

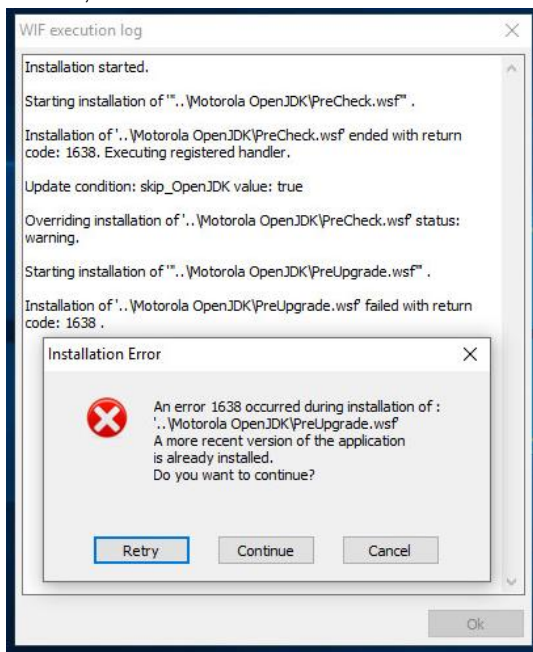
Motorola Solutions Technical Notification (MTN)

TITLE: Installation of 32-bit OpenJDK fails during upgrade when a newer version is already installed

TECHNOLOGY: ASTRO 25

SYMPTOMS:

The problem may occur on environments where Motopatch has been applied and only during upgrades from 7.17.x or 7.18 to 2020.x on systems where a newer version of 32-bit OpenJDK package is already installed. When trying to install an older version, the installation fails with '1638' exit code instead of skipping the package installation step.



MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ASTRO 2020.x

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

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ROOT CAUSE / DEFINITIVE TEST:

The installation scripts in prior versions did not check correctly the version currently installed. This is needed to determine if a software update is required or if an already installed version is newer and this step can be skipped.

WORKAROUNDS AND CORRECTIVE ACTIONS:

If a pop-up message appears during the upgrade stating "An error 1638 occurred during installation of: ..\Motorola OpenJDK\PreUpgrade.wsf" click on the 'Continue' button.

The problem was fixed in the newest Windows Supplemental version. Use the software from the table below:

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000200107 or later	A2020.x
Windows Supplemental Trans Config	KC877V088000200107 or later	A2020.x

RESOLUTIONS AND REPAIR PROCEDURES:

Perform workaround listed above.

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-0062-21-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 MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Media Name	KC Number	Release
Windows Supplemental Full Config	KC877V087000200107 or later	A2020.x
Windows Supplemental Trans Config	KC877V088000200107 or later	A2020.x

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

The installation procedure for components located on Windows Supplemental Media is described in *Chapter 1.4 - Installing Components Located on the Windows Supplemental Media* of Windows Supplemental Configuration Setup Guide.

- A2020.x: [MN005996A01-E](#) (or newer)

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 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 #:

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 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:
