

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Conventional Talkgroups via ISSI\_CSSSI and Channel Partitioning features cannot be modified in UNCW due to communication issues with License Manager.

**TECHNOLOGY:** ASTRO25

**SYMPTOMS:**

When trying to access Conventional Talkgroup External Operation parameter or configure Channel Partitioning feature, user may see below warnings in the UNC Wizard:

1. In the UNC Wizard User Groups configuration section: "WARNING: The Channel Partitioning feature is disabled. Unable to communicate with License Manager" or in the UNC Wizard Channel User Groups configuration section "WARNING: The Channel Partitioning feature is disabled. Unable to communicate with License Manager. Only deletions are allowed. No configurations/modifications can be performed".
2. In the UNC Wizard System Configuration section: "WARNING: The License Server is down. We cannot verify that you have a valid license for Conventional Talkgroups via ISSI\_CSSSI, but the Conventional Talkgroup External Operation parameter is enabled".

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

ASTRO 2022.1 / 2022.HS (up to UNC-Astro-07.22.01.87-05)

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE:**

Software defect

**CORRECTIVE ACTIONS:**

None

**RESOLUTIONS AND REPAIR PROCEDURES:**

This issue can be resolved by upgrading UNC to the latest released version.

**TIME TO IMPLEMENT/SYSTEM IMPACT:**

Estimated time to implement - per machine - Approximately 1-2 hours for UNC upgrade

Medium - time consuming but no loss of functionalities

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

System releases: 2022.1, 2022.HS

UNC-Astro-07.22.02.37-06 or later	KC877L0AT000220108 or later
UPDATE-UNC-Astro-07.22.02.37-06 or later	KC877L0AT000220109 or later
UNCDS-Astro-07.22.02.37-06 or later	KC877L0AT000220154 or later

**ADDITIONAL INFORMATION:**

None

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**Manual: [Private Network Management Servers \(for appropriate release\)](#)

Chapter: Upgrading Linux-Based Virtual Machines

**WHEN TO APPLY RESOLUTION:**After failure During maintenance **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.

**If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.**

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