

Motorola Solutions Technical Notification (MTN)

TITLE: Astro 7.16_“Radio Control Manager” (RCM) presents incorrect information after execution “Radio Check” operation.

TECHNOLOGY:

“Air Traffic Router” (ATR), “Radio Control Manager” (RCM), A7.16

SYMPTOMS:

“Radio Control Manager” (RCM) presents incorrect information after execution of “Radio Check” operation. The RCM will not update on Radio Check. Holds data from the previous query unless data is cleared by keying up the target radio.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A716 ATR

Version affected:

- KC877V0AY000071600 / ATR-Astro-07.16.00.60-00
- KC877V0AY000071601 / ATR-Astro-07.16.01.04-00

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Software defect within ATR server software.

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade ATR server using KC877V0AY000071602 or later version.

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-0036-17- 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

PARTS REQUIRED (HARDWARE/SOFTWARE):

New ATR software version - KC877V0AY000071602 or later.

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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:

- o 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 _____
 System ID _____
 System Name _____
 Customer _____
 Name _____

Case Number _____
 Site ID _____
 Site Name _____

Form _____
 Completed by _____
 Organization _____
 Phone _____
 Number _____
 Pager Number _____
 Fax Number _____

Field Contact _____
 Organization _____
 Phone Number _____
 Pager 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 #: _____

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- 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 Fax or 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 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:
