

DOCUMENT NUMBER:	<b>MTN-0025-25</b>
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# 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

After failure

## Test To Perform

N/A

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## 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

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## 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>

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