

DOCUMENT NUMBER:	<b>MTN-0155A-24</b>
ISSUE DATE:	<b>2024-12</b>

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Delays in UNCW (Unified Network Configuration Wizard) operation and freezing during Site-Level configuration refresh or changes.

## Technology

ASTRO® 25 - DSC 8000 RDM (Reference Distribution Module)

## Severity Recommendation

High/Safety - Perform Immediately

## Symptoms

After upgrading DSC 8000 RDM's to version 9.5.120, the UNCW locks up for ~30 minutes when submitting site-level configuration changes. During this time, users receive no feedback from the system, and after the ~30 minutes, lengthy error messages are displayed.

The problem may be triggered in two cases:

- When a user attempts to refresh the site configuration or/and
- When a change is submitted to a parameter value that should be propagated to D-series subsites.

Both scenarios above lead to prolonged delays and errors, significantly impacting user productivity and network configuration management ability. Eventually, remedy jobs are created with significant delay (after a few hours).

**NOTE 1: For customers that have not yet upgraded to DSC 8000 RDM version 9.5.120, please apply this MTN before the DSC 8000 RDM upgrade.**

NOTE 2: Systems with a high number of DSC 8000 RDMs are more vulnerable to this issue and may experience longer remedy jobs creation time.

NOTE 3: Freshly installed (not upgraded) DSC 8000 RDMs running 9.5.120 version are not affected by this issue.

## Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
ASTRO 2021.1 / 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	DSC 8000 SIMULCAST RDMs <u>upgraded</u> from 9.3.x version to the version 9.5.120
ASTRO 2021.1	UNC-Astro-07.20.11.68-04 and prior
ASTRO 2021.1	UNCDS-Astro-07.20.11.68-04 and prior
ASTRO 2021.1	UPDATE-UNC-07.20.11.68-04 and prior
ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UNC-Astro-07.22.06.22-04 and prior

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ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UNCDS-Astro-07.22.06.22-04 and prior
ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UPDATE-UNC-Astro-07.22.06.22-04 and prior

## When To Apply

To complete upgrade successfully \_x\_  
After failure \_x\_

## Test To Perform

None.

## Workaround/Recovery

None.

## Resolution And Repair Procedure

Upgrade UNC or DSC8000 SIMULCAST RDMs to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
  - Reference MTN-0155A-24 in the 'Reason for Software/Hardware Change' section of the software order form.
  - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

## Time To Implement/System Impact

### UNC upgrade:

Estimated time to implement - per machine - approximately 1-2 hours

Medium - time-consuming but no loss of functionalities

### DSC8000 upgrade:

Estimated time to implement - per machine: about 2 hours per DSC8000

Medium - time consuming, no loss of functionalities

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## Software Parts Required

System Release	Name / SW version	Details / Part Number
ASTRO 2021.1 / 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	DSC8000 Firmware - 9.6.32 or later	KC680V001000090600 or later
ASTRO 2021.1	UNC-Astro-07.20.11.68-06 or later	KC877L0AT000210112 or later
ASTRO 2021.1	UPDATE-UNC-Astro-07.20.11.68-06 or later	KC877L0AT000210113 or later
ASTRO 2021.1	UNCDS-Astro-07.20.11.68-06 or later	KC877L0AT000210156 or later
ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UNC-Astro-07.22.06.22-06 or later	KC877L0AT000220132 or later
ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UPDATE-UNC-Astro-07.22.06.22-06 or later	KC877L0AT000220133 or later
ASTRO 2022.1 / 2022.HS / AN2024.1 / AN2024.HS	UNCDS-Astro-07.22.06.22-06 or later	KC877L0AT000220166 or later

## Additional Information

In order to complete the upgrade of Linux servers, the procedure requires RedHat Enterprise Linux media. Ensure you use installation media delivered together with your system or order RedHat Enterprise Linux media according to the table below:

System Release	Name / SW version	Details / Part Number
A2020.HS, A2021.1	Red Hat Enterprise Linux 7.X (7.5z_20180821)	KC877L0D9000071715
A2022.1, A2022.HS	Red Hat Enterprise Linux 8.X (8.4.z.20211018)	KC877L0D9000220102

## Reference The Following Documents/Processes For Installation Procedures

UNC upgrade:

Manual: Private Network Management Servers (for appropriate release) - Chapter: Upgrading Linux-Based Virtual Machines

DSC8000 upgrade:

Manual: DSC 8000 Trunking RF Site Installation Guide

## Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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