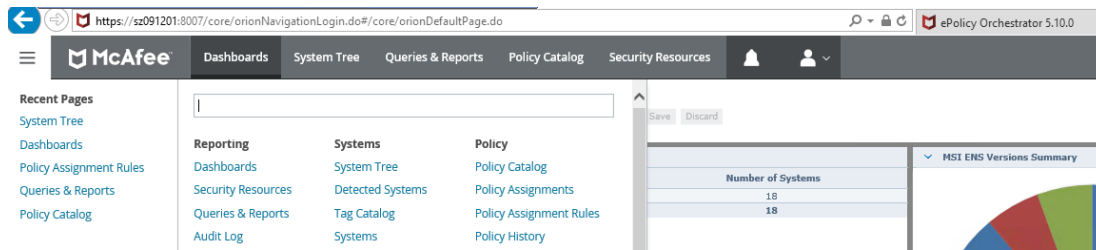
15. (Optional) In **McAfee Endpoint Security**, click on the “**Status**” tab and then select “**Threat Prevention**” option.

a. (Optional) Verify that “**Access Protection**”, “**Exploit Prevention**”, and “**ON-Access Scan**” are unchecked



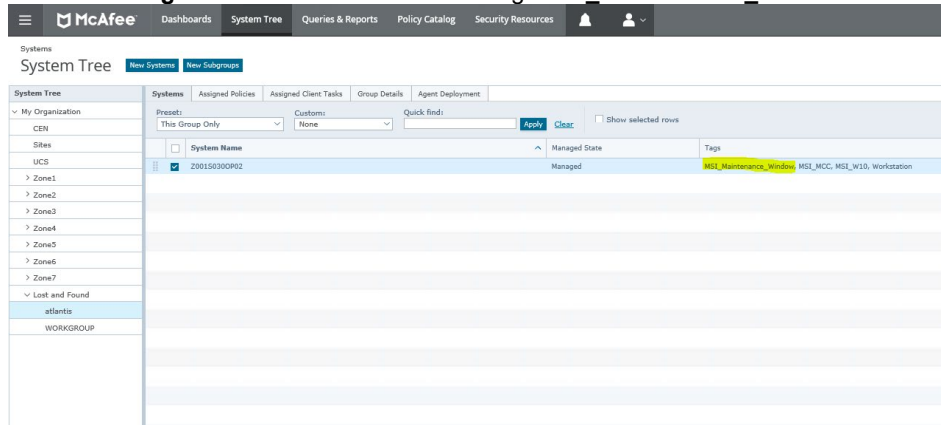
## Procedure 2.2: Clearing Maintenance Mode in L/M Systems:

- Log in to CSMS server (10.0.0.144) using the right **administrator** type account.  
**Note:** Starting from ePolicy Orchestrator 5.10, CSMS could or could not be in ASTRO Domain depending on the type of tier:  
**Low Tier** - CSMS is joined to ASTRO Domain (use a local or domain administrator account)  
**High Tier** - CSMS is not joined to ASTRO Domain (use a local administrator account)
- Launch **ePolicyOrchestrator** using a link located on Desktop (use Internet Explorer).
- Log in to **ePolicyOrchestrator** using using local epoAdmin account.
- Click **“System Tree”** in the top ePolicy Orchestrator.

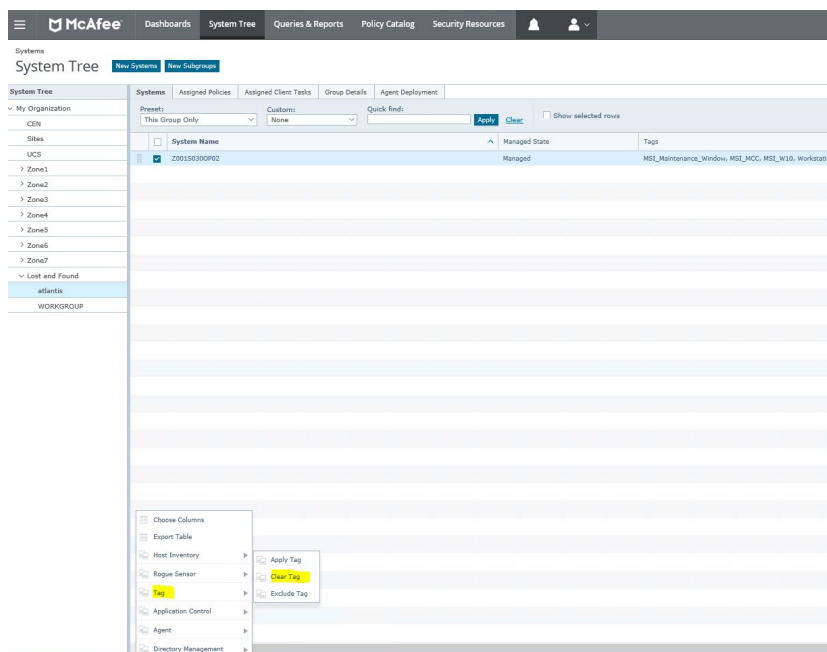


- Locate and select hosts for the **Maintenance Mode** using **“System Tree”** menu by using a checkbox near the **“System Name”** column.

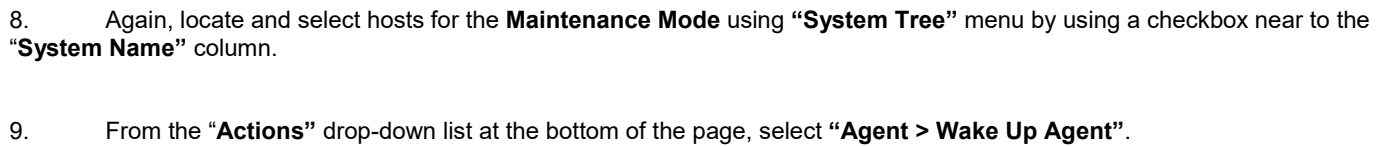
**Note:** The **“Tags”** column should include the tag **“MSI\_Maintenance\_Window”**.



- From the **“Actions”** drop-down list at the bottom of the page, select **“Tag > Clear Tag”**.



- On the list of tags, locate and select **“MSI\_Maintenance\_Window”** and click **“OK”**.

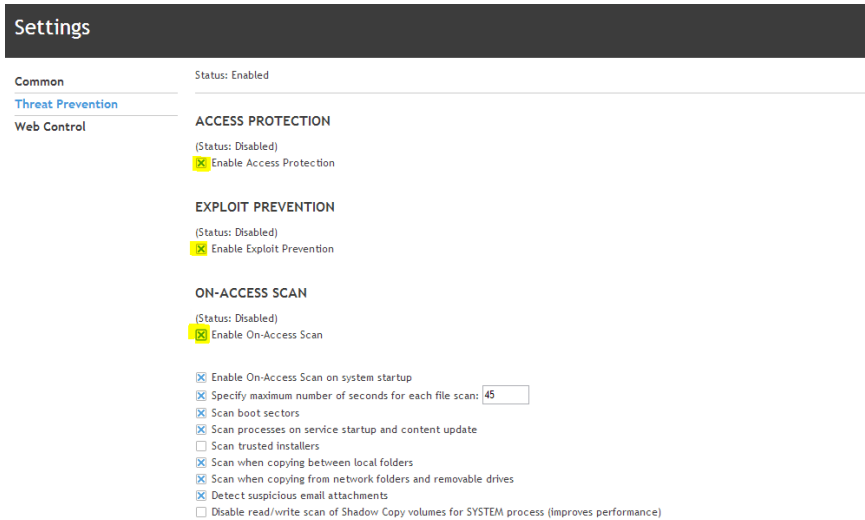


12. (Optional) Start **McAfee Endpoint Security** (you may have to provide an administrator password).
13. (Optional) In **McAfee Endpoint Security**, click on the “**Status**” tab and then select “**Threat Prevention**” option.
14. (Optional) Verify that “**Access Protection**”, “**Exploit Prevention**”, and “**ON-Access Scan**” are checked.

## K-Core

### Procedure 2.3: Forcing or Stopping Maintenance Mode in K-Core:

1. Log in to the host excluded from the **Maintenance Mode** and verify that the host is no longer available in the **Maintenance Mode**.
2. Start **McAfee Endpoint Security** (you may have to provide an administrator password).
3. In **McAfee Endpoint Security**, click on the “**Status**” tab and then select “**Threat Prevention**” option
4. Depending on whether you want to **force** or **stop** the local **Maintenance Mode**, **check** or **uncheck** the following options: “**Access Protection**”, “**Exploit Prevention**”, “**ON-Access Scan**”.



## PROCEDURE 3 – Manually Re-importing Specific Domain Group Policy Object Settings

### Prerequisites:

The supplemental CD ISO image file is available for mounting to virtual machine CD-ROM drive from datastore or local drive.

**NOTICE:** Before you start the procedure, make sure that all domain controllers are in the correct state in UEM and there are no errors.

### Procedure:

1. Open first system level DC virtual machine console.
  - a. The vSphere client should be for A7.18 release or older, the browser should be for A2019.1 release or newer.
  - b. The first system level DC virtual machine console opens.
2. Prepare the source data for the domain GPO re-import - mount the Supplemental CD ISO image to virtual CD drive of domain controller virtual machine.  
Supplemental CD ISO is presented as an E: drive on first system level DC.
3. Log in to the first system level DC with domain admin account (for example, **motosec**).
  - a. You can see the desktop of the first system level DC.
4. Open the Group Policy Management Console (GPMC).
5. Click **Search** and type: **gpmc.msc**  
Group policy management window opens.
6. Select **MCC 7500E IP Console** GPO.
  - a) Discover in the left pane of GPMC tree: **domain - <your domain name>** (for example, ucs.astro)
  - b) Open **Group policy management objects** folder on your domain.
  - c) Click **MCC 7500E IP Console** GPO object.
7. Import settings for **MCC 7500E IP Console** GPO.
  - a) Right-click on **MCC 7500E IP Console** GPO object and choose **Import Settings**.
    - a. b) In **Import Settings** wizard window, choose **Next**.
8. Optional: To back up the current GPO settings, follow these steps:
  - a) To choose the backup folder for current settings of GPO, click the **Backup** button.
  - b) In the next window, click **Browse** and choose the folder to upload the settings.
  - c) Fill in the **Description** field. Provide a proper explanation of the backup, for example: “Previous state of test GPO
  - b. settings”.
  - d) Click the **Backup** button and **OK**.
9. Import the settings.

**NOTICE:** Double check that you are importing the right GPO, because every GPO import triggers domain synchronization

process. The process takes time and must be completed before the next attempt to import.

a) Click **Next** to continue. A new window appears

a. b) Click **Browse**.

c) Choose E: drive to get GPO in Browse folder window.

d) Navigate to **E:\Active Directory\Data\GPO** and click **OK**.

e) Click **Next**.

f) From the GPO list, choose **MCC 7500E IP Console** GPO and click **Next**.

g) Wait until the wizard scans backup folder, check results and click **Next**.

h) In the next screen, choose migration table file. Click the **Browse** button and select:  
**C:\Windows\Temp\updated.migtable.**

i) Select **Use migration table exclusively...** flag. Click **Next**.

j) Check the summary and click **Finish**.

10. Make sure that import was done successfully. To close the import window, click **OK**.



---

## 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: \_\_\_\_\_  
\_\_\_\_\_

Bill To: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

### Customer Billing

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

### Internal Billing

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# ***Software Order Form***

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

- ° 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 is 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:

---



