Motorola Solutions Technical Notification (MTN)

TITLE: Provisioning Manager "Excel Import and Export" functionality fails to import ACIM conventional channels.

TECHNOLOGY: ASTRO25

SYMPTOMS:
Import operation of ACIM conventional channels from the excel file finishes with errors.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
A2019.2 Prior to UCS-Astro-07.19.02.50-XX

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:
Provisioning Manager "Excel Import and Export" functionality contains a bug that makes it impossible to import ACIM conventional channels from the excel file in the following scenario:
1. Export to the excel file one or more ACIM conventional channels Using Provisioning Manager "Excel Import and Export" functionality
2. Do not change anything in the exported file
3. Try to import the excel file
4. Import fails with errors:
":The Field is required."
"Conventional Channel Alias: The field is required."

WORKAROUNDS AND CORRECTIVE ACTIONS:
No workaround available.

RESOLUTIONS AND REPAIR PROCEDURES:
To resolve the issue UCS should be upgraded to version UCS-Astro-07.19.02.50-XX or later.

Notes: Clearing web browser cache on every NM Client usually is required after PM/UCS software upgrade
The media provided is a new version of UCS application installation disc along with accompanying Red Hat Enterprise Linux disc.

After the fix is applied there is a need to clear the cache of all browsers used to access Provisioning Manager please use "Deleting the Browser Cache after PM/UCS Software Update" procedure from "Private Network Management Servers" manual for ASTRO 25 SYSTEM RELEASE A2019.2

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 Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
   a. Reference **MTN-0061-20-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):

ASTRO 2019.2 UCS Box Release: KC877V0AS000190203 (UCS-Astro-07.19.02.50-<mark>XX</mark>)

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

System release: A2019.2

☐ **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

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 center
https://www.motorolasolutions.com/en_us/support.html

MOTOROLA SOLUTIONS

Motorola Solutions Software Factory

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 #: _____

MOTOROLA SOLUTIONS

Software Order Form

Motorola Solutions Software Factory   Phone Number: (800) 221-7144

° This form has been sent to you because you have requested an order from
   the *Motorola Solutions Software Factory*Team.

° Please fill out the order form and email back to the *Motorola Solutions Software Factory*
   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 SCHSWF 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: _____