

Motorola Solutions Technical Notification (MTN)

TITLE: Some CryptR 2 devices may freeze up after 25 days

TECHNOLOGY: ASTRO

SYMPTOMS:

The CryptR 2 will stop functioning appropriately 25 days after being powered up. Accessing the serial port to communicate with the CryptR 2 fails. Resetting the CryptR 2 clears the condition. However, the issue will recur again in 25 days. This issue only applies to the specific CryptR 2 devices and software versions listed below.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

SQM01SUM0292A

CA03440AA or CA03441AA

- ASTRO MCC7500E CRYPTR
 - R03.03.01

CA02932AA or CA02933AA

- ASTRO WAVE CRYPTR
 - R03.01.11

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

CryptR 2 software defect.

WORKAROUNDS AND CORRECTIVE ACTIONS:

If the problem occurs, resetting the power on the CryptR 2 will clear the condition for approximately 25 days.

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade CryptR 2 software to version R03.03.05 or the most current version.

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-0054-19-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

PARTS REQUIRED (HARDWARE/SOFTWARE):

MCC 7500E CRYPTR

- Will be released in an upcoming release of MCC7500E software (KC443V00E000718002) expected end of May 2019

ASTRO WAVE CRYPTR

- KC137C002000051004

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ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WAVE CRYPTR

- MN002599A01-D WAVE CRYPTR
- <https://learning.motorolasolutions.com/user-guide/6369enus>

MCC 7500E CRYPTR

- MN005387A01-C MCC 7500E Dispatch Console User Guide
- <https://learning.motorolasolutions.com/user-guide/54745enus>

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 _x_
As instructed ___
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

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 #: _____

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:

Software Description

Part# or Version #

Quantity:
