

Motorola Solutions Technical Notification (MTN)

TITLE: New MCC 7500 with VPM and MCC 7500E Dispatch Positions software versions resolve multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO25

SYMPTOMS:

Please see Appendix A – Additional Symptom details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

19.10.6 and prior MCC 7500 Dispatch Position software

19.10.6 and prior MCC 7500E Dispatch Position software

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 **MTN-0013-20-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):

20.1.2 MCC 7500 software - KC443V00R000190102

20.1.2 MCC 7500E software - KC443V00E000190102

ADDITIONAL INFORMATION:

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REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

ASTRO A2019.2 Dispatch Console Backward Compatibility Guide – MN005342A01-D

A2019.2 MCC 7500 Dispatch Console with VPM - MN005970A01-B

A2019.2 MCC 7500E Dispatch Console Use Guide - MN005971A01-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.

For assistance with this bulletin please contact your MSI Technical support center

https://www.motorolasolutions.com/en_us/support.html

Appendix A – Additional Symptom details – Closed Defects

Abstract: AuxIO Servers show red “X” when parallel OP clicks on an Output Aux IO

Special Configurations: MCC7500E installed on Z2 mini using Dual NIC teaming and CRYPTR configuration

User Symptoms: When the dispatcher clicks on the auxio resources, they would go out of service and show red “X”.

Impacted Releases/Products: A7.17.2, A7.17.3, A7.18, A2019.x MCC7500E Dispatch Position software

Description: In order for the auxio resources work properly the following procedure needs to be followed, when CRYPTR is installed on the console.

1. Make sure the Elite is not running.
2. Open "Control Panel > Network and Internet > Network Connections" (or you can right-click on the network icon on the Windows taskbar, then "Open Network and Sharing Center" and then "Change adapter settings").
3. Choose Cryptr's designated interface and choose "Rename this connection", or right-click and "Rename".
4. The name should be set to "CRYPTR".
5. With the connection renamed you now can launch the Elite.

Abstract: After a failover to the conventional site controller, the state of Main/Alt repeater may not be accurate.

Special Configurations: Failover to the conventional site controller

User Symptoms: After a failover to the conventional site controller, the active channel in a main alt pair will go from the main to the Alt or vice versa and when that happens, the result can be loss of all repeat audio. In this state, the console Elite indicates that repeat is enabled

Impacted Releases/Products: A7.17.x, A7.18, A2019.x MCC7500 and MCC7500E Dispatch Position software

Description: Now, the state of the Main/Alt repeater is correctly displayed

Upgrade Operations Software Team

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
P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing
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 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:
