MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title
Conventional Packet Data Gateway (PDG) not identifying when connection to the CAI Data Encryption Module (CDEM) fails

Technology
ASTRO® 25

Severity Recommendation
Low/Maintenance - Perform if system exhibits below symptoms

Symptoms
When there is **no active encrypted traffic,** and there is a physical link failure between the PDG (Packet Data Gateway) and the CDEM (CAI Data Encryption Module), the PDG will not recognize/alarm the link failure until a data packet is attempted to be encrypted/decrypted or 2 hours and 15 minutes passes, whichever comes first. When working properly, the PDG should recognize/alarm the link failure in 45 seconds.

When there is active **encrypted traffic**, the PDG will detect the link failure after 5 seconds and DSR configured deployments with a peer StandbyOperable PDG will switchover to restore the secure data service. Traffic intended to be secure (encrypted) will be dropped until the secure data service is restored.

Models / System Releases / Kits / Datecodes Affected
A2022.X
A2024.X

Customers / Regions Impacted
Customers using Conventional Data with encryption on A2022 and A2024 releases.

When To Apply
During maintenance _X_
After failure _X_

Test To Perform
N/A

Workaround/Recovery (delete as appropriate)

N/A

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.
To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at https://motorolasolutions.com/support (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
   - Reference MTN-0025-25 in the 'Reason for Software/Hardware Change' section of the software order form.
   - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing>

Time To Implement/System Impact

Estimated time to implement - per PDG - 1 hour
High - Loss of functionalities - outbound data message loss up to 8.5 minutes (for the last subscriber to context refresh depending on the number of radios) during PDG switchover after upgrade

Software Parts Required

Name / SW version / System Release	Details / Part Number
IVDCPDG-Astro-24.16.00.00-18	KC222V002000240101
IVDCPDG-Astro-22.16.00.00-32	KC222V002000220401

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

Refer to applicable document number depending on your system release: Packet Data Gateway Guide chapter Upgrading Linux-Based Virtual Machines.

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at https://motorolasolutions.com/support