

DOCUMENT NUMBER:	MTN-0173-24
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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Rarely, dispatchers may be logged off the AXS console software when the ZDS service is shut down.

Technology

ASTRO® 25 - AXS Console

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

In the event the ZDS server becomes unavailable (i.e. system updates, DSR zone switching, and random ZDS resets), console operators may be logged out of the AXS application. This condition is rare and difficult to predict. This could potentially impact multiple console operators simultaneously.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2021.1, A2022.1, A2022.HS, AN 2024.1, AN 2024.HS	CommandCentral AXS Dispatch Position software version 3.3.96 and prior

When To Apply

MSI recommends scheduling an update for your AXS consoles at the earliest opportunity. This upgrade will include enhancements eliminating the risk of unintentional logouts.

It is important to upgrade your AXS consoles before proceeding with any upgrades to the Core system, particularly the ZDS server.

Workaround/Recovery

There is no workaround available.

If a problem occurs, the dispatcher must log in to the AXS console.

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:

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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-0173-24 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 - 15 minutes

High - console operator position will not be available during upgrade time

Software Parts Required

System Release	Name / SW version /	Details / Part Number
A2021.1, A2022.1, A2022.HS, AN 2024.1, AN 2024.HS	CommandCentral AXS Dispatch Position software version 3.4.154 or later	KC504V00E000240003 or later

Reference The Following Documents/Processes For Installation Procedures

AXS Dispatch Console Installation Guide <https://learning.motorolasolutions.com/installation-guide/86086enus>

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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