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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Console users are losing the capability to map Unit IDs with specific ZDS versions in the system.

Technology

ASTRO® 25 - MCC7500 and AIS

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

Console users are losing the capability to map Unit IDs to aliases at the dispatch center level for display on the MCC7500 Console. Operators may observe Warning DOWN, LINK FAILURE messages reported by UEM for Entity: Console Alias Service at ads0x.

Models / System Releases / Kits / Datecodes Affected

System Release / Name	Affected SW version
A2022.x, A2021.1, A2020.x Motorola MKM7000 Console Alias Manager	NM-CAM-7.22.10
A2022.x ZDS – Virtual Appliance (CSA)	From ZDS-07.22.02.04-00 to 07.22.02.21-00
A2021.1, A2020.x ZDS – Virtual Appliance (CSA)	ZDS-07.21.02.03-00

When To Apply

After failure _X_

During maintenance _X_

Immediately _X_

Workaround/Recovery

None

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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:

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-0044-24 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

CAM upgrade:

Estimated time to implement - per machine - 60-120 minutes

Low - not time consuming, no loss of functionalities

ZDS upgrade:

Estimated time to implement - per machine - Software installation with force initialization takes approximately 1 hour.

High - Loss of functionalities/downtime - Following the successful SW installation the database updates and configuration changes will not be available for up to an hour.

Software Parts Required

Name / SW version / System Release	Details / Part Number
A2022.x, A2021.1, A2020.x Motorola MKM7000 Console Alias Manager 7.22.24	KC443C01B000220103
A2022.x ZDS – Virtual Appliance (CSA) 07.22.02.32-00	KC877V0AV000220104
A2020.x, A2021.1 ZDS – Virtual Appliance (CSA) 07.21.02.12-00	KC877V0AV000200111

Reference The Following Documents/Processes For Installation Procedures

[MKM 7000 Console Alias Manager User Guide](#) - chapter 2.3.1 Installing MKM 7000 CAM in ASTRO Core Systems – Standalone and Cohabitation, chapter 6.1 Restoring MKM 7000 Database Store Locally and 3.1 Launching the MKM 7000 CAM Server

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[Private Network Management Servers Feature Guide](#) - chapter 4.3.16 Upgrading Linux-Based Virtual Machine

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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