

Motorola Solutions Technical Notification (MTN)

TITLE: Unable to install a newer version of ATR based on MTN-0070-20.

TECHNOLOGY: ASTRO25

SYMPTOMS: Upgrade of ATR to version 07.18.00.27-00 is failing.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

ATR A7.18 KC877V0AY000718002

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

In the past there was a defect discovered in upgrade paths: A7.18->A7.19 & A7.18->A2020.1.

The fix was applied only for A7.19 and A2020.1 releases. Impact of this defect on the A7.18 SW version update (A7.18->A7.18) was missed.

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

The fix has been released in:

ATR-Astro-07.18.00.29-00 A7.18: **KC877V0AY0007180030**

When an issue occurs, customers should re-install ATR applications (use KC's mentioned above).

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):

ATR-Astro-07.18.00.29-00 A7.18: KC877V0AY0007180030

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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 ___
- Immediately ___
- As instructed X__
- Information only X__

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

Motorola Solutions Software Factory

Software Order Form
Phone Number: (800) 221-7144

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 _____

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 _____

SECTION 3: Shipping / Billing Information

Ship To: _____ Bill To: _____

Email: _____ Attn: _____

Phone: _____ Phone: _____

Customer Billing	Internal Billing
P.O. #: _____	PROJECT #: _____
CUST #: _____	FSB #: _____



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

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
