



# **CommandCentral AXS 3.0**

## **Release Notes**

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# **System Level Information**

## **CommandCentral AXS 3.0**

The CommandCentral AXS Dispatch Console is Motorola's most recent high-tier wireline radio dispatch console for use on Motorola's ASTRO 25 systems. The AXS Dispatch Console includes the features expected in a high tier Console including Emergency and Console Priority and offers a choice of accessories. It is a software-based dispatch console that does not require a separate external hardware connection, e.g., a VPM, to perform dispatch operations; audio vocoding is performed within the Windows operating system. Its constantly evolving feature set is designed to meet the needs of mission critical dispatchers in various market segments.

The dispatch console consists of a browser-based user interface (UI) which interfaces to the local call and audio processing application of the AXS dispatch console. The web browser used for the AXS UI is Microsoft Edge. A dispatch console appliance called the CommandCentral Hub is used to provide the workstation hosting the web browser, the AXS dispatch application, as well as connections for the various peripheral devices used at a dispatch console (microphone, speakers, headsets, etc).

The new architecture of the AXS Dispatch Console moves AXS application software to the CommandCentral Hub and eliminates the need for the AXS Server Cluster. This moves AXS away from being a client/server-based solution. It is now a Windows-based software application. This change improves the product's performance and reduces the overall cost, backroom footprint, and power needs for the AXS Console system.

The AXS console feature set was mostly maintained as part of the architectural change and includes trunking and conventional radio resource support as well as paging and auxio support. Notable differences in the new architecture include:

- The elimination of the AXS Server Cluster, supporting hardware, and supporting AXS Cluster management applications
- The elimination of the need to connect each AXS Server Cluster to MSI's Cloud Software Hub (CSH)
- Elimination of the new Client Server Dispatch (CSD) site and IP plan
- The reuse of the existing NMD Dispatch site and IP plan.
- The following may be deployed on an NMD Dispatch site: MCC7500 + MCC7500E + AXS + AIS. Please keep in mind that the AXS dispatch console may operate in parallel with MCC 7500 & MCC 7500E dispatch consoles, but special consideration must be made if physically co-locating the AXS console near MCC 7500 consoles.
- Support for a total of up to 50 operator positions at each console site
- Encryption support at the console position itself
- The temporary reuse of the MCC7500E Enhanced Instant Recall Recorder (IRR)
- Centrally managed user accounts via the ASTRO Active Directory
- Console IDs are mapped to the physical console instead of a user
- Support for fault reporting to the ASTRO UEM

# **CommandCentral AXS 3.0**

## ***Known Problems***

### **OXYGEN-2889**

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Misleading error message when adding Page On Selected Resource when no Resource selected
<u>User Symptoms:</u>	Users will be notified that “resource is not assigned” instead of “no channel selected” when trying to send a page on a selected resource while none is selected.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	N/A

### **OXYGEN-3119**

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	“Patch In Use” and “Resource Partially Available” can’t be displayed simultaneously.
<u>User Symptoms:</u>	AXS User Interface is not able to simultaneously display “Patch In Use” and “Resource Partially Available” notification on the talk resource. “Resource Partially Available” will be suppressed by “Patch In Use” if both conditions occur.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	N/A

## OXYGEN-3156

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	Selected speaker must be configured in the IRR application.
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Unplugging and plugging back playback device while IRR playback is run causing incorrect audio routing in IRR application
<u>User Symptoms:</u>	If the “playback device” is physically disconnected and connected again to the CommandCentral Hub during the IRR playback then the default OS playback device will be assigned as “playback device” (instead of previously configured playback device).
<u>Workaround:</u>	Playback device has to be configured manually.
<u>Engineering Details:</u>	N/A

## OXYGEN-3225

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Problem with updating failed page after fixing the reason of page failure
<u>User Symptoms:</u>	Updating a page queue containing a failed page by adding a page group including the same non-faulted page instance to the queue does not replace the failed page with a valid instance.
<u>Workaround:</u>	Remove the failed page from the queue before adding it again.
<u>Engineering Details:</u>	N/A

## OXYGEN-3246

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Paging queue may be corrupted by adding Talk Resource to the Patch Group.
<u>User Symptoms:</u>	Automatic removal of the page from the page queue caused by adding Talk Resource to the Patch Group prevents from sending Page queue. This may occur if the Patch resources is correlated with one of Page in the queue
<u>Workaround:</u>	Empty queue and add Pages to the queue again.
<u>Engineering Details:</u>	N/A

## OXYGEN-3264

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Cross busy condition do not cause page failure
<u>User Symptoms:</u>	In case one of the sequential page resources in the page queue is in cross busy condition, it should be failed. Instead of page failure, the page is queued and sent after the cross busy condition ends.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	N/A

## OXYGEN-3304

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Changing “selected speaker” assignment in EIRR during active call does not work properly
<u>User Symptoms:</u>	If the EIRR “selected speaker” configuration is changed to a different device with outgoing call, then the call will not be recorded. Changing “selected speaker” configuration will take effect on the next call after a new assignment.
<u>Workaround:</u>	Missing calls from “selected speaker” track could be played from “selected\unselected” tracks.
<u>Engineering Details:</u>	N/A

## OXYGEN-3330

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Volume control is partially obscured when used from Activity Log preview.
<u>User Symptoms:</u>	When the user tries to change the volume in the Activity Log preview, the Volume Control is partially obscured, making it difficult to change the volume.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	N/A

## OXYGEN-3340

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	Multi-Select group locked by the Admin
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Multi-Select group cannot be open when it is locked by administrator
<u>User Symptoms:</u>	The Console Operator can't select the Multi-Select group locked by the Administrator.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	Do not use Locking feature for Multi-Select Groups and Patch Groups

## OXYGEN-3364

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	The MSEL and Patch windows scroll bar may cause inconvenience to the Console Operator
<u>User Symptoms:</u>	<p>When the number of configured MultiSelect Groups is greater than the Msel window can display, a scroll bar appears on the right edge of the window. If the Operator opens one of the Multiselect Groups from the top of the list for editing and that particular group has a large number of Talkgroups, then the Operator scrolls down the MSEL window to open one of the next Multiselect Groups for editing, it may happen that the Msel window opens scrolled down too much, making the open Multiselect group invisible.</p> <p>The same can happen with the Patch Group window.</p>
<u>Workaround:</u>	Scroll up Multiselect Group window to see the open group.
<u>Engineering Details:</u>	N/A



## OXYGEN-3396

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Very rarely, the resource window may show all resources duplicated.
<u>User Symptoms:</u>	After opening the "resources" window, it can very rarely happen that all resources are duplicated. Occurrence of this defect does not negatively affect other functionalities of Console.
<u>Workaround:</u>	Log out and log in into Console.
<u>Engineering Details:</u>	N/A

## OXYGEN-3400

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Invalid validation description helper string for the entered Page ID in the Manual Pages window
<u>User Symptoms:</u>	When the Operator manually enters an incorrect value in the Page ID field, a string describing allowed input values is displayed. In some situations the description may be incorrect.
<u>Workaround:</u>	Refer to manual for valid Page ID input information.
<u>Engineering Details:</u>	N/A

## OXYGEN-3403

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	“Unknown message received. Please contact System Administrator” is displayed on the status bar.
<u>User Symptoms:</u>	“Unknown message received. Please contact System Administrator” is displayed in the status bar after sending a page and then holding the General Upload button for 15 seconds.
<u>Workaround:</u>	Ignore status bar message.
<u>Engineering Details:</u>	N/A

## OXYGEN-3405

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 AXXXX.Y>
<u>Special Configurations:</u>	Paging capability is set to sequential in the Provisioning Manager
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Incorrect behavior of General Transmit button when sending Pages.
<u>User Symptoms:</u>	The "Lightning" icon of the "General Transmit" button is not replaced with the “Pager” icon when sending pages.
<u>Workaround:</u>	N/A
<u>Engineering Details:</u>	N/A

## OXYGEN-3431

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Sending pages from page groups can be failing after interaction between simultaneous sending Page Group and adding Talkgroups to Patch Group.
<u>User Symptoms:</u>	When Patch resource is in pending state and the Operator initiates sending Page group and at the same time the Talkgroup is successfully added to Patch group, then Paging queue is corrupted. As a result, paging operation with the use of Page Groups fails. To restore paging feature, the Operator can abort sending Page Group or empty page queue in Standard Page window
<u>Workaround:</u>	To restore paging function empty Page queue
<u>Engineering Details:</u>	Issue may occur only when pages are being added to the queue and not when pages are being sent. Time window depends on the number of pages in the group and is not greater than 2 seconds.

## OXYGEN-3443

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	N/A
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Adding pages to the Paging Queue with use of Page Group resource when Paging Queue contains pages added with the Standard page window may cause malfunction of Group Page resource functionality.
<u>User Symptoms:</u>	When the Paging Queue contains pages added with Standard page window and Operator adds Pages with Page Group resource then new pages are being added to the queue and Page Group resource being selected. In such a scenario if the Operator adds another page with use of Page Group resource, then new pages are being added to the queue, the Page Group resource gets selected, but previously added resource is deselected. If the Operator initiates sending pages configured in Paging queue all pages will be correctly sent.
<u>Workaround:</u>	To restore proper Page Group resources functionality, the Operator needs empty Page queue
<u>Engineering Details:</u>	N/A

## OXYGEN-3451

<u>Visibility:</u>	Customer Visible
<u>System Releases Affected:</u>	<ASTRO® 25 A2020.1 , A2021.1 , A2022.1>
<u>Special Configurations:</u>	AXS console discovered in UEM.
<u>Acronyms:</u>	N/A
<u>Abstract:</u>	Critical fault may be reported in UEM for AXS console object regarding Alias Server link.
<u>User Symptoms:</u>	<p>When operator is logged in into Windows account and not logged in into AXS console and UEM operator forces AXS Console rediscovery mechanics or manually trigger Synchronization, then Critical fault is reported in UEM</p> <p>When the operator is logged in to a Windows account and not logged into the AXS Console, and the UEM operator forces the AXS Console rediscover mechanic or manually triggers the synchronization, a critical error is reported in the UEM</p>
<u>Workaround:</u>	<p>Do not perform manual data synchronization or console re-discovery when the operator is logged in WIndows and not logged into the console.</p> <p>If the situation is observed, log in to the AXS console to recover UEM status</p>
<u>Engineering Details:</u>	N/A

Minimum ASTRO Box Software Versions for CommandCentral AXS 3.0 (A2020.x/2021.x, A2022.x)			
Applicable Release	ART / Product	Software Version	KC Number
A2020.x/A2021.1	PM/UCS	UCS-Astro-07.19.07.57-00	KC877V0AS000200112
A2022.x	PM/UCS	UCS-Astro-07.22.02.30-00	KC877V0AS000220104
A2020.x/A2021.1	TNCT	R26.111.00	N/A
A2022.x	TNCT	R26.111.00	N/A
A2020.x/A2021.1	Transport firmware	DVD version 14	KC147L01M000071714
A2022.x	Transport firmware	DVD version 14	KC147L01M000071714
A2020.x/A2021.1	UEM	AUEM-20.01.14.35-00	KC877V0AW000200119
A2022.x	UEM	AUEM-22.01.03.37-00	KC877V0AW000220104
A2020.x/A2021.1	DC Plugin	ADC_R11.00.117	KC877C04C000200122
A2022.x	DC Plugin	ADC_R12.00.47	KC877C04C000220106
A2020.x/A2021.1	AWS (Supplemental)	R16.20230612.00	KC877V087000200115, KC877V088000200115
A2022.x	AWS (Supplemental)	R17.20230704.00	KC877V087000220106, KC877V088000220106
A2020.x/A2021.1/A2022.x	CSMS Config Media	R07.01.20	KC877V0C4000000118
A2020.x/A2021.1	CSMS Supplemental Media	R08.04.36	N/A
A2022.x	CSMS Supplemental Media	R09.01.08	N/A
A2020.x/A2021.1	ABP Profile	ABP-R04.20230911.00	KC877C0E7000220104
A2022.x	ABP Profile	ABP-R05.20230911.00	KC877V0E7000200105