

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO R7 having Error 679 after modifying configuration from firmware upgrade via Wifi

TECHNOLOGY: MOTOTRBO™ R7

SYMPTOMS:

When using Radio Management (RM) tool to write a configuration to an R7 radio which has previously been upgraded via Wifi programming method, the job will fail and RM will prompt “Error #679 Failed to Write to the device. The device may have been modified outside of the managed database. Please schedule a read operation.” message.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All MOTOTRBO™ R7 radios whose firmware was previously upgraded via Wifi.

SEVERITY RECOMMENDATION:

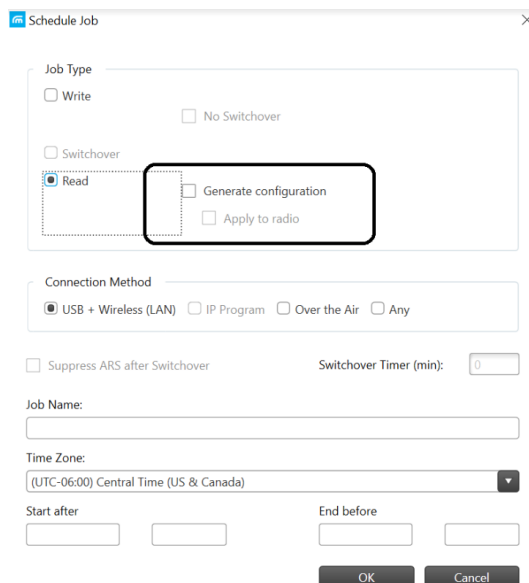
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

This is due to the discrepancy of the Software Update Management (SUM) date between the value stored in RM and the device software.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Perform and schedule a READ job without the generation of the configuration as shown in the snapshot below:



Schedule Job

Job Type

☐ Write ☐ No Switchover

☐ Switchover

☒ Read ☐ Generate configuration

☐ Apply to radio

Connection Method

☒ USB + Wireless (LAN) ☐ IP Program ☐ Over the Air ☐ Any

☐ Suppress ARS after Switchover Switchover Timer (min): 0

Job Name:

Time Zone:

(UTC-06:00) Central Time (US & Canada)

Start after End before

OK Cancel

After performing the READ job, reassign the original configuration and perform WRITE job to the impacted radio.

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RESOLUTIONS AND REPAIR PROCEDURES:

Any R7 radio with M2022.03 release software or newer will have the solution for this issue.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

WHEN TO APPLY RESOLUTION:

As instructed _x_

LABOR ALLOWANCE:

N/A

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