

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Multiple Fixes for A7.17 ASTRO KMF

**TECHNOLOGY:** ASTRO KMF

**SYMPTOMS:**

Please see Appendix A

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

T7688 - KMF

- ZA01180AA - Web Client Option
- Affected Versions: R07.17.0052 – R07.17.0057

**SEVERITY RECOMMENDATION:**

**High / Safety** - Perform Immediately

**ROOT CAUSE / DEFINITIVE TEST:**

Software defect

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

Prerequisite: KMF version must be at or upgraded to R07.17.0057.

Install the KMF Software Patches.

Note: The patch listed in this bulletin includes the fixes listed in MTN-0001-18-NA. If one or both of the patches listed in MTN-0001-18-NA has already been installed, you may still install the patch listed in this bulletin.

**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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **MTN-0021-18-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 UOST for processing

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

KMF Software Upgrade to version R07.17.0057

- KC137V01I000071703 – Web KMF Server
- KC137V01J000071703 – Web KMF Standby Server

KMF Software Patches

- KC137C01PA00071704

**ADDITIONAL INFORMATION:**

NA

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

Instructions are included with the patch. Refer to file, deployInstructions.txt.

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After (re)installation \_\_\_
- After upgrade \_x\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_\_\_
- On FRU replacement \_\_\_
- During maintenance \_x\_
- 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 centre

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

## **Appendix A – Additional Symptom details**

Abstract: Radio group window opens when selecting the Client Configuration option when logged into an agency account.

Special Configurations: KMF user is logged into a non-Administrator Agency account

User Symptoms: The KMF user selects Client Configuration in the upper right hand corner of the client window. The Radio Group Management window opens instead of the Client Configuration window. The user is unable to open the Client Configuration window.

Abstract: KMF unable to delete a radio record

Special Configurations: NA

User Symptoms: The KMF user attempts to delete a radio record but it fails. This issue does not occur for all radio records.

Abstract: KMF Client Dashboard Becomes Unreadable

Special Configurations: NA

User Symptoms: Opening the KMF Client Dashboard on the right side of the screen results in grey area being displayed instead of the contents of the dashboard. The issue can only be cleared by restarting the KMF Server service.

Abstract: KMF Operations Status window incorrectly shows KVL doesn't exist after Store and Forward operation.

Special Configurations: NA

User Symptoms: After a KVL Store and Forward operation has been performed, the Operation Status window will display an error message stating the unit doesn't exist. The error message will appear when attempting to review the details of the operation messages. However, the KVL record still exists in the KMF database.



**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: _____	Bill To: _____
_____	_____
_____	_____

Email: _____	
Attn: _____	Attn: _____

Phone: _____	Phone: _____
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**Customer Billing**

**Internal Billing**

P.O. #: \_\_\_\_\_  
 CUST #: \_\_\_\_\_  
 TAG #: \_\_\_\_\_

PROJECT #: \_\_\_\_\_  
 FSB #: \_\_\_\_\_  
 DEPT #: \_\_\_\_\_  
 APC #: \_\_\_\_\_

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and email back to the Upgrade Operations Software 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 in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

# ***Supplemental Order Information Addendum***

(Optional)

Software Description

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Part# or Version #

---

Quantity:

---

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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