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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Motorola Dynamic Transcoder, Group Data Gateway, Dispatch Assistant, PRX7000, MCC 7500 with VPM and MCC 7500E Dispatch Position software updates resolve multiple issues listed in Appendix A section and deliver new functionality listed in Appendix C.

Technology

ASTRO® 25

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

1. Alias for recorded calls are missing in some scenarios.
2. The AIM device is not recognized when connected to the ZBook Fury 16 G10 in outside RNI configuration.
3. When a client application using the SDK console during a General Transmit, generates General Transmit stop and start events within a few milliseconds (1-5 ms), the console is unable to transmit outbound audio on the EPI interface (External Phone Interface). A console restart is required to recover.
4. Searching for aliases containing "-" (dash or minus) signs does not work correctly on MCC 7500.
5. A KMF Switchover may cause random consoles to reinitialize the Elite Dispatch application.
6. VPM may crash when the KMF network connection is unavailable (during any KMF-VPM connection/network disruption i.e. when the Border router is rebooted).
7. Console System Status shows Red X for Connection to Database Server (Appendix A).

Note: Please see Appendix A for additional symptom details, Appendix B for Known Issues and Appendix C for New Features.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC7500E Dispatch Position software version 24.7.4 and prior
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC7500 Dispatch Position/Archiving Interface Server (AIS) software version 24.7.4 and prior
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	PRX7000 software version 23.12.3 and prior
AN2024.1 / AN2024.HS	Motorola Dynamic Transcoder software version 24.7.4 and prior
AN2024.1 / AN2024.HS	Group Data Gateway software version 24.7.4 and prior
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	Dispatch Assistant software version 18.11.338 and prior

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A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	VPM software version R21.04.01.01 and prior
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When To Apply

After failure x

During maintenance x

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-0014-25 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 operator position - 15-20 min

High - Loss of functionalities/audio/downtime - Operator position will be unavailable for 20 minutes (during the software installation).

Software Parts Required

System Release	Name / SW version	
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC7500E Dispatch Position software version 25.1.164 and later	KC443V00E000250001
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC7500 Dispatch Position software / Archiving Interface Server (AIS) version 25.1.157 and later	KC443V00R000250000
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	PRX7000 software version 25.1.157 and later	KC443V01P000250000
AN2024.1 / AN2024.HS	Motorola Dynamic Transcoder software version 25.1.157 and later	KC443V02X000250000
AN2024.1 / AN2024.HS	Group Data Gateway software version 25.1.157 and later	KC443V02A000250000

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A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	Dispatch Assistant software version 25.1.10 and later	KC443V020000250000
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	VPM software version R24.12.01.00 and later	KC443C01A000250000

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

- Motorola Dynamic Transcoder 25.1.157 and Group Data Gateway 25.1.157 can only be installed on System A2024 (Windows 21H2 20240605.00). System A2022 (Windows 10 v1809 01.03.01.07-03) is currently not supported for these versions.
- HP Z2 Mini G3 is not supported starting with release 2022.X and up. MCC7500E/MCC7500 Dispatch Position software 25.1.157 and PRX7000 software version 25.1.157 can not be installed on HP Z2 Mini G3.

Reference The Following Documents/Processes For Installation Procedures

ASTRO A2022.1 Dispatch Console Backward Compatibility Guide – MN005342A01-V

A2022.1/AN2024.1 MCC 7500 Dispatch Console with VPM - MN009829A01-J

Chapter 2.2.3.5: Installing the MCC 7500 with VPM Dispatch Console/AIS Software

A2022.1/AN2024.1 MCC 7500E Dispatch Console Use Guide - MN009830A01-L

Chapter 2.7: Installing the Dispatch Console Software Inside the RNI

Chapter 3.2: Installing the Dispatch Console Software Outside the RNI

A2022.1/AN2024.1 MCC 7500E Dispatch Console Use Guide - MN009830A01-L

Chapter 4.1: Installing PRX 7000 Console Proxy Software

AN2024.1 Dynamic Transcoder User Guide - MN011045A01-B

Chapter 2.11: Installing the Dynamic Transcoder Application

AN2024.1 Group Data Gateway Feature Guide - MN011046A01-B

Chapter 2.2.13 Installing the Group Data Gateway Application

Dispatch Assistant Feature Guide - MN005341A01-L

Chapter 2.4 Installing the Dispatch Assistant Service

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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Appendix A – Resolved issues – Additional Symptom details

Symptom 1

Abstract: Aliases for recorded calls may be missing in some scenarios.

Special Configurations: Patch call with Trunking and Digital Conventional resources.

User Symptoms: Aliases are missing on some recorded calls.

Description: The alias in a trunking (audio) patch PTT grant is not being populated into the logging group call begin message when aggregation is occurring. As a result, loggers do not show (log) the alias information.

Symptom 2

Abstract: AIM device is not recognized when connected to the ZBook Fury 16 G10 in Outside RNI configuration.

Special Configurations: Outside RNI Console on ZBook Fury 16 G10.

User Symptoms: AIM device is not recognized when connected to the ZBook Fury 16 G10.

Description: AIM device is not recognized when connected to the ZBook Fury 16 G10.

Note: Windows reboot is required after installation/upgrade of Console application on ZBook Fury 16 G10.

Symptom 3

Abstract: In rare cases the Console is unable to transmit outbound audio on the EPI interface (External Phone Interface).

Special Configurations: Client application using SDK.

User Symptoms: Users are unable to transmit outbound audio on the EPI interface (External Phone Interface).

Description: When a client application using the SDK console during General Transmit, generates General Transmit stop and start events within a few milliseconds (1-5 ms), the console is unable to transmit outbound audio on the EPI interface (External Phone Interface). A console restart is required to recover.

Symptom 4

Abstract: Search for aliases containing "-" (dash / minus) sign does not work correctly.

User Symptoms: Entering alias containing "-" sign in the search box will not find the desired alias.

Description: When entering the alias containing - sign for Call alert in the search box, customer perception is that the unit does not show up. In fact, a radio alias is available, but sorting doesn't work correctly.

Symptom 5

Abstract: KMF Switchover causing random console to reinitialize Elite Dispatch application.

Special Configurations:

User Symptoms: Console Elite Dispatch application reinitialization.

Description: During KMF switchover some consoles may reinitialize Elite Dispatch application. The longer the console is not restarted (User Manual suggests rebooting consoles every few weeks) the likelihood this will occur during KMF switchover increases. The affected consoles report an error from "WinQUICC.exe" in the Windows Event application event logs, WinQUICC SOCKET_INIT_FAILED.

NOTE: To optimize Windows 10 PC/Workstation performance in ASTRO systems, MSI recommends weekly to monthly restart of Windows 10 PC/Workstations. This practice will allow the operating system to deliver expected performance to the user applications and reduce chances of performance issues.

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For SUS (Security Update Service) entitled customers, restarting the Windows 10 PCs/Workstation can be combined with deploying the latest tested Windows security updates.

Symptom 6

Abstract: VPM crashes when KMF network connection is unavailable (during any KMF-VPM connection/network disruption i.e. when the Border router is rebooted).

Special Configurations: MCC7500 with VPM

User Symptoms: VPM device resetting on their own

Description: VPM may crash when KMF network connection is unavailable (during any KMF-VPM connection/network disruption i.e. when the Border router is rebooted). Users may see on the Console Error message: 'Audio Processing is not available'. Reason: Physical connection present, but unable to establish communication between PC host and peripheral breakout device.

Symptom 7

Abstract: Console System Status shows Red X for Connection to Database Server.

Special Configurations: More than 164 console positions in zone

User Symptoms: Consoles lose their connection to the database server

Description: Consoles lose their connection to the database server. Console system status shows Red X for Connection to Database Server. Status changes to Green after console reboot only after connection with the Database Server has been successful. This issue occurs due to reaching the limit on number of simultaneous requests to LDAP (max limit is 164) and invalid handling of console reconnection to LDAP server.

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Appendix B – Known Issues

Issue 1:

Abstract: Phone resources are not affiliated for approximately 30s after console application startup.

Special Configurations: Enhanced Console Telephony (ECT)

User Symptoms: After the console application startup phone resources immediately look affiliated, but when the user tries to place a phone call, it will be unsuccessful and will get an error message on status bar: 'failure response received from PBX'.

Workaround: Wait approximately 30s after console application startup to place a phone call

Issue 2:

Abstract: Console PTT audio may be routed to External Phone Interface (EPI) in rare cases.

Special Configurations: Console Telephony

User Symptoms: If during an ongoing EPI transmission user starts a patch PTT transmission on patched radio talkgroups, audio should be routed only to the radio resources, but it is also available on the EPI.

Workaround: N/A

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Appendix C – New Features

Support of new HSM cryptographic module (CryptR replacement)

CryptR module has reached end of life, the new HSM module is the replacement. MCC7500E consoles only support one HSM External module connected via USB. This module is used only for external key storage on MCC7500E

Ringback Tones can be redirected to headset

When using a digital media gateway configuration for MCC7500E telephony, the console does not play (i.e. pass through) the ringback tones in this configuration like it does for POTS/analog interfaces. Enabling locally generated ringtones in the registry would allow the dispatcher to hear the console generated "digital" ringtones associated with the call in the headset, despite "Route Tones to Headset" disabled in the Provisioning Manager. Any other locally generated tones (i.e. Emergency Alarm) will not be heard in the headset. This feature needs to be enabled in the registry.

Support of Emergency Alarm and Request To Talk Status Messages when using Wave Mobiles

Added support for Emergency Alarm from WAVE Mobiles to the ASTRO Consoles as well as the RTT (Status Message) feature so that dispatchers can queue up and respond to the mobiles that made requests to talk.

InstallShield to WiX Installer migration

InstallShield was replaced with WiX Installer on all MCC7500 family products (Motorola Dynamic Transcoder, Group Data Gateway, Dispatch Assistant, PRX7000, MCC 7500 with VPM and MCC 7500E). WiX installer made the installation simpler and quicker for all above products.

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