

Motorola Solutions Technical Notification (MTN)

TITLE: New MCC 7100, MCC 7500 with VPM and MCC7500E Dispatch Positions software version resolves multiple issues as defined in the SYMPTOM section

TECHNOLOGY:

ASTRO

SYMPTOMS:

Please see appendix A

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.16.67.07 MCC 7100 Dispatch Position software
R7.16.67.07 MCC 7500 Dispatch Position software
R7.17.17.26 MCC 7100 Dispatch Position software
R7.17.17.26 MCC 7500 Dispatch Position software
R7.17.18.01 MCC 7100 Dispatch Position software
R7.17.18.01 MCC 7500 Dispatch Position software
17.20.117 MCC 7500E Dispatch Position software
17.20.144 MCC 7500E Dispatch Position software

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Software defects

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

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 UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0044-18-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

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PARTS REQUIRED (HARDWARE/SOFTWARE):

R7.16.67.09 MCC7100 software - KC443V01N000071610
R7.16.67.09 MCC7500 software - KC443V00R000071607
R7.17.18.03 MCC 7100 software - KC443V01N000071706
R7.17.18.03 MCC 7500 software - KC443V00R000071705
17.20.145 MCC 7500E software - KC443V00E000717202

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

ASTRO A7.16 Dispatch Console Backward Compatibility Guide – MN001866A01_A

R7.16 MCC 7100 IP Dispatch Console Setup and User Guide - MN001910A01_E

- Chapter 2 (Setup and Installation)
- Chapter 3 (PRX 7000 Console Proxy Setup and Installation)
- Appendix C (MCC 7100 IP Dispatch Console System Release Compatibility)

R7.16 MCC 7500 Dispatch Console with VPM - MN001911A01_B

- Chapter 2 (Installation)
- Appendix D (MCC 7500 Dispatch Console – Limited System Release Backwards Compatibility)

A7.17.2 Dispatch Console Backward Compatibility Guide – MN004313A01-B

A7.17.2 MCC 7100 IP Dispatch Console Setup and User Guide - MN004381A01-B

- Chapter 3 (Setup and Installation)
- Chapter 4 (PRX 7000 Console Proxy Setup and Installation)
- Appendix C (MCC 7100 IP Dispatch Console System Release Compatibility)

A7.17.2 MCC 7500 Dispatch Console with VPM - MN004383A01-B

- Chapter 2 (Installation)
- Appendix D (MCC 7500 Dispatch Console – Limited System Release Backwards Compatibility)

A7.17.2 MCC 7500E Dispatch Console User Guide - MN004389A01-C

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 X
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

Appendix A – Additional Symptom details

Abstract: Elite may restart or become unresponsive to Dispatcher operations.

Special Configurations: N/A

User Symptoms : Elite may restart or become unresponsive to Dispatcher actions. Possible symptoms are stuck transmit indication, unable to select/deselect resources.

Impacted Releases/Products: A7.16, A7.17.X Dispatch Position software

Description: Dispatcher can perform operation without experiencing Elite restart or unresponsiveness.

Abstract: Transmit indication stuck on a resource after performing Alert Tone and general Transmit on a MSEL

Special Configurations: N/A

User Symptoms: Transmit indication stuck on a resource after performing Alert Tone and general Transmit on a MSEL

Impacted Releases/Products: A7.16, A7.17 Dispatch Position software

Description: Dispatcher can perform Alert tone and general Transmit on a MSEL operations without experiencing stuck transmit indication.



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 #: _____

- 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 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:
