MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Users are unable to generate reports in the 'Zone Historical Reports' or 'System Historical Reports' application

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

When a user generates a report in the 'Zone Historical Reports' or 'System Historical Reports' application, the message "Connection to database failed" appears, or the report is generated but the report is completely blank.
The application log file contains a message: *detected an exception: Unexpected ValueType: ValueType=[255].*

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.x	PRNM suite version AMNM-D48.00.00.21
AN 2024.x	PRNM suite version AMNM-R49.00.00.07

NOTE: Freshly installed systems with the PRNM Suite version specified above are not affected by this issue.

When To Apply

After failure _X_

Test To Perform

1. Open "Zone Historical Reports" or 'System Historical Reports' application.
2. Generate report - Choose any "Report Name". Click the "View" button.
3. If the message "Connection to database failed" is shown, or the report is generated but is completely blank go to the next step. Otherwise the system is not affected by this issue.
4. Inspect the log files for message *detected an exception: Unexpected ValueType: ValueType=[255]*
   a. Log file of 'Zone Historical Reports' is located in C:\ProgramData\Motorola\Motorola PRNM Suite\tmp\rplayer_zhr_z<zone>_c<core>.log

b. Log file of 'System Historical Reports' is located in C:\ProgramData\Motorola\Motorola PRNM Suite\tmp\rplayer_zhr_z99_c<core>.log

5. If any of the above log files contains the message **_detected an exception: Unexpected ValueType: ValueType=[255],_** follow the _Resolution And Repair Procedure_ below. Otherwise the system is not affected by this issue and this MTN is not applicable.

Workaround/Recovery

None

Resolution And Repair Procedure

Upgrade 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-0160-24 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

Estimated time to implement - per machine - up to 30 mins

Medium - time-consuming but no loss of functionalities. All PRNM (Private Radio Network Management) suite applications will be not available during uninstallation and upgrade

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.x	PRNM suite version AMNM-D48.00.00.22 or later	KC877C06L000220106 or later
AN 2024.x	PRNM suite version AMNM-R49.00.00.08 or later	KC877C06L000240101 or later

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

Private_Network_Management_Client_Feature_Guide.pdf
chapters:
Uninstalling the PRNM Suite of Applications on the NM Client
Installing the Motorola PRNM Suite of Applications

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