

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Active Zone Controllers with CSSI console configuration reset due to CSSI console status acknowledges

**TECHNOLOGY:** ASTRO

**SYMPTOMS:**

Whenever a CSSI console acknowledges an Status Update Request, the active ZC leaks a pre-allocated record that is used for handling of the calls. The active ZC has max number of 1400 pre-allocated call records. Exceeding 1400 Status Update Acknowledgements by CSSI console (console is communicating with the ZC over ISSI connection) will cause the active ZC to core dump because the it will run out of call records. The active ZC reboot, will cleanup all stranded call records. The Stand-By Zone Controller does not share these records and only begins to have the problem when it becomes the Active..

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

A7.15, A7.16, A7.17, A7.17.1, A7.17.2, A7.17.3 - Zone Controller with CSSI console configuration

A7.15: ZC-Astro-07.15.00.08-02 and later versions are affected

A7.16: All versions prior to ZC-Astro-07.16.00.58-05 are affected

A7.17.0, A7.17.1 and A7.17.2: All versions prior to ZC-Astro-07.17.00.45-01 are affected

A7.17.3: Only ZC-Astro-07.17.03.06-01 is affected

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Upon receiving an Status Update Ack from CSSI console, the active ZC allocates memory from a pre-allocated call record pool in order to handle the message. After processing the message, the call record should be released to the free pool. Since this doesn't happen, the ZC leaks pre-allocated memory. After 1400 acknowledgement from CSSI console, the ZC runs out of call records and resets.

**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-0058-18-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.

Email completed Software Order Form to UOST for processing

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

ASTRO 7.16 -	KC877V04Z000071610 (ZC- ASTRO-07.16.00.58-05)
A7.17.0, A7.17.1 and A7.17.2:	KC877V04Z000071706 (ZC-ASTRO-07.17.00.45-01)
ASTRO 7.13	KC877V04Z000717301 (ZC-ASTRO-07.17.03.07-01)

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**ADDITIONAL INFORMATION: 001915A01-B, section upgrading linux virtual machines, chapter 4**

As other software versions are released this MTN will be updated

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

MN001959A01-B 7.16 Zone Controller Chapter 4, section Upgrading Linux Virtual Machines

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After (re)installation \_\_\_
- After upgrade \_\_\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_\_\_
- On FRU replacement \_\_\_
- During maintenance \_\_\_
- Immediately \_\_\_
- As instructed \_X\_
- 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.

Upgrade Operations Software Team

Software Order Form  
Phone Number: (800) 221-7144

### 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 _____

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### 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 \_\_\_\_\_

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### 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

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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