

TITLE: Loss of Talk Group received audio in Edge Trunking System after Site Controller link failure.

TECHNOLOGY: ASTRO 25

SYMPTOMS: Edge Trunking Systems that encounter a zone controller outage, may also experience subscriber units that lose affiliation / registrations resulting in loss of audio on talk group calls.

The impacted radios will be unable to unmute Rx audio until a PTT, Emergency Alarm, or Roaming to another site event occurs.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

- A7.18 - GCP 8000 - Repeater Site Controller - KC112C029000718001 - PSC_R08.03.022 & prior
- A2019.2 - GCP 8000 - Repeater Site Controller - KC112C029000190200 - PSC_R08.05.008.2 & prior
- A7.18 - GCP 8000 - Simulcast Site Controller - KC112C01A000718001 - SSC_R08.03.022 & prior
- A2019.2 - GCP 8000 - Simulcast Site Controller - KC112C01A000190200 - SSC_R08.05.008.2 & prior

SEVERITY RECOMMENDATION:

High / Critical - Immediately

ROOT CAUSE / DEFINITIVE TEST:

When the Master Site Zone Core fails and the System Falls back to Edge Trunking, the Subscribers can lose Registration /Affiliation to their existing TalkGroup upon checking the Edge Availability Indication on the Control Channel Signaling. This results in Subscriber sitting on the Site and ignoring all the following Talkgroup Requests hence losing Audio.

WORKAROUNDS AND CORRECTIVE ACTIONS:

The Workaround would be for subscribers to Re-affiliate to a different Talkgroup or Re-register.

RESOLUTIONS AND REPAIR PROCEDURES:

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):

- A7.18 - GCP 8000 - Simulcast Site Controller - KC112C01A000718007 - SSC_R08.03.042 or newer
- A2019.2 - GCP 8000 - Simulcast Site Controller - KC112C01A000190205 - SSC_R08.05.020 or newer
- A7.18 - GCP 8000 - Repeater Site Controller - KC112C029000718007 - PSC_R08.03.042 or newer
- A2019.2 - GCP 8000 - Repeater Site Controller - KC112C029000190205 - PSC_R08.05.020 or newer

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ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Site mode SWDL of trunking sites.

WHEN TO APPLY RESOLUTION:

After reboot ___

After (re)installation ___

After upgrade ___

After power cycle ___

After database restoration ___

After failure ___

On FRU replacement ___

During maintenance ___

Immediately _x_

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 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: _____

Email: _____
Attn: _____

Phone: _____

Bill To: _____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
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

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:
