

Motorola Solutions Technical Notification (MTN)

TITLE: Alignment screen from CSS A2019.1 is not compatible with MsBR's (base stations) from A7.17 and A7.17.2.

TECHNOLOGY: ASTRO 25

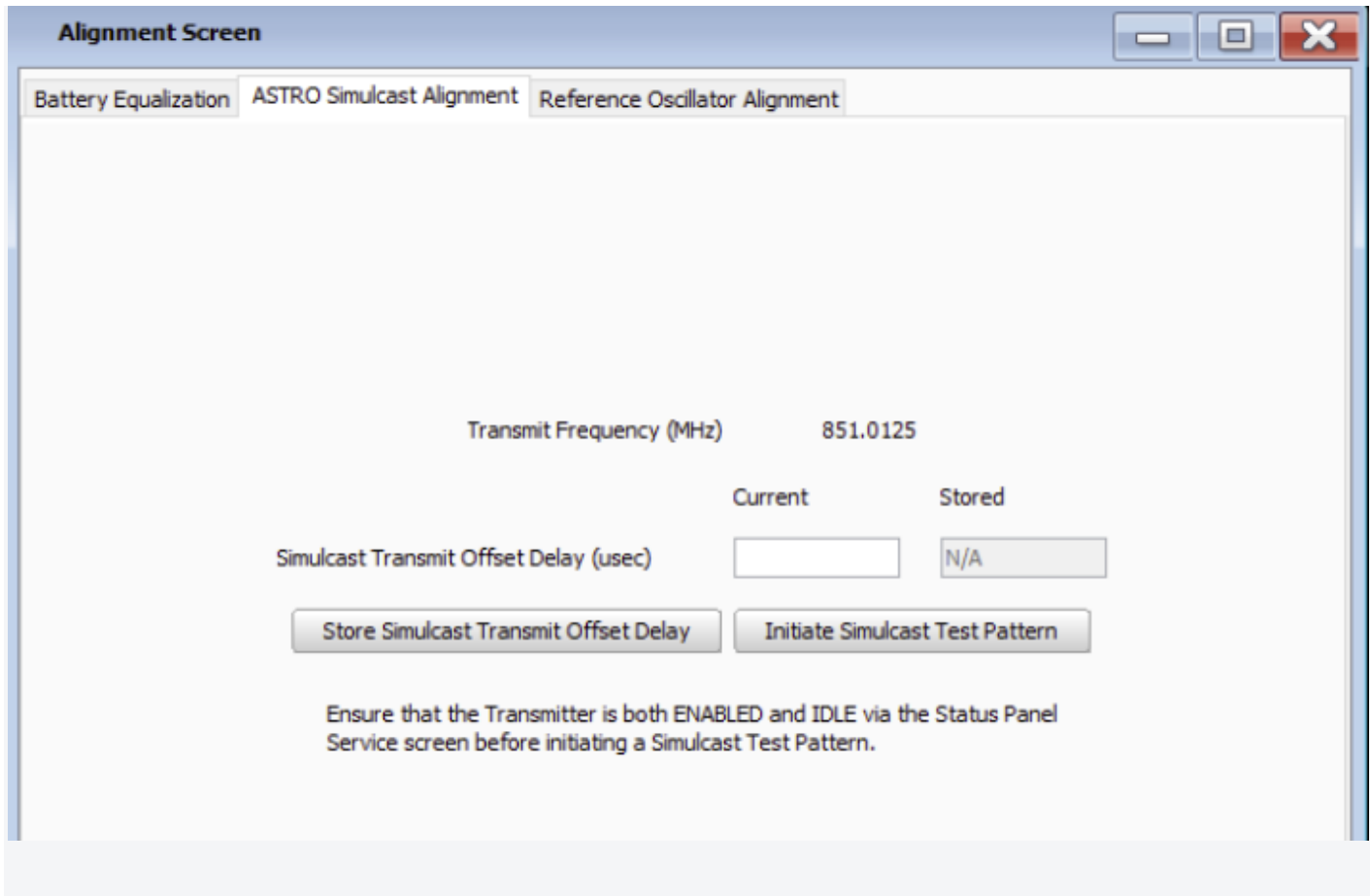
SYMPTOMS:

1. Open CSS and read configuration from MsBR device
2. Open Alignment screen, change Offset Delay value and write it to device (Simulcast Transmit Offset Delay button)



3. Offset Delay value is not properly written to device: When you re-open the screen stored Offset Delay values are empty (previous value does not remain).

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

CSS: KC491V004000190102

- A2019.1 CSS is incompatible with base stations from A7.17/A7.17.2

SEVERITY RECOMMENDATION:**Low / Maintenance** - Perform if system exhibits above symptoms**ROOT CAUSE:**

It is a Software defect.

DEFINITIVE TEST:

N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:The problem has been corrected in CSS (**KC491V004000190103**).

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RESOLUTIONS AND REPAIR PROCEDURES:

When problem occurs, upgrade CSS to appropriate versions: either the latest **CSS A2019.1 (KC491V004000190103+)** or CSS from "**PrevRelease\7.17.x to 7.15**" folder from the latest **CSS A2020.1 (KC491V004000200106+)**.

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-0011-22-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):

CSS: KC491V004000190103

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

<https://learning.motorolasolutions.com/installation-guide/54755enus>

WHEN TO APPLY RESOLUTION:

After failure _x_

During maintenance _X_

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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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

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

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