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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Zone Controller fails to re-establish some conventional control paths

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

After an event in which Conventional RF site connectivity is lost with the Zone Controller, the Zone Controller may not recover these links once the original failure condition is resolved. UEM reports Critical Alarm for Control Paths: *DOWN, CCGW-ZC Connection Lost. - No Activity from Site XXXX, Control Path X.*

This issue may also happen for maintenance events - for example pushing configuration to the transport devices.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.x, AN2024.x	Zone Controller (ZC-Astro-32.01.03.44-01 and prior)

When To Apply

During maintenance _X_

After failure _X_

Workaround/Recovery

To recover, perform a Zone Controller switchover. The Conventional RF site links will be re-established with the new active Zone Controller. If this issue occurs for conventional sites connected to a Tsub ZC, then restart the Tsub ZC.

NOTE: These are temporary workarounds, a ZC upgrade is required to permanently resolve this issue.

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

To obtain software:

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1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-0095A-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

Time To Implement/System Impact

Estimated time to implement - per machine - 1 Hour

High - Loss of functionalities/audio/downtime - up to 5 mins (depending on the system size) during ZC switchover after upgrade

Software Parts Required

System Release	Name / SW version	Details / Part Number
A2022.x, AN2024.x	ZC-Astro-32.01.03.47-01 or later	KC877V04Z000200209 or later

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

None

Reference The Following Documents/Processes For Installation Procedures

Refer to applicable document number depending on your system release: [Zone Controller Feature Guide](#) chapter Upgrading Linux-Based Virtual Machines.

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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