

Motorola Solutions Technical Notification (MTN)

TITLE: Subscriber aliases may not be displayed for outbound calls on the Elite dispatch op position

TECHNOLOGY: ASTRO 25

SYMPTOMS:

Subscriber aliases may not be displayed for outbound calls on the Elite dispatch op position. This occurs when using a single-sign-on with a Windows OS account that begins with an uppercase letter. See the table below for examples.

DC User Login Name	Login Name typed to Windows	Alias Service connection result
frank	frank	success
Frank	frank	failure
frank	Frank	success
Frank	Frank	failure
fRank	frank	failure
frank	fRank	success

Additionally a UEM operator may observe events and alarms from MCC7500/MCC7500E Dispatch Position which indicate a change of status of the Local aliasing server-LINK state to down and cause the authentication failure.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.18 up to KC877V0AV000718003 / ZDS-Astro-07.18.00.25-00
A2019.2 up to KC877V0AV000190104 / ZDS-Astro-07.19.02.90-00
A2020.1 up to KC877V0AV000200107 / ZDS-Astro-07.21.01.15-00
A2021.1 up to KC877V0AV000200107 / ZDS-Astro-07.21.01.15-00

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Software defect.

DEFINITIVE TEST:

None

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

None

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, depending 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 a confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
- 3) Complete the Motorola Solutions Software Factory Software Order Form:
 - a) Enter **MTN-0045A-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 the completed Software Order Form to MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

Estimated time to implement - per machine - Software installation with force initialization takes approximately 1 hour.

High - Loss of functionalities/audio/downtime - Following the successful SW installation the database updates and configuration changes will not be available for up to an hour.

PARTS REQUIRED (HARDWARE/SOFTWARE):

Release: 2020.1, 2021.1

Box Version: ZDS-Astro-07.21.01.25-00 or later

KC Number: KC877V0AV000200108 or later

Release: 2019.2

Box Version: ZDS-Astro-07.19.02.91-00 or later

KC Number: KC877V0AV000190104 or later

Release: A7.18

Box Version: ZDS-Astro-07.18.00.26-00 or later

KC Number: KC877V0AV000718004 or later

ADDITIONAL INFORMATION:

If your system version is A2020.1 or A2021.1 and you have already applied the MTN-0045-22-NA, no action is required. This update is intended to inform about a fix for other supported releases.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Process of installation new version of ZDS Server shall follow according to procedure:

Manual: [Private Network Management Servers](#)

Section: PNM Servers Applications Common Procedures

Procedure: Upgrading Linux-Based Virtual Machines

After upgrade, box shall be Force Initialized by:

Manual: [Provisioning Manager User Guide](#)

Section: Provisioning Manager Operation

Procedure: Distributing Full Configuration (Force Initialize Configuration)

WHEN TO APPLY RESOLUTION:

After failure _x_

During maintenance _x_

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.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