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Motorola Solutions Technical Notification (MTN)

Title

Templates created in new web based RadioCentral in a specific date range could have incorrect Trunking Emergency Revert Talkgroup configuration - **Impacts the new web based RadioCentral users only.**

Technology

The RadioCentral Programming (aka RCP), the new web browser-based RadioCentral platform, that manages the ASTRO APX NEXT and N70 programming. **Note: the CPS, RM and current client-based RadioCentral users are not impacted.**

Severity Recommendation

High/Safety - Perform Immediately.

Symptoms

Starting from 12/4/2024, the templates created in new web based RadioCentral may have incorrect Trunking Emergency Revert Talkgroup configuration. If written to devices, may cause the radio to use an Emergency Talkback Revert Talkgroup ID that is different from the one intended for the Trunking Personality.

Most cases of this will not generate any alert in the programming tools, and the configuration needs to be validated manually to ensure it is using the correct Emergency Profile Talkgroup values.

Models Affected

APX NEXT and N70 which use new web based RadioCentral for programming.

Impacted Software Versions:

Any templates created in new web based RadioCentral after 12/4/2024.

When To Apply

Inspect & perform corrective actions immediately.

Workaround/Recovery

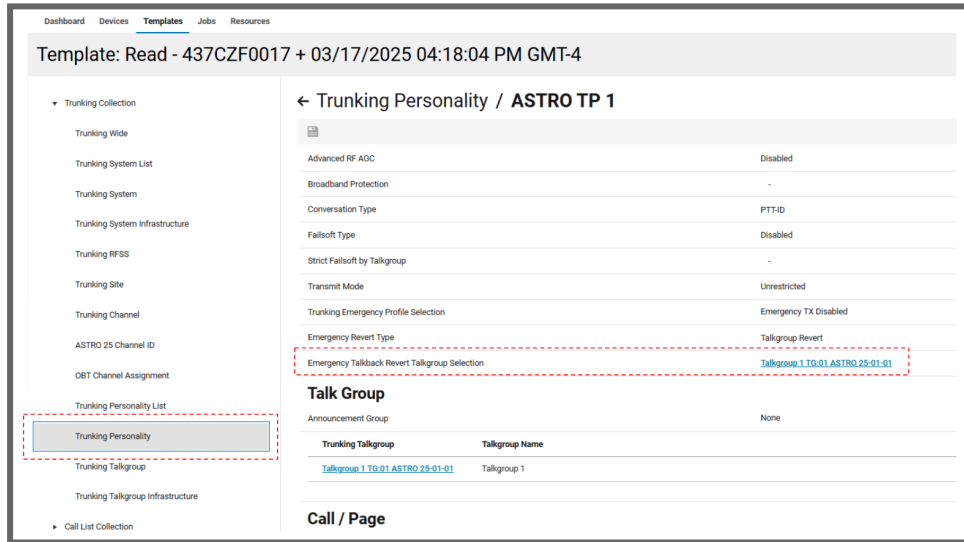
1. In the new web based RadioCentral database, inspect the templates created after 12/4/2024

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- a. Verify by inspecting the templates in RadioCentral (not using CPS), if the Emergency Talkback Revert Talkgroup Selection in the Trunking Personality is the expected value. A reference screenshot like below:



- b. Make a note for any templates with unexpected values.
- For templates found to be incorrect and in use, please correct the ID to generate a correct new template then assign and write the updated correct template to the devices.
 - For templates found to be incorrect and not in use, you can delete them to avoid accidentally using them in the future.

Resolution And Repair Procedure

The issue has been resolved in the RadioCentral platform, so there should be no further errors introduced for the new templates created after 4/1/2025 using Edit/Publish, CXF import and/or by reading a radio. Once the above recovery action is applied for your existing problematic templates and the impacted devices, there will be no further actions required.

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