

Motorola Solutions Technical Notification (MTN)

TITLE: DFSI Analog Audio from Console to Radio issue is distorted

TECHNOLOGY: ASTRO 25

SYMPTOMS:

For Analog DFSI channel console to radio (outbound) audio is distorted when using some third party subscribers.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

DCG9000 with software version prior to 18.2.4.18

SEVERITY RECOMMENDATION: Low

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE:

Software defect

DEFINITIVE TEST:

N/A

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

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. Centralized Managed Support Operations (CMSO) at 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:
 - a) Reference MTN-0037A-22-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 MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

The parts below are applicable for upgrading DCG9000 to 18.2.4.18 in systems A7.17.2 through A2021.1:

Software package	Version	KC Number
DCG Application	18.2.4.18	KC147C081000210100
SSP Container Images	1.2.123	KC877V0EH000200101
SSP Host OS Live Image	1.2.123	KC877V0EG000200101
SSP Utils	1.2.123	KC877V0EJ000200101
ESU Launchpad	D17.16.00.94	KC877V0EG000072011

ADDITIONAL INFORMATION: Time needed to upgrade a DCG: around 1 hour.

ESU Launchpad should be used to upgrade the DCG9000. A service notebook with a preinstalled VMware software is needed to open (import) a virtual machine image (defined in an OVF file) released in the listed ESU package. After connecting to ESU (<http://100.100.100.10/ui>, mode SSP) the referenced upgrade procedure should be followed. The procedure includes deploying listed DCG and SSP images

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

DCG 9000 Feature Guide: DCG 9000 Software Upgrade and Patching

WHEN TO APPLY RESOLUTION:

During maintenance _x_

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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.

https://www.motorolasolutions.com/en_us/support-topics.html

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

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