

DOCUMENT NUMBER:	<b>MTN-0026-25</b>
ISSUE DATE:	<b>2025-02-24</b>

# Motorola Solutions Technical Notification (MTN)

## Title

APX RM jobs stuck in Processing or Failing with error code **20004** or reading radios in CPS getting stuck at "Read Radio Verification" or drag and drop taking a longer amount of time after upgrading to APX CPS/RM **R34** or **R35**

## Technology

APX Customer Programming Software/Radio Management (CPS/RM)

## Severity Recommendation

Low / Maintenance

## Symptoms

- APX RM jobs are stuck in Processing or Failing with error code **20004**
- Some radios read in a couple of minutes on APX CPS/RM **R33** and prior, once APX CPS/RM is upgraded to **R34** or **R35** the same radios may take up to 20 minutes or greater to read
- Reading some radios in CPS may get stuck at "Read Radio Verification" after upgrading to APX CPS/RM **R34** or **R35**
- Other radios may read without issue when using APX CPS/RM **R34** or **R35**
- Drag and Drop using APX CPS/RM **R34** or **R35** may take longer to complete

## Models Affected

CPS\_R34.00.00/RM\_2.53.123.0 and CPS\_R35.00.00/RM\_2.55.257.0

**NOTE: This issue is not present on the 24.1 baseline release - CPS\_R33.00.01/RM\_2.51.217.0**

## When To Apply

After Failure

As Instructed

## Workaround/Recovery

Any customers reporting this issue before the fix is released should open a case with the TSO Astro Device team, specifying the version of APX CPS/RM they are using when encountering the issue. TSO will provide a workaround and instructions on how to apply. This should address the issue on their current APX CPS/RM until SR2025.1 release is available.

## Resolution And Repair Procedure

A fix is planned for APX CPS/RM in **R36** (SR2025.1 Baseline Release) expected to be available in Q2 2025

### MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	<b>MTN-0026-25</b>
ISSUE DATE:	<b>2025-02-24</b>

---

## 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>.

---

### MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.