

DOCUMENT NUMBER:	MTN-0111-24
ISSUE DATE:	2024-11

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

MCC7500E Enhanced Console Telephony (ECT) NEC software release - security related update

Technology

ASTRO@25 - NEC Univerge 3C Software - MCC7500E Enhanced Console Telephony

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

MCC7500E Enhanced Console Telephony (ECT) NEC software release - security related update

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS	MCC7500E Enhanced Console Telephony - NEC software version 9.2.1.7

When To Apply

During maintenance

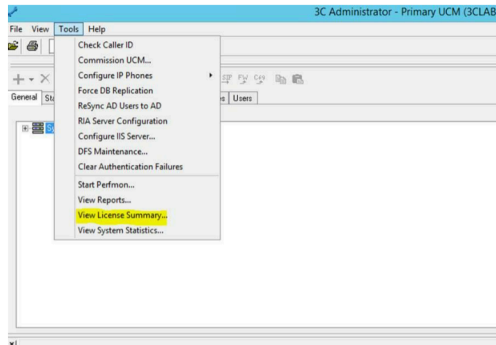
Resolution And Repair Procedure

Prerequisites / information required by vendor:

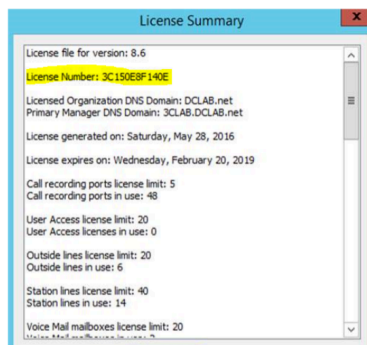
1. Confirm that Univerge 3C software is hosted on the HPE DL160 server.
2. Confirm that the following components are already installed on the NEC server:
 - Microsoft Windows Server 2016 Standard version 10.0.14393 Build14393 or later
 - Base NEC software:
 - 3C Administrator version 9.2.1.7
 - 3C Console version 9.2.1.179
 - Microsoft SQL Server Management Studio rel 16.5.3
3. Obtain license number also known as your HKC (Hardware Key Code). Follow the procedure below to locate the license number:
 - a. Open NEC 3C Administrator and go to the *Tools* tab and select *View License Summary...*

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- b. License summary window appears. Look for the license number.
 NOTE: Standard license number format is 3Cxxxxxxx or NS1000xxxx or SPHxxxxx.



NOTE: In case of multiple HPE DL160 servers used in the system, license number from each server is required.

4. Prepare contact information for the person who will be performing the update (name, title, email address, phone number).

How to obtain software:

1. Initiate a 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). **Reference MTN-0111-24** and provide the information from the section [Prerequisites / information required by the vendor](#) above.
 - a. MSI will contact the vendor to confirm entitlement for this update - await response from CMSO or/and NEC (vendor).
 - b. Once entitlement is confirmed, NEC will provide the software and upgrade instructions for NEC Univerge 3C Software from version 9.2.1.7 to version 9.2.1.9. NEC will send an email with a link and a password to access the software update (ISO file) to the person whose contact information was provided.

NOTE: Full process of obtaining SW for upgrade in some cases may take up to a few weeks.

Time To Implement/System Impact

Estimated time to implement - per operator position - 60 min

High - Loss of functionalities/audio/downtime - NEC PBX will be not available during the upgrade

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Software Parts Required

System Release	Name / SW version	Details / Part Number
A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS	NEC software version 9.2.1.9 or later	N/A

Hardware Parts Required

Name	Part Number
HP DL160 Server	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

N/A

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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