

## Motorola Solutions Technical Notification (MTN)

**TITLE:** The Interference Locator Feature (ILR) doesn't work westward of the 100th meridian.

**TECHNOLOGY:** ASTRO Unified Network Configurator (UNC)

**SYMPTOMS:**

In certain locations, (west of the 100th meridian) the ILR cannot be calibrated.  
This Issue Occurs on sites located west of the 100<sup>th</sup> meridian west only.  
Any channel calibration attempt in the ILR ends without a result in the channel details table.  
Channel Calibration Status remains Uncalibrated.

The following error will appear in the ILR log file (/var/log/mot/ilr\_app.log) file:

```
(...)  
ERROR ilr.CalibrationService - channel: z1.s1.c1 has an unknown calibration state. result: 2  
(...)
```

There is no impact on the UEM server operation.

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

ASTRO 7.17.1 (up to version UNC-Astro-07.17.01.04-00)  
ASTRO 7.17.2 (up to version UNC-Astro-07.17.02.14-00)  
ASTRO 7.17.3 (up to version UNC-Astro-07.17.03.42-00)

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** – Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Processed calibration incident coordinates are stored in too narrow fields.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

- **After the upgrade perform following steps on the affected UNC servers:**

- Log on the UNC server console as root
- Run the following commands:

```
cd /  
sudo -u pgsq1 psql -p 49157 ilrdb -c "UPDATE ilr.channel SET analytics_storage = null;"
```

- Disable and enable the UNC server.

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**To obtain software:**

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
  2. Await confirmation email from UOST with instructions
  3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
    - a. Reference **MTN-0003-19-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
    - b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" below) in the 'Part # or Version #' section of the software order form.
- Email completed Software Order Form to UOST for processing

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

ASTRO 7.17.1 UNC Box Release: KC877L0AT000717101 (UNC-Astro-07.17.01.06-00)  
ASTRO 7.17.2 UNC Box Release: KC877L0AT000717201 (UNC-Astro-07.17.02.16-00)  
ASTRO 7.17.3 UNC Box Release: KC877L0AT000717302 (UNC-Astro-07.17.03.44-00)

**ADDITIONAL INFORMATION:** NA

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

System release: A7.17.1, A7.17.2, A7.17.3

- **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.
- **After the upgrade perform following steps on the affected UNC servers:**
  - Log on the UNC server console as root
  - Run the following commands:

```
cd /  
sudo -u pgsq1 psq1 -p 49157 ilrdb -c "UPDATE ilr.channel SET analytics_storage = null;"
```

- Disable and enable the UNC server.

**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_  
After (re)installation \_\_\_  
After upgrade \_\_\_  
After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_\_\_  
On FRU replacement \_\_\_  
During maintenance  x   
Immediately \_\_\_  
As instructed \_\_\_  
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](https://www.motorolasolutions.com/en_us/support.html)

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**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

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**SECTION 2: Order Information**

Product Type: \_\_\_\_\_ Serial Number \_\_\_\_\_

Reason for Software / Hardware Change:  
Downgrade? If so, list current and target releases. \_\_\_\_\_  
\_\_\_\_\_

Software / Hardware Description: \_\_\_\_\_  
\_\_\_\_\_

Part # or Version # \_\_\_\_\_ Quantity \_\_\_\_\_

Date Required \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**

Ship To: \_\_\_\_\_ Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_  
Attn: \_\_\_\_\_ Attn: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

**Customer Billing**

**Internal Billing**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

**NOTE:**

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

---

Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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