

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Audit Report Viewer Analog Conventional Count Mismatch.

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

Mismatch between Expected vs Actual values for the Site Call Path Conventional Channel displayed by Audit Report Viewer for multi zone system with the same site IDs in more than one zone.

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

Prior to the following releases

- A07.16 release: UCS-Astro-07.16.08.00-01
- A07.17.00 or A07.17.01 release: UCS-Astro-07.17.01.24-00
- A07.17.02 release: UCS-Astro-07.17.02.22-00
- A07.18 release: UCS-Astro-07.18.00.12-34

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Audit Report Viewer does not account for multiple zone system with the same site IDs in more than one zone.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

To resolve the issue UCS should be upgraded to version:

- In case of A07.16 release: UCS-Astro-07.16.08.00-01 or later.
- In case of A07.17.00 or A07.17.01 release: UCS-Astro-07.17.01.24-00 or later.
- In case of A07.17.02 release: UCS-Astro-07.17.02.22-00 or later.
- In case of A07.18 release: UCS-Astro-07.18.00.12-34 or later.

Notes: Clearing web browser cache on every NM Client usually is required after PM/UCS software upgrade

The media provided is a new version of UCS application installation disc along with accompanying Red Hat Enterprise Linux disc. 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-0038-19-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

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

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

For A07.16 release:

- KC877V0AS000071606 - UCS-Astro-07.16.08.00-01
- KC877L0D9000071625 - Red Hat Enterprise Linux 6.X 6.6.z. 20150724

For A07.17.00 or A07.17.01 release:

- KC877V0AS000071707 - UCS-Astro-07.17.01.24-00
- KC877L0D9000071700 - Red Hat Enterprise Linux 7.X 7.2.z.20160721

For A07.17.02 or A07.17.03 release:

- KC877V0AS000071708 - UCS-Astro-07.17.02.22-00
- KC877L0D9000071700 - Red Hat Enterprise Linux 7.X 7.2.z.20160721

For A07.18 release:

- KC877V0AS0000718001 - UCS-Astro-07.18.00.12-34
- KC877L0D9000071800 - Red Hat Enterprise Linux 7.X 7.5.z.20180821

## **ADDITIONAL INFORMATION:**

NA

## **REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

- In case of A07.16 release: please use "Upgrading Linux-Based Virtual Machines" procedure from "Private Network Management Servers Feature Guide" manual for ASTRO 25 SYSTEM RELEASE 7.16 (MN001924A01)
- In case of A07.17 release: please use "Upgrading Linux-Based Virtual Machines" procedure from "Private Network Management Servers Feature Guide" manual for ASTRO 25 SYSTEM RELEASE 7.17 (MN003342A01)
- In case of A07.17.02 release: please use "Upgrading Linux-Based Virtual Machines" procedure from "Private Network Management Servers Feature Guide" manual for ASTRO 25 SYSTEM RELEASE 7.17.02 (MN004406A01)
- In case of A07.18 release: please use "Upgrading Linux-Based Virtual Machines" procedure from "Private Network Management Servers Feature Guide" manual for ASTRO 25 SYSTEM RELEASE 7.18 (MN005398A01)
- 

After the fix is applied there is a need to clear the cache of all browsers used to access Provisioning Manager

- In case of A07.16 release: please use "Clearing the Browser Cache" procedure from "Private Network Management Servers" manual for ASTRO 25 SYSTEM RELEASE 7.16
- In case of A07.17 release: please use "Deleting the Browser Cache after PM/UCS/ATR Software Update" procedure from "Private Network Management Servers" manual for ASTRO 25 SYSTEM RELEASE 7.17
- In case of A07.17.02 release: please use "Deleting the Browser Cache after PM/UCS/ATR Software Update" procedure from "Private Network Management Servers" manual for ASTRO 25 SYSTEM RELEASE 7.17.02
- In case of A07.18 release: please use "Deleting the Browser Cache after PM/UCS/ATR Software Update" procedure from "Private Network Management Servers" manual for ASTRO 25 SYSTEM RELEASE 7.18

## **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](https://www.motorolasolutions.com/en_us/support.html)

Upgrade Operations Software Team

---

**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**

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# Software Order Form

*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 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:

---

