

Motorola Solutions Technical Notification (MTN)

TITLE: Some new emergency alarms are not being displayed on RCM Events.

TECHNOLOGY: ASTRO 25

SYMPTOMS: Sometimes emergency calls don't show up in RCM Reports.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Release Version(s) Impacted: A7.18, A2019.2, A2020.1, A2021.1

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The event monitor lists are limited to 50 Emergency Alarm events and 50 Status Events at a time. When the number of events exceeds the limit, new events cause the event at the bottom of the list (with the oldest timestamp) to be scrolled off the list.

The first 50 events that are displayed are selected considering their timestamp and not by last retry time. In case the last event received is considered a retry of an event that is in position greater than 50th, such an existing event is moved temporarily at the beginning of the list, but when the page is refreshed, it goes back to its previous position, becoming once again not visible, unless its state is changed to Responded.

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

RCM online help was updated (RCM Operations->RCM Events->Monitoring events) to explain to the user that it is really important to clean the list and keep less than 50 events on the list so that all events are visible.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Radio Control Manager Online Help for ASTRO:

<https://learning.motorolasolutions.com/user-guide/54760enus>

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WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure X___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed X___
Information only X___

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:

Customer Billing

P.O. #:

CUST #:

TAG #:

Bill To:

Attn:

Phone:

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:
