

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Loss of WiFi capabilities on APX™ Radio after upgrade or write using Radio Management

**TECHNOLOGY:** APX™ Radio Management

**Symptom:**

Radio Management customers (on current versions R28 / R29) who attempt to assign an older version radio codeplug template (i.e R27 or older) without first performing a *Save* of the codeplug template (on R28 / R29), may experience the following issues:

- Radio fails to connect to WiFi
- WiFi Error is displayed and the radio beeps when attempting to use SmartConnect™ over WiFi
- Radio *Read* will result in blank or random password characters displayed
- A radio without a purchased WiFi option attempts to scan for available WiFi networks

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

Radio Management with the following versions are impacted:

- **SR2022.2(R28):** [2.41.258](#), [2.41.262](#), [2.41.271](#)
- **SR2022.3(R29):** [2.43.211](#)

The following APX™ radio models are WiFi capable (therefore susceptible if an older codeplug template is applied):

- APX6000BN™, APX6000XE™, APX6500BN™, APX8000™, APX8500™

**SEVERITY RECOMMENDATION:**

**High / Operational - Perform Immediately**

**ROOT CAUSE / DEFINITIVE TEST:**

Radio Management software defect

**PREVENTATIVE ACTIONS:**

To prevent this issue from occurring, the older radio codeplug template must be first saved on the newer version of Radio Management:

1. **Highlight** the desired radio to *Write* or *Firmware Upgrade* in the *Device View*, click the pencil icon to *Edit* the template.
2. Make any modification to the template. For example: Navigate to *Radio Information/Codeplug Alias* and add a character to the end of the string (such as an underscore "\_").
3. **Close** the template using the red **X** in the upper right corner, which will prompt to **Save** changes to the file, select **Yes**.
4. **Save** template and **Apply** for all radios in use.
5. The old radio codeplug template may no longer be used until a Radio Management fix is released.

**RECOVERY AND REPAIR PROCEDURES:**

To recover from the loss of WiFi in the event an older template version has been applied via Radio Management:

Using CPS (version **R28 or greater**) or Radio Management (version **2.41.258 or greater**):

1. Load a codeplug file or updated template as described in above Prevention actions.
2. Verify that the WiFi passwords are correct.
3. Write codeplug or template to radio using a physical USB connection
4. Verify the radio now connects to WiFi

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Please contact Motorola Support and reference [MTN-0016-23-NA](#) for further instructions on how to perform the recovery procedure. The APX Support team can be reached at **1-800-MSI-HELP**; Use voice commands to ask for "**Technical Support**", then specify "**APX**" as the product family

**Important:** To avoid the above symptoms, it is a best practice to always save older version radio templates on the current version of Radio Management so that the Template fields are made compatible with the current radio firmware version.

This issue will be fixed in the next release of Radio Management software.

**LABOR ALLOWANCE:**

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