

Motorola Solutions Technical Notification (MTN)

TITLE: MCC7500 with VPM and MCC 7500E Dispatch Position software version update resolves multiple issues listed in the SYMPTOMS section

TECHNOLOGY: ASTRO 25

SYMPTOMS:

1. MCC7500E - EIRR (Enhanced Instant Recall Recording) recording playback is slow and jittery.
2. MCC7500E - After applying Windows Motopatch the EIRR scroll bar will not stay at the top of the pane.
3. MCC7500E - EIRR crashes when audio recording is removed at the same time as phone call is ended.
4. MCC7500E - EIRR may crash when it is closed while playing a recording.
5. MCC7500E - EIRR crashes when the IRR Configuration window is opened during a call.
6. MCC7500E - After applying Windows Motopatch, the speaker and/or mic do not work.
7. MCC7500E - When Elite is started, the Aux I/O resources lose connectivity and show "Red X" when configured for Hardware encryption.

Note: Please see Appendix-A for additional symptom details and Appendix-B for remaining known problems.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.18 / A2019.2 / A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS
22.7.10 and prior versions of MCC 7500 Dispatch Position software
22.12.3 and prior versions of MCC 7500E Dispatch Position software

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE:

Software defect | Third-party application defect used in MSI application

DEFINITIVE TEST:

None

WORKAROUNDS:

None

CORRECTIVE ACTIONS:

None

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 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:
 - a) Reference **MTN-0054A-23-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 MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:

MCC 7500 with VPM/MCC7500E - 30 min.

High - Loss of functionalities/audio/downtime - Operator position will be unavailable for 30 minutes**PARTS REQUIRED (HARDWARE/SOFTWARE):****A7.18 / A2019.2 / A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS**

23.5.1 MCC 7500 Dispatch Position software - KC443V00R000220003 or later

23.6.1 MCC 7500E Dispatch Position software - **KC443V00E000230000** or later**ADDITIONAL INFORMATION:**

If the MCC7500E version 23.5.1 has been obtained but the upgrade to this version has not yet been performed, do not proceed to upgrade MCC7500E to version 23.5.1. Instead obtain the MCC7500E version listed above and perform the upgrade to this version.

If the MCC7500E upgrade to the version 23.5.1 has been already completed, please follow the [MTN-0074A-23-NA](#).

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

ASTRO A2022.1 Dispatch Console Backward Compatibility Guide – MN005342A01-M

A2022.1 MCC 7500 Dispatch Console with VPM - MN009829A01-B

Chapter 2.2.3.5: Installing the MCC 7500 with VPM Dispatch Console/AIS Software

A2022.1 MCC 7500E Dispatch Console Use Guide - MN009830A01-B

Chapter 2.7: Installing the Dispatch Console Software Inside the RNI

Chapter 3.2: Installing the Dispatch Console Software Outside the RNI

WHEN TO APPLY RESOLUTION:

After failure _X_

During maintenance _X_

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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

https://www.motorolasolutions.com/en_us/support.html - for NALA customershttps://www.motorolasolutions.com/en_xu/support.html - for EMEA customershttps://www.motorolasolutions.com/en_xp/support.html - for APAC customer**SW ORDER FORM IS AVAILABLE UNDER THE LINK:**http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf

Appendix A – Additional Symptom details

Symptom 1

Abstract: EIRR recording playback is slow and jittery

Special Configurations: Motorola Enhanced IRR

User Symptoms: Motorola Enhanced IRR recording is slow and jittery when the phone interface is in use.

Description: With this release, the Enhanced IRR recording playback is clear.

Symptom 2

Abstract: After applying Windows Motopatch the EIRR scroll bar will not stay at the top of the pane

Special Configurations: Motorola Enhanced IRR

User Symptoms: After applying Windows Motopatch the EIRR scroll bar will not stay at the top of the pane whenever a new call comes in.

Description: With this release, the EIRR scroll bar stays on the top and displays the new recording.

Symptom 3

Abstract: EIRR crashes when audio recording is removed at the same time as phone call is ended

Special Configurations: Motorola Enhanced IRR

User Symptoms: EIRR removes the oldest recordings when the audio storage is full. When the phone call ends while deleting the recording, EIRR may crash in a rare timing scenario..

Description: With this release, the Enhanced IRR stays up when the phone call ends and the oldest recording is removed.

Symptom 4

Abstract: IRR may crash when it is closed while playing a recording

Special Configurations: Motorola Enhanced IRR

User Symptoms: EIRR may crash when it is closed while playing a recording and the user will not be able to play back the calls that were recorded while the application was running.

Description: With this release, the Enhanced IRR can replay the records after being reopened.

Symptom 5

Abstract: EIRR crashes when Configuration window is opened during a call

Special Configurations: Motorola Enhanced IRR

User Symptoms: EIRR crashes when the Configuration window is opened during a call.

Description: With this release, the Enhanced IRR continues to record the call when the Configuration window is open.

Symptom 6

Abstract: After applying Windows Motopatch, the speaker and/or mic is not working

Special Configurations: After applying Windows Motopatch

User Symptoms: After applying Windows Motopatch, the speaker and/or mic is no longer configured in the Peripheral Configuration tool.

Description: With this release, the Peripheral configuration is preserved after applying Windows Motopatch update.

Symptom 7

Abstract: When Elite is started, the Aux I/O resources loose connectivity and show “Red X” when configured for Hardware encryption

Special Configurations: MCC7500E with CRYPTR installed

User Symptoms: When Elite is started, the Aux I/O resources loose connectivity and show “Red X” when configured for Hardware encryption

Description: With this release, the Aux I/O resources are functional

Appendix B – Known Problems:

Issue 1:

Abstract: Dispatcher can add cross busy resources to a Pending Pages list

Special Configurations: Dispatch Position is configured for simultaneous paging. RF Cross Mute/Busy conflicts are configured for conventional resources

User Symptoms: A Page will fail on one of the cross busy resources when added to the Pending Pages list

Workaround: N/A

Issue 2:

Abstract: EIRR under load load responds very slowly

Special Configurations: EIRR configured with a maximum 4GB database. The dispatch position utilizes the Touch screen, or on-screen keyboard.

User Symptoms: When the EIRR database is fully populated with the recordings, the EIRR can be very slow in response time to sorting or playing the recordings. EIRR appears to freeze and is unresponsive.

Workaround: Limit the EIRR database size to 1Gb or less when configuring EIRR.

Issue 3:

Abstract: EIRR stops responding when opening call list in compact mode

Special Configurations: EIRR configured with a maximum 4GB database. The dispatch position utilizes the Touch screen, or on-screen keyboard.

User Symptoms: When the EIRR database is fully populated with the recordings, the EIRR stops responding when opening call list in compact mode.

Workaround: Limit the EIRR database size to 1Gb or less when configuring EIRR.

Appendix C – New Feature details

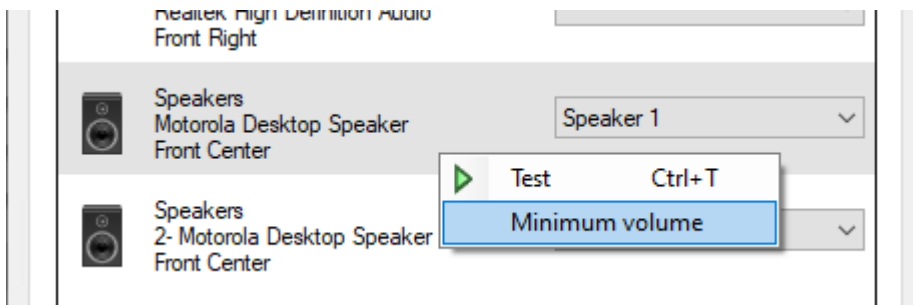
Setting Minimum Volume Level for Motorola Desktop Speakers

The B1952 USB speaker provides the user with a continuous volume control which serves as a master volume control for all the audio that appears in the speaker. This volume control increases or decreases all the audio in the speaker by the same amount. The speaker is configured to provide either full muting or a fixed level when its volume control is set to its minimum level. By default the connected speaker is configured to provide full mute.

Procedure:

1. Open the Peripheral Configuration Tool.
2. Select the Audio Outputs tab. The list of speaker devices configured in the Windows operating system appears.
3. In the **Audio Outputs** tab, right-click the Motorola Desktop Speaker device (B1952) that you want to configure minimum volume. Click **Minimum volume**.

Minimum volume



4. Save the profile:
 - a. To save the changes to the existing profile, select **Apply**.
 - b. To save the changes as a new profile, select **Save As**.
5. Close the Peripheral Configuration Tool by clicking **OK**..