

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Calls and messages targeted to foreign units/groups aren't received

**TECHNOLOGY:** ASTRO25

**SYMPTOMS:**

Calls and messages targeted to foreign units/groups aren't received.

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

ISSI8000 (ISGW) in ASTRO releases: A2019.1, A2019.2, A2020.1

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Due to error in handling wrap of milliseconds kept in 32bit integer variable, ISGW ceases to send REGISTER renewals after approximately 49 days 17 hours plus renewal timer (typically 12 hours).

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

- ISGW Virtual Machine (not just ISGW application) reset restarts the counters.
- Group call sourced from the system restores group operability for next renewal period.
- Unit deregistration resets unit counter for next 49 days.
- Complete (all users) group unaffiliation resets group counter for next 49 days.

**RESOLUTIONS AND REPAIR PROCEDURES:**

ISGW upgrade is required.

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

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 Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
  - a. Reference MTN-XXX-XX-XX 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.
4. Email completed Software Order Form to MSSF for processing

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

- A2019.x - ISGW-Astro-20.19.02.02-94 - KC226V000000190300 or newer
- A2020.x - ISGW-Astro-20.20.01.00-97 - KC226V000000200200 or newer

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**ADDITIONAL INFORMATION:**

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

ISSI 8000/CSSI 8000 Intersystem Gateway Feature Guide: chapter 6.1 Upgrading the ISGW Virtual Machine

**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_  
After (re)installation \_\_\_  
After upgrade \_\_\_  
After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_X\_  
On FRU replacement \_\_\_  
During maintenance \_X\_  
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 center:

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)



CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

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



## Software Order Form

*Motorola Solutions Software Factory*

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory* 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 SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF 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 #

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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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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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Quantity:

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