

DOCUMENT NUMBER:	<b>MTN-0063-25</b>
ISSUE DATE:	<b>2025-04</b>

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# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

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## Title

IMW 2025 Q1.02 Cumulative Patch Release

## Technology

ASTRO® 25, DIMETRA™

## Severity Recommendation

Medium / Operational - Schedule to implement

## Symptoms

Numerous updates are available in this system release.

**Note: Please see Appendix-A for symptom details**

## Models / System Releases / Kits / Datecodes Affected

IMW 5.2.5

### Acronyms Used:

PCM - Unified Network Services Configuration Manager

UNS - Unified Network Services

IMW - Intelligent Middleware

DNS - Domain Name Server

AE - Application EndPoint

## When To Apply

During maintenance \_X\_

## Test To Perform

None

## Workaround/Recovery

None

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## Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" 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:
  - a) Reference MTN-0063-25 in the 'Reason for Software/Hardware Change' section of the software order form.
  - b) List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" 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

Deployment of this patch may take up to 2 hours.

**High** - IMW server will be unavailable during patch installation.

## Software Parts Required

Name / SW version / System Release	Details / Part Number
IMW 2025 Q1.02 Cumulative Patch	KC232C06K000250102.iso

## Hardware Parts Required

Name	Part Number
N/A	N/A

## Additional Information

None

## Reference The Following Documents/Processes For Installation Procedures

Follow Installation procedure "IMW 2025 Q1.02 Patch Installation Guide V1.0" is available in KC232C06K000250102.iso

## 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 – Additional Symptom details

### New Features:

**Abstract:** APX Next Smartlocate location reporting via IMW

**Releases affected:** 5.2.5

**Special configuration:** NA

**Description:** A new feature to report APX Next Radio broadband location and presence was introduced to IMW Application.

**Applicable VMs:** Core and AE VM's

### Issue Updates:

All of the issues described below have been fixed in this release

**Abstract:** "Manual Switch Roles" fail to complete and take more time when the heartbeat interval is increased.

**Releases affected:** 5.2.5

**Special configuration:** NA

**Description:** IMW "Manual Switch Role" Functionality was failing to complete and after increasing the heartbeat time from 20 sec (default) to 60 sec taking more than 5 mins to complete the IMW Switch Role between Redundant server. The issue is now resolved. The manual switch role time functions as expected when the heartbeat interval is increased.

**Applicable VMs:** Core VM

**Abstract:** IMW 5.2.5 reports statuses of Objects as Unknown in UEM after discovery.

**Releases affected:** 5.2.5

**Special configuration:** NA

**Description:** UEM is receiving "Unknown" status from IMW 5.2.5 and blue severity (i.e., Warning) for DB Replication, Inter UNS Link, Platform Services, and Redundancy in the UEM Network Element View. Additionally, in redundant server configurations, the Standby IMW shows the same state for those components and also the "Disabled" state rather than "Disabled Standby" for the Network Services, Application Services, Presence Services and Location Services components in the UEM Network Element View. The issue is now resolved. UEM is getting correct status from the IMW.

**Applicable VMs:** Core VM

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**Abstract:** RestAPI Messaging is failing due to Messaging Gateway Service rebooting

**Releases affected:** 5.2.5

**Special configuration:** NA

**User symptoms:** The IMW RestAPI messaging function fails, preventing third-party applications from sending messages to radios, application groups, and talkgroups etc.

**Description:** The Messaging Gateway no longer reboots and the RestAPI messaging is stable.

**Applicable VMs:** Core and MSG VM's

**Abstract:** Third-party applications are unable to subscribe to the IMW LRRP API after switchover or a service restart.

**Releases affected:** 5.2.5

**Special configuration:** NA

**User symptoms:** IMW LRRP API Subscriptions fail to Subscribe due to third party applications are not able to authorize.

**Description:** Applications are now able to subscribe to the LRRP API after service start or switchover.

**Applicable VMs:** Core VM

**Abstract:** IMW - Switching roles may fail with an error "14 failed to replicate stay from active core" on Administrative client.

**Releases affected:** 5.2.5

**Special configuration:** NA

**User symptoms:** IMW Redundancy manual switch roles are failing.

**Description:** IMW Redundancy manual switch role no longer fails.

**Applicable VMs:** Core VM

**Abstract:** The UEM application is displaying major alarms for Application Services and Network Services when the Core Group Management license is missing in the IMW.

**Releases affected:** 5.2.5

**Special configuration:** NA

**User Symptoms:** The UEM application is displaying major alarms for Application Services and Network Services when the Core Group Management license is missing in IMW.

**Description:** The IMW no longer sends incorrect statuses to the UEM when the Core Group Management license is missing in IMW.

**Applicable VMs:** Core VM

**Abstract:** Unable to Clear SOS(Emergency Trigger) in IMW Web location Client

**Releases affected:** 5.2.5

**Special configuration:** NA

**User Symptoms:** The customer is unable to clear the SOS for the radio in the IMW Web Location Client.

**Description:** The "Clear SOS" feature is no longer supported and the button has been removed from the IMW Web Location Client.

**Applicable VMs:** Core VM

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