

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.

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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-**XX**)

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 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:

Bill To:

Email:

Attn:

Attn:

Phone:

Phone:

Customer Billing

P.O. #:

CUST #:

TAG #:

Internal Billing

PROJECT #:

FSB #:

DEPT #:

APC #:

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 is 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:
