

Motorola Solutions Technical Notification (MTN)

TITLE: New Zone Controller Software release resolves multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Symptom 1: The wrong alias is logged when a transmitting radio is dekeyed after a console takeover. This may cause Historical Reports to display an incorrect ID for a Console User alias.

Symptom 2: When inhibiting a radio from RCM, the standby zone controller sends a trap to the UEM indicating the radio is affiliating to an invalid talkgroup.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Symptom 1: A7.18 (prior to 7.18.00.39-01), 2019.2 (Prior to ZC-Astro-30.02.01.54-01)

Symptom 2: A7.17.2(Prior to 7.17.00.48.01), A7.17.3(Prior to 7.17.03.12-01), A7.18(prior to 7.18.00.39-01), 2019.2. (Prior to ZC-Astro-30.02.01.54-01)

SEVERITY RECOMMENDATION:

Medium/Operational – Schedule to implement.

ROOT CAUSE / DEFINITIVE TEST:

Software Defects

WORKAROUNDS AND CORRECTIVE ACTIONS:

No known workaround.

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-0010A-20-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

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PARTS REQUIRED (HARDWARE/SOFTWARE):

KC877V04Z000190203 Zone Controller SW Version A2019.2: ZC-Astro-30.02.01.54-01 (or newer).
KC877V04Z000071804 Zone Controller SW Version 7.18: ZC-Astro-7.18.00.39-01, (or newer).
KC877V04Z000717303 Zone Controller SW Version 7.17.3: ZC-Astro-07.17.03.12-01, (or newer).
KC877V04Z000071709 Zone Controller SW Version 7.17.2: ZC-Astro-07.17.00.48-02, (or newer).

All other releases will be updated when software becomes available

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURE

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 ___
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



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 _____

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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:
