

## Motorola Solutions Technical Notification (MTN)

**TITLE:** R7.15 MCC 7100 and MCC 7500 with VPM Dispatch Positions used with A7.13, A7.14, and A7.15 System Cores resolve multiple issues as defined in the SYMPTOM section

**TECHNOLOGY:** ASTRO MCC7100 and MCC7500

**SYMPTOMS:**

Please see Appendix A – Additional Symptom details

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

R7.15 MCC 7100 Dispatch Position software used with an ASTRO A7.13, A7.14, and A7.15 System Core

R7.15 MCC 7500 Dispatch Position software used with an ASTRO A7.13, A7.14, and A7.15 System Core

R7.15 MCC 7500 Archiving Interface Server (AIS) software must be used with an ASTRO A7.15 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 problems.

**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-0064-17-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):**

R7.15.31.00 MCC 7100 software - KC443V01N000071509

R7.15.31.00 MCC 7500 software - KC443V00R000071507

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## **ADDITIONAL INFORMATION:**

NA

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

R7.15 MCC 7100 IP Dispatch Console Setup and User Guide - MN000672A01-F

R7.15 MCC 7500 Dispatch Console with VPM - MN000674A01-B

## **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 \_\_\_  
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.

## **Appendix A – Additional Symptom details**

**Abstract:** Elite Dispatch may fail to switch between Elite database (.elt) files.

**Special Configurations:** This issue is more likely to occur after more than 240 attempts of switching between .elt files on a single-zone system. This issue is more likely to occur in systems with relatively large numbers of configured zones.

**User Symptoms:** When a user attempts to switch between .elt files and selects a file to open, the Elite Dispatch application may display a dialog box containing the following message: "Internal database error occurred. Elite will shut down". In rare instances, when the user clicks "OK" and tries to launch Elite again, the file selected by the user does not open as expected, and the user is prompted to restart the PC where the console resides.

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** When a user attempts to switch between .elt files and selects a file to open, the Elite Dispatch application no longer displays the dialog box described in the User Symptoms, the file selected by the user now opens as expected, and the user is no longer prompted to restart the PC where the console resides.

**Abstract:** Application conflict occurs after attempt to transmit on trunking talkgroup.

**Special Configurations:** This issue affects systems that contain trunking talkgroups.

**User Symptoms:** When a dispatcher attempts to transmit on a trunking talkgroup after sending an alert tone on that talkgroup, the console may encounter an application conflict. When this occurs, an "Application Conflict" message appears on the console status bar. The ability to encounter this issue varies depending on talkgroup configuration (regroupable or non-regroupable) and also requires that if regroupable, the error occurs only when the attempted transmit is invoked on a talkgroup that the other talkgroups involved with the alert have been regrouped upon. The communications infrastructure determines the regrouping order, it is not an aspect of the system that cannot be influenced at the console position.

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** When a dispatcher attempts to transmit on a trunking talkgroup after transmitting an alert tone on that resource, the console no longer encounters an application conflict, and the status message described in the User Symptoms no longer appears.

**Abstract:** Import of translation files using new version of Translation tool fails.

**Special Configurations:** N/A

**User Symptoms:** When a user attempts to import translation files from a previous version using a new version of Translation tool, the import operation fails. When this occurs, the Translation Tool displays an error message.

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** When a user attempts to import translation files from a previous version using a new version of Translation tool, the import operation now completes successfully, and the error message no longer appears.

**Abstract:** Alias for radio on inbound ASTRO Console Interface Module (ACIM) call is displayed as "Unknown".

**Special Configurations:** This issue affects systems that include ACIM conventional channels.

**User Symptoms:** When a dispatch console receives an inbound call from a radio on an ACIM conventional channel, the alias for the radio is erroneously displayed as "Unknown".

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** When a dispatch console receives an inbound call from a radio on an ACIM conventional channel, the actual alias for the radio is now displayed.

To address this issue, users should override the default 500 ms timer for aggregation of call information from a radio on an ACIM conventional channel. To override the timer, users must create a registry key on each console that sets the timer to a value greater than the default.

To add the registry variable, perform the following actions:

1. Start -> Run -> regedt32 (navigate down through) HKEY\_LOCAL\_MACHINE -> SOFTWARE -> Wow6432Node -> Motorola-> Console-> CAP
2. Right click on CAP.
3. Select New.
4. For DWORD value - add "Call Aggregation Timer" and give a decimal value greater than 5. The 5 is for 500 ms, 6 is for 600 ms, 7 is for 700 ms, and so on.

**Abstract:** After certain amount of time, the IRR stops recording.

**Special Configurations:** MCC7100 dispatch position with IRR option

**User Symptoms:** When trying to access recordings from IRR, the IRR software stops working.

**Impacted Releases/Products:** A7.15 MCC7100 Dispatch Position software with IRR option

**Description:** The customer will be able to access recording from the IRR.

**Abstract:** Dispatch transmit audio cannot be heard over channel marker

**Special Configurations:** N/A

**User Symptoms:** When the dispatcher requests a general transmit while the channel marker tone is playing for that channel, the transmit audio will get truncated. The issue exists in conventional, digital conventional and trunking channel.

**Impacted Releases/Products:** A7.14, A7.15 Dispatch Position software

**Description:** The transmit audio will take over the channel marker tone.

**Abstract:** After using Elite Dispatch application for certain amount of time cross-busy indications slowly disappear

**Special Configurations:** Channels in cross busy configuration

**User Symptoms:** When transmitting on channels configured with cross-busy associations with other channels, the customer will likely see reduction in number of Cross-Busy-by-Console indications for the cross-busied channels. This happens after using the Elite Dispatch application for a certain amount time.

**Impacted Releases/Products:** A7.14, A7.15 Dispatch Position software

**Description:** The cross-busy indication for cross-busied channels will not disappear after Elite Dispatch application is used for a long period of time.

**Abstract:** Console Display tabs flicker after Console software is upgraded to 7.15

**Special Configurations:** N/A

**User Symptoms:** Console display tabs flicker whenever an inbound event was received.

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** When an inbound event is received, Elite redraws only the selected tab not every tab, thus minimizing the flickering.

**Abstract:** non-Emergency related McaEventStatus messages trigger Elite to lower volume on selected resources

**Special Configurations:** N/A

**User Symptoms:** The customer had a Talkgroup selected, then without any user action, the volume of the resource dropped to volume level 0.

**Impacted Releases/Products:** A7.14, A7.15 Dispatch Position software

**Description:** Upon receiving the non-emergency status event, the volume of the affected resource will return to its pre-emergency value (since an emergency will raise it to the configured emergency level).

**Abstract:** Foreign system talkgroup resources don't recover after both site and inter-system firewall links fail and recover.

**Special Configurations:** Foreign system configuration

**User Symptoms:** Foreign system talkgroup resources are out of service on the Elite application.

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** Now foreign system talkgroup resources will recover and go in service following both console site link and inter-system firewall link failure/recovery scenarios.

**Abstract:** During Console shutdown, the AudioManager.exe may show 100% CPU usage

**Special Configurations:** N/A

**User Symptoms:** The During Console shutdown, the AudioManager.exe may show 100% CPU usage

**Impacted Releases/Products:** A7.15 Dispatch Position software

**Description:** AudioManager.exe will not take up 100% of the CPU and allow all the processes to end.

**Abstract:** Using the latest version of openSSL, the outside RNI MCC7100 application crashes and needs to close

**Special Configurations:** Outside RNI system

**User Symptoms:** If, during a key renegotiation, packets are dropped by the network between the MCC7100 and the PRX7000 a critical process for MCC7100 operation may fail. To recover from the problem the customer must restart the MCC7100 application.

**Impacted Releases/Products:** A7.15 MCC7100 Dispatch Position software

**Description:** After the fix, the console is more tolerant of missing packets during key renegotiation, will not crash, and will attempt to ride through some packet loss during renegotiation, but the customer may experience link bounces in the event packet loss recovery is not possible.

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: \_\_\_\_\_ 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 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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Software Description

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Part# or Version #

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