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Device Management

CPS and Radio Management Suite

ASTRO 2025.2

Release Notes

MOTOROLA SOLUTIONS

Updated July 2025

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MOTOROLA SOLUTIONS

CPS and Radio Management Suite

R37.00.00 Release

CPS and Radio Management Suite is our on-premises solution to radio fleet management.

1. Here's what's new in CPS and Radio Management

1.1. Audio Profile Support for Intelligent Accessories

An *Intelligent Accessory* is any Remote Speaker Microphone (RSM) which has a wideband microphone lineup. This includes all RSMs with a 3-Dot button and additionally the RM760/780.

Intelligent Accessory users may now take advantage of the audio profile settings used by the radio. With this update, users may program their *Intelligent Accessory* per Radio Profile.

Navigate to Radio Profiles and select any of the following new noise suppression settings for *Intelligent Accessory* under **Audio Settings** > **Microphone** / **TX Settings** > **Noise Reduction** > **Group Settings** and **Background Noise Reduction Level**:

- Intelligent NR Level 1
- Intelligent NR Level 2
- Intelligent NR Level 3

Furthermore, users may configure the fields within the **Gain** / **Sensitivity** and **Audio Equalization** sections for their *Intelligent Accessory* under **Audio Settings**.

Note: This feature is supported in general by SVX, XV, XVN/XVE500, XVP730/750, XVP830/850, RM760/780, and WM800 RSM models.

1.2. Intelligent Noise Reduction

We are introducing **Intelligent Noise Reduction** for APX N devices which expands on the radio's existing noise suppression capabilities to substantially improve audio clarity by significantly reducing extreme noise.

This feature also extends to the SVX Video Remote Speaker Microphone (VRSM) for APX NEXT and APX N70.

Note: Intelligent Noise Reduction (QA10089) is required to make use of this feature.

Radio	Navigate to your Radio Profiles to configure this feature for the radio. Under **Audio Settings** > **Microphone** / **TX Settings** > **Noise Reduction** > **Group Settings** and **Background Noise Reduction Level**, you may select any of the following Intelligent NR levels for the *Radio*: • Intelligent NR Level 1 • Intelligent NR Level 2 • Intelligent NR Level 3 • Intelligent NR Level 3 One Sided **Note:** Extreme Noise Reduction (QA01833) is required for APX N30 and N50 devices using the "Intelligent NR Level 3 One Sided" setting.

SVX VRSM	Navigate to your Radio Profiles to configure this feature for an attached SVX VRSM for APX NEXT and N70. Under **Audio Settings** > **Microphone** / **TX Settings** > **Noise Reduction** > **Group Settings** and **Background Noise Reduction Level**, you may select any of the following Intelligent NR levels for the *Intelligent Accessory*: • Intelligent NR Level 1 • Intelligent NR Level 2 • Intelligent NR Level 3 **Note:** When the Group Setting is set to "Default", the SVX VRSM will use its default setting, Intelligent NR Level 3. Furthermore, users may configure the fields within the **Gain** / **Sensitivity** and **Audio Equalization** sections for their *Intelligent Accessory* under **Audio Settings**.

1.3. 3M Scott Safety SCBA RSM Voice Amplifier

The radio may now be configured to amplify the audio from a Bluetooth-enabled SCBA mask. This amplified audio is then routed to either the internal radio speaker or an attached RSM as desired.

This feature may be enabled via a radio button or menu item (menu option pertains to APX Standard only). Navigate to Radio Ergonomics Configuration and select "Voice Amplifier" under the **Controls** > **Buttons** > **Conventional**/**Trunking Feature** or "VAmp" under **Controls** > **Menu Items** > **Conventional**/**Trunking Selected Menu Items**.

The voice amplifier output may be routed as desired by navigating to Radio Ergonomics Wide and selecting either "Internal Speaker" or "Wired RSM Speaker" under **Advanced** > **Voice Amplifier Speaker**.

Additionally, the volume may be configured per Radio Profile under **Audio Settings** > **Speaker** / **RX Settings** > **Volume Control** > **Voice Amplifier Volume**. The configured volume setting is constant once the codeplug is applied to the radio.

Note: This feature only supports XE500, XVE500, and XVN500 RSM models.

1.4. Malaysia Support for Location Display Format

We've introduced five new location display formats which are specific to Peninsular Malaysia (MRSO - Malaysian Rectified Skew Orthomorphic System) and East Malaysia (BRSO - Borneo Rectified Skew Orthomorphic System):

- MRSO Kertau
- MRSO GDM2000
- BRSO Timbalai Sabah
- BRSO Timbalai Sarawak
- BRSO GDM2000

Navigate to Radio Wide and select the desired location format under **Location** > **Location Display Format**.

Note: Location services must be enabled to make use of this feature. Navigate to Radio Wide and enable them under **Location** > **Location Enable**.

1.5. Firmware Upgrade Restrictions for End-of-Support Models

We are now imposing restrictions on firmware upgrades for radio models that have reached their end-of-support date. Affected radio models will be designated a *final firmware version* which corresponds to a baseline release. These end-of-support devices will hereby be blocked from upgrading beyond that final firmware version.

The following radio models will be impacted:

- APX 5000/6000 AN/XE/Li
- APX 7000/XE
- APX 7500 (single/dual & mid/high)
- SRX 2200 AN

For further information, consult the relevant Motorola Solutions Technical Notification (MTN) available on Motorola Solutions' Documentation Portal.

1.6. Echo Elimination for Unencrypted Calls

In repeater systems experiencing substantial data throughput delays, a user may experience an echo effect where the end of the voice transmission is repeated after de-keying.

To address this, we've extended the utility of the echo mute time delay feature to work for a non-secure Conventional configuration that supports unencrypted digital calls.

Navigate to **Conventional Personality** > **Secure** > **Echo Mute Time** (ms) to configure this feature.

1.7. Codeplug Size Indicator

Now users may verify the packed size of the active codeplug. The packed codeplug size may be verified on-demand through the new **Codeplug Size** menu. In the **Codeplug** menu of the CPS ribbon bar, navigate to **Calculate Codeplug Size** within the Codeplug Size menu.

A pop-up window shall appear indicating the packed size of the currently active codeplug in megabytes (MB). If the current packed size exceeds the device's capacity, an error message indicating this shall be displayed in the pop-up window. Additionally, users will now observe a message in CPS's Output Report during Read and Write operations indicating the packed codeplug size.

2. Resources

Below we have product training resources for the ASTRO 2025.2 software release.

PRODUCT TRAINING	
APX	ASTRO® 25 Subscriber Release 2025.2 Training for APX™ will be available at the launch of the release through **Motorola's Learning Management System / LXP**.
CPS RM	Training on the APX CPS and Radio Management will be available at the launch of the release through **Motorola's Learning Management System / LXP**. If you have generic questions about the Radio Management installation, deployment, supported operating systems or troubleshooting you can refer to the **Radio Management System Planner** available through Motorola's Learning Management System for more details.

3. Bug Fixes

This section highlights important customer-reported issues which have been addressed in **CPS and RM R37.00.00**.

3.1. Mobile Templates Older than R27.00.00 May Fail to Write to Radio

Previously in RM, after migrating to R35.00.00 or later, a mobile template with an Original Codeplug Version older than R27.00.00 may fail to Write to the radio with the error: [#22010] *Failed to apply data to the device. Please verify any edits made to the device in Radio Management.*

3.2. Firmware Upgrade May Fail for Some APX Devices on Firmware Prior to R17

Previously in CPS R35.00.00 or later, when upgrading the firmware for some APX devices on a starting firmware prior to R17, the procedure may fail with the error: *Failure while validating Multi-Codeplug information*.

3.3. RC Write Fails for APX NEXT and N70 on 2024.2 Firmware after CPS Read

Previously in CPS R35.00.00 or later, if an APX NEXT or APX N70 device, on R07 or R04 (2024.2) firmware respectively, was read using CPS and then directly scheduled for a Write via the RadioCentral web client, the Write operation would fail.

3.4. Mobile Codeplugs Older than R27.00.00 May Fail to Write to Radio

After upgrading to R35.00.00 CPS or later, writing a mobile with an Original Codeplug Version older than R27.00.00 may have failed with the following error reported in the Output Report: *The Application has encountered invalid field(s). Please contact Motorola Support for assistance.*

3.5. RM Voice Announcement Selection Window Appears Blank in CPS

Previously in RM, when editing a template in CPS and attempting to add Voice Announcements to the Voice Announcement List (in Table View), if the CPS theme was set to something other than "Classic", the pop-window which displays all available Voice Announcements on the RM Server would appear without any content.

3.6. APX NEXT and N70 Devices Shipped with an Unexpected Owner System ID

The Owner System ID associated with APX NEXT or APX N70 devices deployed out of the factory between April 24th and June 15th of 2025 may exhibit an unexpected Owner System ID of 0x73D.

For more information, please reference the relevant Motorola Technical Notice: **MTN-0099-25**.

4. Known Issues

This section highlights issues that users of CPS or the Radio Management Suite may encounter, as well as potential workarounds (where possible) for those issues.

4.1. APX Radio Device May Not Enumerate Properly When Attached to PC

After connecting your radio to the PC via USB and scheduling a job, CPS may report: "*Could not find a radio connected to a USB port*". Please verify that the radio appears as "Motorola APX Series Radio" in the Windows® **Device Manager** under **Network adapters**. If the issue persists, please contact technical support at 1-800-MSI-HELP.

4.2. Attached ASK May Not Be Recognized by the PC

In the event that your Advanced System Key (ASK) cannot be recognized after installing CPS/RM, please remove the key, disable the *OneWire* device driver from the **Device Manager** and reinstall it by reinserting the key into the USB port.

4.3. Exported Offline Job May Not Be Performed by Online DP

If a Read or Write job is imported into an online Device Programmer (DP) that has the radio connected and that DP was also used to export the same job through offline programming, the job may not be performed in the DP.

In this scenario, the user should not use offline (local) programming. Instead, the Read or Write job should be performed directly through updates from the RM Server, since the DP is now online. If this issue occurs, restarting the DP will allow the job to be completed. Please refer to the CPS Online Help for details.

4.4. Idle OTA Jobs Stuck at 99% May Need to Be Rescheduled

If your Over-The-Air (OTA) firmware download or Over-The-Air-Programming (OTAP) job execution is stuck at 99%, please cancel the job, reschedule a Read operation and repeat the job again.

4.5. Duplicate TTS Name Remains Invalid Even After Deletion

In CPS a duplicated **TTS Zone Voice Control Name** remains invalid even after its duplicate is deleted. If this occurs, please attempt to rename the remaining invalid TTS Zone Voice Control Name to resolve this invalidity.

4.6. DP May Need to Be Restarted After Adding an Access Point

In RM when adding a new access point to your network, the Device Programmer (DP) may not be able to program radios via that new access point if the DP is not subsequently restarted. Please refer to the CPS Online Help for details.

4.7. CPS Continues to Report Incorrect Password During Radio Lockout Period

In CPS when reading or writing a password-protected codeplug, if the user exhausts the maximum allowed password entry attempts, the radio will initiate a 5 minute lockout period during which it will reject any further attempts to connect to CPS. This lockout occurs after 10 failed attempts for APX Standard devices and 4 failed attempts for APX NEXT and APX N70 devices.

If another password entry attempt is made during this lockout period, CPS will continue to report that an incorrect password has been provided. Users must either wait for the lockout period to expire or power cycle the radio to clear the lockout before subsequent attempts are made.

5. Installation Notes

SYSTEM REQUIREMENTS		
Operating System		Microsoft® Windows® Server 2016 (Essential and Standard) Microsoft® Windows® Server 2019 Microsoft® Windows® Server 2022 Microsoft® Windows® 10 Microsoft® Windows® 11
Hardware	Processor	Please follow the recommendation provided by Microsoft for Windows 10 and 11.
	RAM	Minimum Specification: 16 GB Recommended Specification: 32 GB
	Storage	1 TB of free disk space

⚠ The CPS and RM Suite installation does not support Federal Information Processing Standards (FIPS) enabled on the target computer. Please refer to the **Radio Management System Planner** for details.

⚠ CPS and Radio Management no longer support the Internet Explorer web browser. Also please uninstall the Microsoft Edge WebView2 Runtime application if it is not being used by other applications in your system.

⚠ Touch screen functionality is not supported. If you are experiencing performance issues while using CPS and/or RM on a touch screen monitor, please disable the touch screen functionality and/or stylus capability.

SUPPORTED PLATFORMS		
APX 900	APX 6000 BN	APX N70
APX 1000	APX 6500	APX N70 XE
APX 1000i	APX 6500 Li	APX NEXT
APX 1500	APX 8000	APX NEXTi
APX 2000	APX 8000 H	APX NEXT XE
APX 2500	APX 8000 XE	APX NEXT XN
APX 3000	APX 8000 H XE	ATS 2500p
APX 4000	APX 8500	SRX 2200 BN
APX 4000 Li	APX 8500 MP	TXM 2000
APX 4000 XH	APX N30	TXM 3000
APX 4500	APX N50	VX-P94
APX 4500 Li		

If you have other product references, please review your cancellation notifications or contact your Motorola representative to inquire about retired or out-of-support models.

5.1. Installing

To install CPS as a standalone client, you must have administrative privileges on your application system and make sure to disable any virus scanning or firewall software which may interfere with the installation process.

1. Unzip the contents of the installation package to a directory on your local hard disk.
2. Navigate to the installation directory and run the *ApxFamilyCPS.exe* program.

5.2. Uninstalling

To uninstall the CPS standalone client, use **Start** > **Control Panel** > **Programs and Features** on your Windows® system. You can then select the APXFamilyCPS R37.00.00 in the program list and click *Uninstall*.

For additional instructions on installing/uninstalling the CPS or Radio Management Suite, please refer to the **Radio Management System Planner** available through Motorola's Learning Management System.

5.3. Notes on Upgrading Radio Management

Due to SQL Server compatibility restrictions, there is a version upgrade order to follow when upgrading to the latest version of the CPS and RM client. Please reference to the following upgrading scheme prior to upgrading your client:

- **R14.00.00 or older (RM 1.x)**: If you are currently on R14.00.00 or older, please first upgrade your RM to R17.00.00 prior to upgrading to the latest release.
- **R15.00.01**: If you are on version R15.00.01, please first upgrade your RM to R15.00.02 and subsequently to R32.00.00 prior to proceeding to the latest release.
- **R16.00.00 to R26.00.00**: If you are currently on any version between R16.00.00 and R26.00.00, please first upgrade your RM to R32.00.00 prior to upgrading to the latest release.

After upgrading RM, we recommend that you rebuild indexes to improve performance. Please perform the following steps:

1. Launch the **RM Server Utility**.
2. Go to **RM Database Management** in the left-menu.
3. Under **Advanced Operations**, click *Rebuild Indexes*.

To learn more, visit the **Database Settings** page in the APX™ CPS Online Help

For complete database migration and deployment procedures for the Radio Management Suite, please refer to the **Radio Management System Planner** available through Motorola's Learning Management System.

6. Important Programming Notes

6.1. General Programming

The following section describes helpful programming recommendations as well as additional information regarding the configuration and usage of the CPS and RM programming tools.

6.1.1. Performance Issues During Specific Procedures

The minimum specifications in Section 5 are for basic codeplug configurations and simple RM topologies. If you are experiencing extended processing times with your current codeplug configuration during specific procedures (e.g. Read, Write, Clone, Import, and Drag and Drop), you may observe better performance with a higher-grade machine.

6.1.2. Voice Announcements Must be Copied Before Zones in a Drag and Drop

When performing Drag and Drop on a Zone with Voice Announcements, please make sure to either upload the Voice Announcement files or Drag and Drop the Voice Announcement node prior to the Zone.

6.1.3. Read or Write May Fail if Device is Connected to PC via a USB 3.0 Port

A wired Read or Write operation may fail intermittently when using a USB 3.0 (i.e. SuperSpeed USB, denoted by *SS*) port. If this issue occurs, please try using a USB 2.0 port or hub instead.

6.1.4. Concurrent Programming Requires Unique IP Addresses

When using concurrent programming (Gang Programming) in Radio Management, each radio must have a unique IP address.

6.1.5. Use Batch Programming for More than 16 Radios

If you wish to program more than 16 radios in a single session, we recommend that you use batch programming.

To learn more, visit the **Introduction to Radio Management** page in the APX™ CPS Online Help.

6.1.6. Modifying Codeplug Data Outside of RM

If you have modified codeplug data outside of Radio Management (e.g. with CPS), we recommend that you schedule a Read job from Radio Management to update the corresponding template in the database.

6.1.7. Configuring TCP Port for POP25

When configuring Programming over Project 25 (POP25) in Radio Management to upgrade radio firmware over the air, it is necessary for the Device Programmer host machine to have connectivity to the Group Data Gateway (GDG) and the Provisioning Manager (PM), in addition to the Presence Notifier (i.e. PN, UNS, ARS or IMW) and the Packet Data Gateway (PDEG). In order for the Device Programmer to be able to communicate with the GDG and the PM, the source TCP port must be configured using the following command in the **Command Prompt**:

```
netsh int ipv4 set dynamicport tcp start=<range1> num=<range2>
```

where `<range1>` is greater than the value **52152** and
`<range2>` is equal to the value of the expression: (**64510** – `<range1>`)

6.1.8. Changing the Location of the RM Server

If you are moving the location of the Radio Management Server, please make sure that the target location is accessible by the network services. If you experience issues, please contact technical support at 1-800-MSI-HELP.

6.1.9. Excel Worksheet Header Format for Importing Codeplug Data

When importing codeplug data with a Microsoft® Excel worksheet file (`.xls` or `.xlsx`) into Radio Management, the header must appear twice in order for the data to get imported correctly.

6.1.10. Templates *In-Use* Also Reflects Radios with Pending Changes

The **In-Use (Radios)** column (seen in the *Template View* of RM) represents the total number of radios referencing a given template. This number also includes any radios that were previously referencing the template but currently have changes that are still pending. Once those pending changes have been written to the radio, the reference count for this template will decrease.

6.1.11. Complete Current Programming Session Before Scheduling Subsequent Sessions

Make sure to complete the current programming job session triggered by a programming tool (e.g. CPS, Radio Management, or RadioCentral™) before going to use the same or different programming tools to update the same radio(s) with a new job session.

Even though the radio may be disconnected from the PC when the CPS/RM programming session is done, do not turn the radio off if the updating process on the radio is still in progress. If an update is in progress, the radio will display the words: "*Updating…*" on the front and/or top display.

This update can take up to 90 seconds after the programming session has completed. If a POP25 operation is in progress, please do not attempt to start a second session until the first session has completed.

When scheduling a Write job in Radio Management that changes an APX NEXT or APX N70 device's TLS-PSK, please wait at least 15 seconds before scheduling any follow up jobs for the same device. Scheduling back-to-back jobs for the same device too quickly after changing the PSK can result in failure due to a mismatched PSK.

6.1.12. Long Cable Programming for Remote Mounts

When programming a remote mount installation you may configure the control head to operate with a longer programming cable (up to 131 feet). Please follow the steps described below to set up such a configuration:

Prerequisite	A FLASH upgrade with the existing radio configuration will need to be completed using the standard cable first.

1. In CPS, navigate to Radio Ergonomics Wide and select 'Greater than 40 m (131 ft)' under **Control Head** > **Aggregate Cable Length**.
2. Schedule a Write job to program the radio with this setting.
3. On the control head, change the **Control Head ID** to A or B. To do so, power cycle the control head and immediately hold both the Orange (Emergency) button and the left-most Menu button. A number will appear on the front display representing the Control Head ID. Change the Control Head ID by rotating the Mode button to select either A or B.
4. Power cycle the radio and ensure that it starts up without errors.
5. Remove power from the radio and replace the standard programming cable with the long cable.
6. Apply power to the radio and ensure that it restarts without errors.

For more information, please reference the **APX™ CPS Online Help**.

6.1.13. Other Helpful Tips

The following section includes other useful tips to take note of when using the CPS/RM programming tools:

- To get more information about a field, open the **Field Information** window (on the right-hand side of the CPS application) while focus is on the field or double-click on the Field Name. You may also pin the Field Information window by clicking on the thumbtack icon at the top right of the Field Information window.
- Go to **More…** on the CPS Home screen to open the APX™ CPS Online Help to learn more about the features and fields available to configure within your programming tools.To view any System Keys that have been loaded during CPS startup, click on the **System Key Report** in the **Reports** window at the bottom of the application screen.
- Do not remove your ASK while the PC is in Sleep mode.

6.2. Firmware Upgrade Packages

6.2.1. APX Standard, APX N30 and APX N50

The `.bbf` file format is meant to replace the legacy `.cvn` file format used to upgrade the radio firmware. Additionally, it simplifies the upgrade process by including firmware upgrade components for both portable and mobile radios into one combined file.

To use the new file format, select a `.bbf` file when browsing for a FLASHport or Software Refresh (Firmware Upgrade in RM) file.

For more information, visit the **Firmware Management** page in the APX™ CPS Online Help

6.2.2. APX NEXT and APX N70

If you are performing a firmware upgrade for either the APX NEXT or APX N70 devices, please do not unzip the firmware package file after you have downloaded it from MyView. Use the `.zip` file in CPS when performing a FLASHport Upgrade or Software Refresh (Firmware Upgrade in RM) or for importing firmware into the Radio Management database.

For more programming information and related documentation concerning CPS and the Radio Management Suite, please refer to the APX™ CPS Online Help.

7. Troubleshooting your Radio Connection

For wired radio programming, please only use the following direct PC to radio cables:

- **PMKN4013C** for Portable radios
- **HKN6184A** for Mobile radios

The following section describes troubleshooting procedures that may resolve issues concerning your APX device's wired or wireless connection to the PC.

⚠ Only a user with a good understanding of the system should perform the following troubleshooting activities.

7.1.

Communication issues between CPS/RM and the radio may be caused by firewall settings or other existing softwares which inhibit networking capabilities.

Temporarily disable any software which may affect networking capabilities

Certain aspects of **Proventia Desktop**, **BlackICE**, and any other software that affects networking capability may need to be disabled. These programs can interfere with the programming tool's ability to read from and write to the radio. If BlackICE is installed and required for the PC, the BlackICE service may need to be stopped to successfully communicate with the radio.

7.2.

The Nortel Connectivity VPN may affect the network adapter and cause blue screen Windows crashes.

Disable the Nortel Connectivity VPN *EACFILT.sys* driver

To prevent intermittent blue screen Windows crashes when attaching or detaching an APX™ radio to a PC using USB, verify that the Nortel Connectivity VPN Client Software is not installed on the PC. If it is installed and required for the PC, ensure that the *EACFILT.sys* driver is disabled on the **Motorola APX Series Radio** connection by performing the following steps:

1. Open Network Connections: **Start** → **Control Panel** → **Network and Internet** → **Network and Sharing Center** → **Change adapter settings**.
2. Right-click on the LAN connection associated with the "Motorola APX Series Radio" connection and select **Properties**.
3. Uncheck the Eacfilt check box.

7.3. NetMotion wireless LAN software may interfere with radio programming.

Disable NetMotion wireless LAN software

When the radio registers on the system with an IP address, the NetMotion software detects it and tries to manage it as a network. Disable this software when programming radios with the CPS/RM programming tools.

7.4. The PCs wireless Internet connection may become disabled when connecting to a Motorola APX™ radio.

Modify the PCs Network Priority table

If the wireless Internet connection on your PC becomes disabled when attaching your Motorola APX™ radio to the PC via USB or if OTAP fails during a Read or Clone job, users should follow the troubleshooting steps shown below to address the problem:

1. Open Network Connections: **Start → Control Panel → Network and Internet → Network and Sharing Center → Change adapter settings**.
2. Right-click on the LAN connection associated with the "Motorola APX Series Radio" device and open **Properties**.
3. Under the subheading *"This connection uses the following items:"* , select **Internet Protocol Version 4 (TCP/IPv4)** and open **Properties.**
4. Click on **Advanced…**
5. Uncheck *Automatic metric* and set *Interface metric* to be greater than any other network connection.
6. Click OK to preserve changes and close other windows.

TIP

Follow the steps below to check what metrics are used by other network connections:

1. Go to **Start → Command Prompt** and right-click the app and select *Run as administrator*.
2. In the cmd window type `route print` .
3. Look for network destination 0.0.0.0 and Interface IP of the other network card(s).
4. The last column is Metric, set the radio metric higher than any other network connection.

⚠ This issue may also occur if the wireless driver utility is configured to disable Wi-Fi until all wired network connections are disconnected. Ensure that any such a setting is disabled, so that the wireless connection stays active even when a wired link is present.

7.5. "Netbios over TCP/IP" may contribute to network traffic.

Disable"'Netbios over TCP/IP"

This will help reduce unnecessary traffic sent to the radio by the PC. Follow these steps:

1. Open Network Connections: **Start → Control Panel → Network and Internet → Network and Sharing Center → Change adapter settings**.
2. Right-click on the LAN connection associated with "Motorola APX Series Radio" and select **Properties**.
3. Select "Internet Protocol (TCP/IP)" and click **Properties**.
4. Click on **Advanced…**
5. Go to the **WINS** tab and under the subheading *NetBIOS setting* select "Disable Netbios over TCP/IP".
6. Click OK in the opened windows for the setting to take effect.

7.6. Any other items used for the "Motorola APX Series Radio" LAN connection aside from the Internet Protocol may cause undesirable behavior.

Uncheck unused items on the Motorola APX Series Radio LAN connection

The LAN connection on the PC only requires the Internet Protocol to communicate with the radio. This ensures that other unused items don't create any undesirable effects when communicating with the radio device. Follow these steps:

1. Open Network Connections: **Start → Control Panel → Network and Internet → Network and Sharing Center → Change adapter settings.**
2. Right-click on the LAN connection associated with "Motorola APX Series Radio" and select **Properties**.
3. In the **Networking** tab, under the subheading *"This connection uses the following items:"* uncheck all items except for Internet Protocol (TCP/IP).

   Note: If the PC supports both IPv4 and IPv6, keep both IPv4 and IPv6 checked.

For more troubleshooting topics related to CPS/Radio Management Suite, please refer to **Chapter 4. Troubleshooting in Radio Management** in the Radio Management System Planner available through Motorola's Learning Management System.

8. Special FCC Regulation

FCC NARROWBANDING MANDATE FOR ASTRO® RADIOS

Per the FCC Rule Part 90 requirements on narrowbanding, VHF and UHF radios imported or manufactured after 12/31/2012 are no longer authorized to operate on 25 kHz channel bandwidth. The exception to Rule Part 90 narrowbanding requirements are for radios operating only within 470-512 MHz frequencies (T-Band), which will continue to support 25 kHz channel bandwidth functionality. The FCC requires that a radio is authorized to operate within the specified bandwidth and that the user is required to have a FCC license to operate in that mode.

Note: Specific frequencies in VHF and UHF are still allowed to operate at 25 kHz. Examples of VHF and UHF services that are not subject to Part 90 narrowband include: Part 80 marine frequencies, Part 87 aviation frequencies, Part 95, FRS/GMRS and MURS, Part 97 amateur frequencies, and NOAA weather channels.

9. Legal Notices

This media, or Motorola Product, may include Publicly Available Software (Open Source Software, Freeware, Shareware). Please reference the Motorola Publicly Available Software Legal Notices File:

MOTOROLA_OSS_LEGAL_NOTICES_FILE-CPS.txt

located in the **Legal** folder found in the ApxFamilyCPS installation directory, for the Publicly Available Software licensing terms, attributions, acknowledgements, and other software information details.

For customer service support please call **1-800-927-2744** or contact your **MSI Technical Support Center**.