

## Motorola Solutions Technical Notification (MTN)

### TITLE:

In Cisco based Console Telephony, the pound symbol is not working

### TECHNOLOGY:

ASTRO 25

### SYMPTOMS:

In Cisco based Console Telephony the pound # symbol is not working. The phone connects and the user hears the answering service which asks to dial a # key. When # key is pressed, wrong tones are generated and nothing happens. However when \* key is used instead of # key, then it gets recognized by the service.

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

Astro 2019.2:

KC877V0AS000190205 - UCS-Astro-07.19.02.50-99

KC877V0AS000190206 - UCS-Astro-07.19.02.51-14

KC877V0AS000190207 - UCS-Astro-07.19.02.51-26

Astro 2020.1 2020.HS, 2021.1:

KC877V0AS000200101 - UCS-Astro-07.19.04.46-00

KC877V0AS000200102 - UCS-Astro-07.19.04.97-00

KC877V0AS000200103 - UCS-Astro-07.19.05.17-00

KC877V0AS000200104 - UCS-Astro-07.19.05.28-00

K-Core: 2019.2, 2020.1, 2021.1:

CM-ASTRO-C-07.19.34.00-14 (KC877C09P000200101)

CM-ASTRO-C-07.19.34.00.20 (KC877C09P000200102)

### SEVERITY RECOMMENDATION:

**Medium / Operational** - Schedule to implement

### ROOT CAUSE / DEFINITIVE TEST:

Software defect. The tones sent for # and \* keys are switched.

### WORKAROUNDS AND CORRECTIVE ACTIONS:

The corrective action is to update the UCS as noted in the Parts Required section of this MTN

Until the a new UCS version is deployed, the issue can be worked around by doing the following

- Press \* symbol to send # symbol
- Press # symbol to send \* symbol

### RESOLUTIONS AND REPAIR PROCEDURES:

To resolve the issue UCS should be upgraded to the newer version that is specified under the "PARTS REQUIRED" section below.

**Notes: Clearing web browser cache on every NM Client usually is required after PM/UCS software upgrade**

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The media provided is a new version of UCS application installation disc along with accompanying Red Hat Enterprise Linux disc.

To apply the fix please use "**Upgrading Linux-Based Virtual Machines**" procedure from "Private Network Management Servers Feature Guide" manual (ID:MN007171A01 for A2020.1, ID:MN005979A01 for A2019.2).

After the fix is applied there is a need to clear the cache of all browsers used to access Provisioning Manager please use "**Deleting the Browser Cache after PM/UCS/ATR Software Update**" procedure from "Private Network Management Servers Feature Guide" manual (ID:MN007171A01 for A2020.1, ID:MN005979A01 for A2019.2).

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

Astro 2019.2:

KC877V0AS000190208 - UCS-Astro-07.19.02.51-48 or newer.

Astro 2020.1 2020.HS, 2021.1:

KC877V0AS000200105 - UCS-Astro-07.19.05.61-00 or newer.

K-Core: 2019.2, 2020.1, 2021.1:

KC877C09P000200104 - CM-ASTRO-C-07.19.35.00-11 or newer.

**ADDITIONAL INFORMATION:**

During the upgrade of the UCS, which may take up to one hour for the huge systems, it is not possible to perform and distribute any changes in the Provisioning Manager.

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

- > **CSA System: Installation / Upgrade** – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

For more information on K-Core system installation/upgrade and Configuration Manager see the following manuals:

- [ASTRO 2020.1 K Core Setup Guide](#)
- [ASTRO 2020.1 K Core Upgrade Setup Guide](#)
- [ASTRO 2020.1 Configuration Manager for Conventional Systems User Guide](#)

**WHEN TO APPLY RESOLUTION:**

As instructed

**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.

**If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.**

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

**SW ORDER FORM IS AVAILABLE UNDER THE LINK:**

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