

## Motorola Solutions Technical Notification (MTN)

**TITLE:** GTR8000, GPW8000: Multiple issues as outlined in the Symptoms Section

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

- 1) Short transient pulse on the External PTT causes GTR to key and stay keyed on its programmed idle frequency. This pulse can be triggered for example by removing/inserting TPM in Simulcast system with Spectra-TAC with TPM card and programmed wildcard input as External PTT (affected GTR8000 in all mentioned releases)
- 2) There is a possibility of a transmitter being keyed, but with no modulation present. It happens when new outbound call starts around (+/- few ms) the end of PL reverse burst finishing previous call (affected GTR8000 in all mentioned releases)
- 3) Fast toggling of one of GPIO pins may cause overflow in SAC Card. Overflow event results in active state of GPIO pin 1. If Wildcard Binary Group is enabled GTR will change channel to 1 and switch to channel 1 frequency (affected GTR8000 and GPW8000 in all mentioned releases)
- 4) Security issues in OSE (affected GTR8000 and GPW8000 along with GSLC in 7.17.2)

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

A7.15 GTR8000 Conventional Base Radio	CONVBR_R07.15.56
A7.15 GPW8000 Conventional Receiver	CONVBR_R07.15.56
A7.16 GTR8000 Conventional Base Radio	CONVBR_R07.16.45
A7.16 GPW8000 Conventional Receiver	CONVBR_R07.16.45
A7.17 GTR8000 Conventional Base Radio	CONVBR_R07.17.24
A7.17 GPW8000 Conventional Receiver	CONVBR_R07.17.24
A7.17.2 GTR8000 Conventional Base Radio	CONVBR_R07.17.2.010
A7.17.2 GPW8000 Conventional Receiver	CONVBR_R07.17.2.010
A7.17.2 GPW800 Generic Link Converter	GSLC_R07.17.2.010

**SEVERITY RECOMMENDATION:**

Medium/Operational – Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Software defects

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

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**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-0052-18-NA** 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

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

A7.15 GTR8000 Conventional Base Radio	KC112C04W000071505	CONVBR_R07.15.59
A7.15 GPW8000 Conventional Receiver	KC112C054000071505	CONVBR_R07.15.59
A7.16 GTR8000 Conventional Base Radio	KC112C04W000071603	CONVBR_R07.16.48
A7.16 GPW8000 Conventional Receiver	KC112C054000071603	CONVBR_R07.16.48
A7.17 GTR8000 Conventional Base Radio	KC112C04W000071701	CONVBR_R07.17.29
A7.17 GPW8000 Conventional Receiver	KC112C054000071701	CONVBR_R07.17.29
A7.17.2 GTR8000 Conventional Base Radio	KC112C04W000717201	CONVBR_R07.17.2.015
A7.17.2 GPW8000 Conventional Receiver	KC112C054000717201	CONVBR_R07.17.2.015
A7.17.2 GPW800 Generic Link Converter	KC112C04WA00717201	GSLC_R07.17.2.015

**ADDITIONAL INFORMATION:**

NA

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

NA

**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)

**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: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

**Customer Billing**

**Internal Billing**

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

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 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

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Software Description

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Part# or Version #

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