

Motorola Solutions Technical Notification (MTN)

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

TECHNOLOGY: ASTRO

SYMPTOMS:

Please see Appendix A – Additional Symptom details – Closed Defects

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.16 MCC 7100 Dispatch Position software used with an ASTRO A7.14, A7.15, and A7.16 System Core

R7.16 MCC 7500 Dispatch Position software used with an ASTRO A7.14, A7.15, and A7.16 System Core

R7.16 MCC 7500 Archiving Interface Server (AIS) software must be used with an ASTRO A7.16 System Core. AIS is not backwards compatible with earlier System Cores.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

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 **FSBxxx** 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):

R7.16.67.11 MCC7100 software - KC443V01N000071611

R7.16.67.11 MCC7500 software - KC443V00R000071608

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ADDITIONAL INFORMATION:

NA

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)

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 ___

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 – Closed Defects

Abstract: Selected resource volume drops to zero when another console acknowledges emergency in Inbound Event Display
Special Configurations: Inbound Event Display window has to be configured; default volume of a resource has to be set to zero.
User Symptoms: When an emergency event occurred on a selected resource and the emergency was acknowledged from another Console, the volume of the resource drops to zero.
Impacted Releases/Products: A7.14, A7.15, A7.16 Dispatch Position software
Description: Now, when the emergency is acknowledged, the resource's volume goes back to the pre-emergency value.

Abstract: Console unable to select a non-transmitting resource or put it in an MSEL
Special configurations: regroupable trunking talkgroups
User Symptoms: After a regroupable talkgroup was regrouped (either through a Patch or an MSEL operation) and then un-regrouped while a parallel console transmit simultaneously occurred on that talkgroup, the dispatcher may be unable to subsequently select the resource or put it in an MSEL. The dispatcher will receive an error indicating the resource is transmitting even though there was no transmit indication on the talkgroup.
Impacted Releases/Products: A7.14, A7.15, A7.16 Dispatch Position software
Description: The dispatcher will not get an error of resource transmitting when trying to select or add to an MSEL a non-transmitting resource.



SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer Name _____

Case Number _____
Site ID _____
Site Name _____

Form Completed by _____
Organization _____
Phone Number _____
Pager Number _____
Fax Number _____

Field Contact Organization _____
Phone Number _____
Pager 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 #: _____

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 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:
