

Motorola Solutions Technical Notification (MTN)

TITLE: KMF Currency is not accurate after CKR or keyset changeover operation

TECHNOLOGY: ASTRO 25

SYMPTOMS:

After performing a CKR or Keyset Changeover operation, the number of current devices is reset to 0 and starts to increase as expected. However, the number of current devices starts to erroneously decrease after some time. Device currency should never decrease until another CKR or Keyset Changeover operation has been performed. During this time the above symptom occurs, the currency status is inaccurate. This condition occurs infrequently.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

T8749A - KMF Application version R10.00.0510 - R10.01.0028

T7688A - KMF Application version R07.18.xxxx

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

The failure will occur when an CKR Update or Keyset Changeover operation is performed on the hour (ex. 6:00 AM).

To avoid this failure, do not perform either of the two operations on the hour.

To clear the failure condition, stop the KMF Service, then start the KMF Service. Refer to section 3.25 in the Key Management Facility User Guide for detailed instructions.

RESOLUTIONS AND REPAIR PROCEDURES:

An upgrade to version R10.01.0050 resolves this issue.

Note:

KMF version R10.0x.00xx doesn't support 3.1 Conventional systems. Therefore, fix cannot be applied to a KMF with version R07.18.xxxx, which does support Conventional 3.1 systems. The workaround will need to be applied.

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 800-MSI-HELP (800-674-4357) or 302-444-9800
- 2) Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Reference **MTN-0009A-22-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.
- 4) Email completed Software Order Form to MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

KMF Server: KC137V01I010010050

KMF Standby Server: KC137V01J010010050

ADDITIONAL INFORMATION:

The upgrade can take approximately 1h per KMF.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

MN007432A01-D

WHEN TO APPLY RESOLUTION:

As instructed _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.

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-topics.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf