MOTOROLA *SOLUTIONS*

Motorola Solutions Technical Notification (MTN)

TITLE: APX Radio Management – Firmware upgrades performed using RM 2.10.8 (R17.00.01) to firmware version R17.00.00 or later will result in missing or unexpected functionality.

TECHNOLOGY: APX Radio Management

SYMPTOMS:
After performing a radio firmware upgrade using Radio Management version 2.10.8 (R17.00.01) to firmware version R17.00.00 or later, the template in the Radio Management database is not updated correctly, and some field values will be incorrectly set and not modifiable.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
All templates for APX radios upgraded with RM 2.10.8 (R17.00.01). When performing firmware upgrade with standalone CPS, this issue does not occur.

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
SW Defect

WORKAROUNDS AND CORRECTIVE ACTIONS:
Choose one of the following two methods:

1. Using CPS R17.00.01:
    - Upgrade to the R17 firmware using the R17.00.01 **CPS** (as opposed to upgrading from RM), and then read the radio again in RM.

2. Using RM 2.10.13 (R17.01.01):
    - If radios have not been upgraded with RM 2.10.8 (R17.00.01), please use RM 2.10.13 (R17.01.01) to avoid this issue.
    - If radios have already been upgraded using RM 2.10.8, use RM version 2.10.13 (R17.01.01) or higher and perform a firmware upgrade.

RESOLUTIONS AND REPAIR PROCEDURES:
A software fix for this issue will be available with APX CPS/RM R17.01.01 (2.10.13) (May 2018).
Use one of the corrective actions listed above to repair this issue.

When released, the Software will be available on Motorola On-Line web page which is located at:
https://businessonline.motorolasolutions.com/Member/ContentManagement/resourcecenter.asp

Select the following path from the items on the left side of the page,
   o   Software -> Two-Way -> APX Family Portables and Mobiles

PARTS REQUIRED (HARDWARE/SOFTWARE):
NA

ADDITIONAL INFORMATION:
NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
NA

WHEN TO APPLY RESOLUTION:
 After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately __
As instructed _X_
Information only __

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html