

Motorola Solutions Technical Notification (MTN)

TITLE: R7.16 MCC 7100 and MCC 7500 with VPM Dispatch Positions, PRX 7000 used with A7.14, A7.15, and A7.16 System Cores and 7.16 Dynamic Transcoder used with 7.16 System Core resolve multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Please see appendices:

Appendix A – Additional Symptom details – Closed Defects

Appendix B – Additional Software Change Details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.16 MCC 7100 Dispatch Position software used with an ASTRO 25 A7.14, A7.15, and A7.16 System Core

R7.16 MCC 7500 Dispatch Position software used with an ASTRO 25 A7.14, A7.15, and A7.16 System Core

R7.16 PRX 7000 software used with an ASTRO 25 A7.14, A7.15, and A7.16 System Core

R7.16 Dynamic Transcoder used with 7.16 System Core

R7.16 MCC 7500 Archiving Interface Server (AIS) software must be used with an ASTRO 25 A7.16 System Core. AIS is not backwards compatible with earlier System Cores.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software defects and new features in R7.16 MCC 7100 and MCC 7500 Products, PRX 7000 and Dynamic Transcoder

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0022-18-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):

R7.16.67.07 MCC7100 software - KC443V01N000071609
R7.16.67.07 MCC7500 software - KC443V00R000071606
R7.16.67.07 PRX7000 software - KC443V01P000071602
R7.16.67.07 Transcoder software - KC443V02X000071601

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

ASTRO A7.16 Dispatch Console Backward Compatibility Guide – MN001866A01_A

R7.16 MCC 7100 IP Dispatch Console Setup and User Guide - MN001910A01_E

- Chapter 2 (Setup and Installation)
- Chapter 3 (PRX 7000 Console Proxy Setup and Installation)
- Appendix C (MCC 7100 IP Dispatch Console System Release Compatibility)

R7.16 MCC 7500 Dispatch Console with VPM - MN001911A01_B

- Chapter 2 (Installation)
- Appendix D (MCC 7500 Dispatch Console – Limited System Release Backwards Compatibility)

R7.16 Dynamic Transcoder User Guide MN002078A01_A

- Chapter 2 (Installation and Configuration)

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure **X**___
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 centre

https://www.motorolasolutions.com/en_us/support.html

Appendix A – Additional Symptom details – Closed Defects

Abstract: Live microphone issue, audio gets recorded even after outbound transmission has ended.

Special Configurations: None

User Symptoms: IRR will keep recording audio and VU meter will continue as if a microphone is live.

Impacted Releases/Products: A7.14, A7.15, A7.16 Dispatch Position software

Description: VU meter is no longer active and IRR will not record audio when no transmission is occurring.

Abstract: SSL re negotiation intermittently fails between MCC7100 and Proxy.

Special Configurations: MCC7100 deployed ORNI

User Symptoms: The MCC 7100 Consoles outside the RNI may experience link loss due to timing and/or network issues during DTLS key renegotiation. If renegotiation fails, attempts to reestablish the DTLS link may take up to 10 seconds.

Impacted Releases/Products: A7.14, A7.15, A7.16 MCC7100 Dispatch Position software deployed ORNI

Description: Now, the DTLS negotiation is more robust and if renegotiation fails, the DTLS link will be reestablished more quickly.

Abstract: Alert Tones not starting after General Transmit

Special Configurations: Conversation Type for Trunking Talkgroups set to Transmission

User Symptoms: Dispatcher is not able to start alert tone immediately after the general transmit

Impacted Releases/Products: A7.16 Dispatch Position software

Description: Dispatcher is now able to start alert tone immediately after the general transmit

Abstract: MCC7100 does not register with KMF intermittently

Special Configurations: 7.16 System with Security subsystem (KMF), 7100 console with OTEK capability enabled / configured

User Symptoms: Losing connectivity to KMF (port blocked by firewall)

Impacted Releases/Products: A7.16 MCC7100 Dispatch Position software

Description: In case of OTEK/KMF connection failure another communication port is selected

Abstract: Following an upgrade of console software to A7.16 release, when prompted for the database changes in the MCC7500 elite dispatch client, the MCC7500 client goes into a non responsive state until the ConsoleCADProxy application is exited.

Special Configurations: PremierOne CAD system interfacing with the console's API

User Symptoms: Following an upgrade of console software to A7.16 release, when prompted for accepting new database in the MCC7500 elite dispatch client, due to the messaging between ConsoleCADProxy and MCC7500 application, the Elite dispatch application goes into a non responsive state and the alarm is beeping on all dispatch consoles at site.

Impacted Releases/Products: A7.15, A7.16 Dispatch Position software

Description: Beeping alarm is stopped and the MCC7500 elite dispatch client is no longer unresponsive.

Abstract: Elite crash when adding and removing Pages using Page Group

Special Configurations: N/A

User Symptoms: Customer is experiencing Elite crash when using Pages via Page Group. Generally the issue appears when Dispatcher performs operation of adding\deleting Pages to Page Pool using Page Group.

Impacted Releases/Products: A7.15, A7.16 Dispatch Position software

Description: During operation of adding\deleting Pages to Page Pool Elite doesn't crash

Appendix B – Additional Software Changes Details

MCC7100 software

Abstract: MCC7100 software update allows the customers to use Software OTEK

Special Configurations: None

User Experience: In this new version, the MCC7100 software allows customers to use software Over the Ethernet Keying (OTEK), which makes it possible for KMF to centrally manage the MCC7100 IP Dispatch Console encryption keys, without requiring hardware-based key storage. Please refer to A7.17.1 MCC 7100 IP Dispatch Console Setup and User Guide - Section 3.13.2 (Software OTEK Description and Management) for details.

Impacted Releases/Products: A7.14 Dispatch Position Software

Open Issue: When customer key set goes beyond 500, any keys after 500 will not take effect and SW OTEK will keep using the older keys.



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: _____

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

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:

Software Description

Part# or Version #

Quantity:
