

Motorola Solutions Technical Notification (MTN)

TITLE: New RF Site software versions resolve multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO25

SYMPTOMS:

1. Radio is being rejected due to getting into a state where it's trying to make a supergroup call request on invalid talkgroup and so gets rejected by the Controller. This is only seen on systems using data.
2. GTR8000 Base Radio gets stuck in Illegal carrier stack during BER measurements.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

- | | | | |
|----|-------|---------------------------------------|---------------------------------|
| 1. | A7.17 | GCM8000 Trunking Comparator Software | CM_R07.17.019 or earlier |
| | A7.17 | GTR8000 MultiSite Base Radio Software | MsBR_R0 7.17.33 or earlier |
| | A7.17 | GTR8000 SlteRptr Base Radio Software | SiteRptrBR_R07.17.33 or earlier |
| 2. | A7.17 | GTR8000 SlteRptr Base Radio Software | SiteRptrBR_R07.17.33 or earlier |
| | A7.17 | GTR8000 MultiSite Base Radio Software | MsBR_R0 7.17.33 or earlier |

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

1. Updates going out on the data channel for patch calls are incorrect.
2. Software defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. Reset the active Data Channel will remove the incorrect supergroup updates. and allows subscribers to make requests on the correct talkgroup.
2. Program the CSS Illegal Carrier Determination RF Threshold Value(dBm) to -125dBm setting and then program it back to original settings to recover the channel.

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 Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - a. Reference **MTN-0037-20-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 the Motorola Solutions Software Factory for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

A7.17	GTR8000 SlteRptr Base Radio Software	KC112C03L000071707	SiteRptrBR_R07.17.34 or later
A7.17	GTR8000 MultiSite Base Radio Software	KC112C03K000071706	MsBR_R0 7.17.34 or later
A7.17	GCM8000 Trunking Comparator software	KC112C04X000071706	CM_R07.17.20 or later

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ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

- After reboot ___
- After (re)installation ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure **_X_**
- 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 center
https://www.motorolasolutions.com/en_us/support.htm

Motorola Solutions Software Factory

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: _____

Customer Billing

Internal Billing

P.O. #: _____
CUST #: _____
TAG #: _____

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Motorola Solutions Software Factory Team.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory 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 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 SCHSWF 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:
