

Motorola Solutions Technical Notification (MTN)

TITLE: Site Controller GCP8000 Force Init problem - SAC directories not created

TECHNOLOGY: ASTRO 25

SYMPTOMS: One K-Core System they cannot Force Init the Site Controllers from the Configuration Manager, failing every time. Its possible to read and write to the Site Controllers from CSS. Logs indicate problem with SAC database version. Folders '/nvm3/sac/SacConf_1/' and '/nvm3/sac/SacConf_2/' do not exist on the problematic SC.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Prior to the following releases

- A7.17.2 - GCP 8000 - Site Controller - KC112C03W000717203 - CNVCD_R07.17.2.015
- A7.18 - GCP 8000 - Site Controller - KC112C01A000718000 - SSC_R07.18.016
- A7.18 - GCP 8000 - Site Controller - KC112C029000718000 - PSC_R07.18.016
- A7.18 - GCP 8000 - Site Controller - KC112C03W000718000 - CNVCD_R07.18.016
- A7.18 - GPB 8000 - Site Controller - KC112C056000718000 - RDM_R07.18.016

SEVERITY RECOMMENDATION:

Medium - Perform at next scheduled maintenance.

ROOT CAUSE / DEFINITIVE TEST: Directories nvm3/sac/SacConf_1 and nvm3/sac/SacConf_2 are not created upon boot up for boards that came out from factory. This problem emerged from having common code for G and D-Series, that use a different path structure (absolute path and relative path, respectively).

WORKAROUNDS AND CORRECTIVE ACTIONS:

Connect to the problematic SC via serial or SSH
Log in as the service user and execute commands
enablepriv -E and type password
mkdir /nvm3/sac
mkdir /nvm3/sac/SacConf_1/
mkdir /nvm3/sac/SacConf_2/
enablepriv -D

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 Solutions, 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-0031-19-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):

- A7.18 - GPB 8000 - Site Controller - KC112C056000718001 - RDM_R08.03.022
- A7.18 - GCP 8000 - Site Controller - KC112C03W000718001 - CNVCD_R08.03.022
- A7.18 - GCP 8000 - Site Controller - KC112C01A000718001 - SSC_R08.03.022
- A7.18 - GCP 8000 - Site Controller - KC112C029000718001 - PSC_R08.03.022
- A7.17.2 - GCP 8000 - Site Controller - KC112C03W000717204 - CNVCD_R07.17.2.018

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

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

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 #: _____

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- ° 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:
