

DOCUMENT NUMBER:	MTN-0176-24
ISSUE DATE:	2024-12

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Customers upgrading a DSC 8000 site from version 9.3.xx to 9.5.xx or later, may see an upgrade failure causing the site to go off the air for 10 minutes.

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

When upgrading a DSC8000 Virtualized Prime Site, including GeoPrime locations, from a release 9.3.xx to a release 9.5.xx or later, the upgrade may fail. During the failure, if an automated rollback is triggered within the On-Premises Software Hub (OPSH), the DSCs will enter a split-brain scenario and both will reset. This will result in approximately ten minutes of downtime, while the DSCs reboot and re-lock to the clock reference source. During this time, the site will be in Failsoft.

Models / System Releases / Kits / Datecodes Affected

A2020.1, A2020.HS, A2021.1, A2022.1, A2022.HS

DSC8000 Virtualized Prime Site / DSC8000 Firmware - Upgrade from a release 9.3.xx to a release 9.5 or later

When To Apply

Before upgrade from release 9.3.xx ONLY _X_

Workaround/Recovery

None

Resolution And Repair Procedure

The upgrade failure is a result of an Real Time Session(RTS) being enabled prior to the upgrade. To prevent the failure from occurring, disable all of the 'RTS Sessions' of the channels via PCA (Provisioning and Configuration Agent) before performing the upgrade.

To disable the 'RTS Sessions'

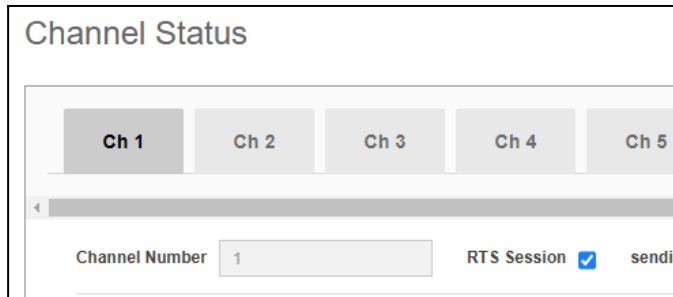
- Login into PCA of each DSC at the Prime Site

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- Navigate to the **Services->Channel Status** screen
- For each **Channel** tab, uncheck the 'RTS Session' checkbox and click **Apply**



After the upgrade, the 'RTS Sessions' can be re-enabled with no future impact to upgrades.

Time To Implement/System Impact

Estimated time to implement - per machine:

- About 5 minutes per DSC8000

System Impact:

- Medium - time consuming, no loss of functionalities

Software Parts Required

System Release	Name / SW version	Details / Part Number
N/A	N/A	N/A

Hardware Parts Required

Name	Part Number
N/A	N/A

Reference The Following Documents/Processes For Installation Procedures

DSC 8000 Trunking RF Site Installation Guide <https://learning.motorolasolutions.com/installation-guide/79570enus>

Virtualized Prime Site Installation Guide <https://learning.motorolasolutions.com/installation-guide/58125enus>

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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