

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ ION radios upgrade to M-ION.2021.04.

TECHNOLOGY: MOTOTRBO™ ION Subscriber Radios

SYMPTOMS:

Users will experience the following symptoms after performing an upgrade on ION subscriber radio to M-ION.2021.04.

Symptom A:

- ION subscriber radio's front display will show "Initializing" with "Codeplug Load Error" prompt upon power up

Symptom B:

- ION subscriber radio will display a red LED with "COMMS FAIL" on the device's top display when it is powered up and the front display may show a blank screen OR the device will boot up correctly but the Android operating system will remain at version 10 instead of being upgraded to version 11.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Symptom A:

All ION subscriber radios with Radio Control APK version 4.5.188 or 4.5.189.

Symptom B:

All ION subscriber radios with Radio version of M-ION.2021.04.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Symptom A:

Issue was root caused due to the Radio Control App installed on the ION subscriber radio with Radio Control APK version 4.5.188 or 4.5.189 will have conflict with the M-ION.2021.04 release which has a newer version of the Radio Control App embedded.

Symptom B:

The reason that the radio is showing a red LED with "COMMS FAIL" message is due to the Android OS failing to migrate from Android version 10 to Android version 11. Google has introduced a rollback feature in Android 11 and for later versions which is being picked up by M-ION.2021.04. For enabling this feature, an Android 10 patch is required to prevent the upgrade failure which is not available during M-ION.2021.02 release with Android version 10.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Symptom A:

Please refer to the section "RESOLUTIONS AND REPAIR PROCEDURES" and follow the steps on how to remove the Radio Control Application and correct the issue for symptom A scenario.

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Notes:

Please perform step #1 to #9 if you have NOT upgraded the device to M-ION.2021.04 yet.

Please perform step #1 to #8 if you have completed upgrading the device to M-ION.2021.04, AND if the device is displaying "Initializing" with a "Codeplug Load Error" prompt on the front display upon power up.

Symptom B:

Please refer to the section "RESOLUTIONS AND REPAIR PROCEDURES" and follow the steps on how to recover the radio for symptom B scenario.

Notes:

Please perform step #1 to #5 to recover the radio if the radio top display is showing "COMMS FAIL" and the front screen is BLANK during the upgrade process.

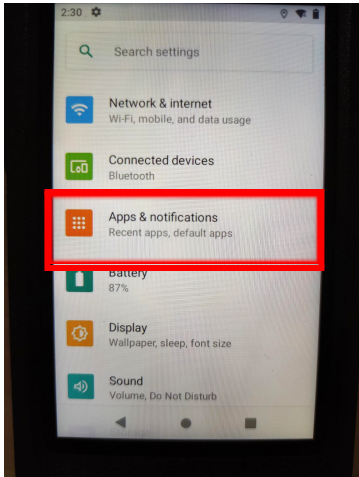
Please perform step #2 to #5 to recover the radio if you had already rebooted the unit three times and the COMMS FAIL symptom is no longer present, but the radio remains on Android version 10.

RESOLUTIONS AND REPAIR PROCEDURES:

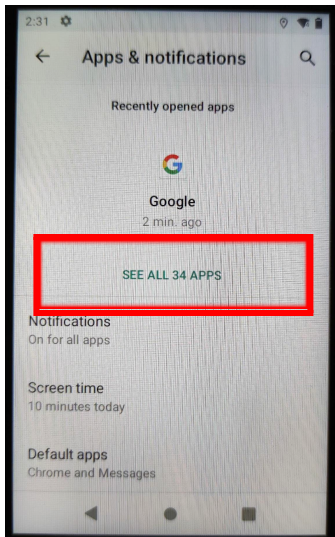
Symptom A:

Follow these steps:

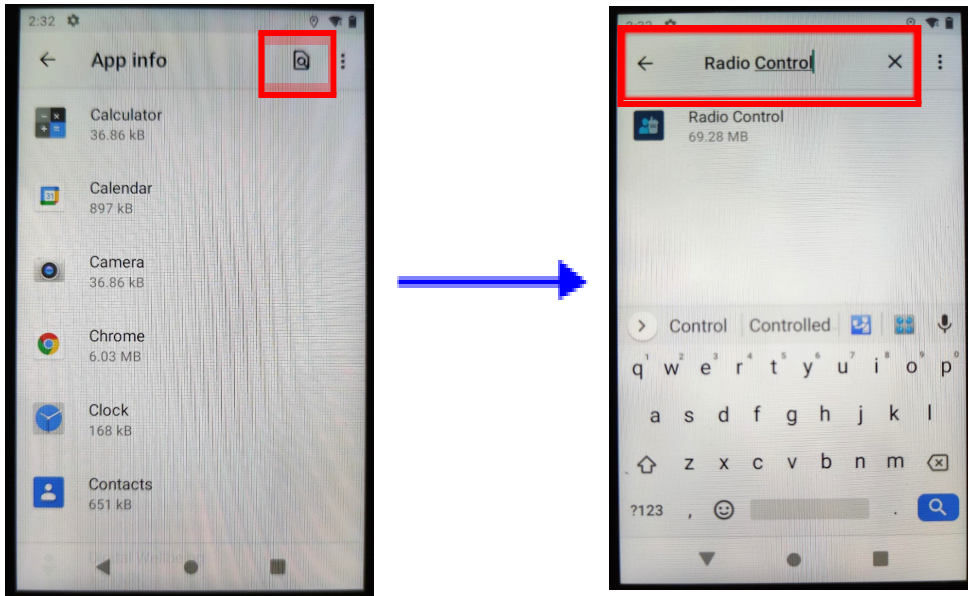
1. Locate **Settings > Apps & notifications**



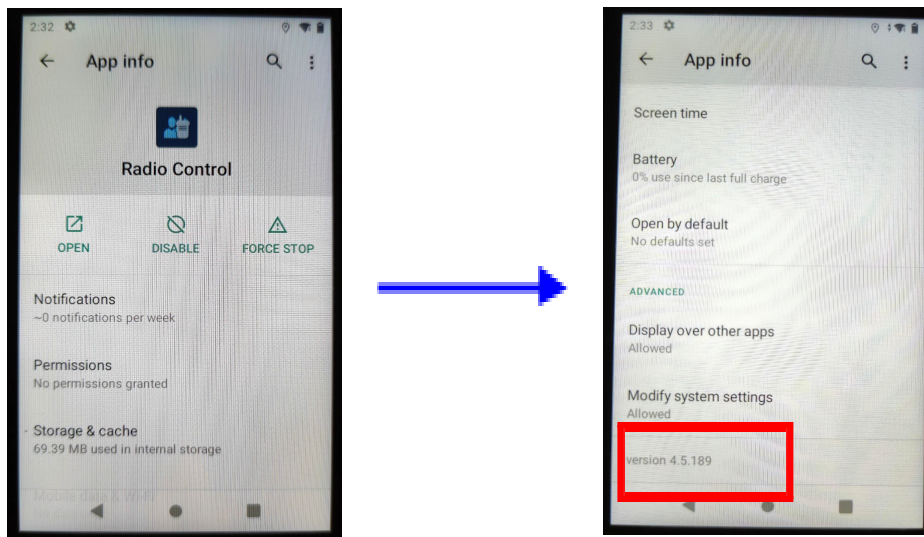
2. Press on **“SEE ALL APPS”**



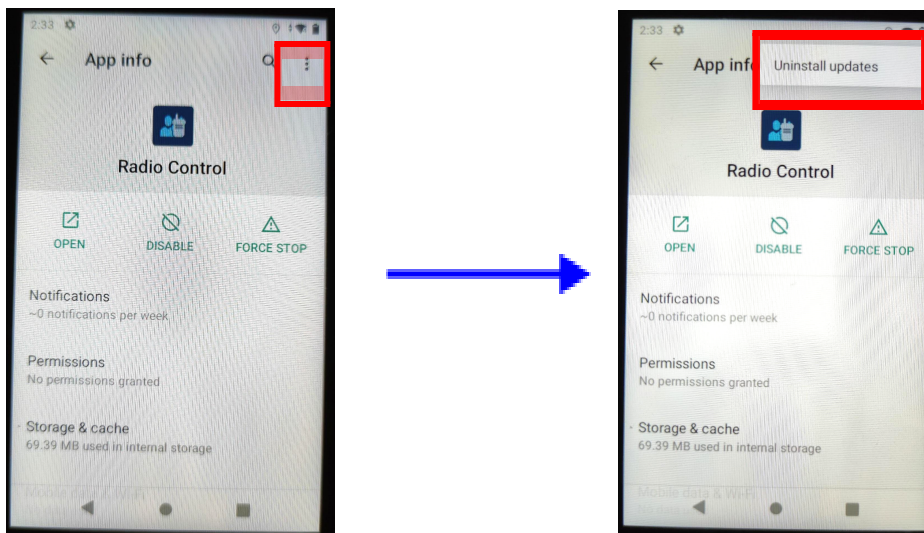
3. Search and locate for **Radio Control**



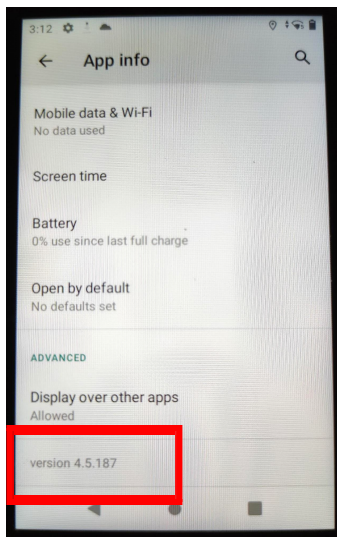
4. Press on the App to access the App info, scroll down to the end and press **Advanced > Current version**. Check whether the current Radio Control version is **4.5.189** or **4.5.188**.



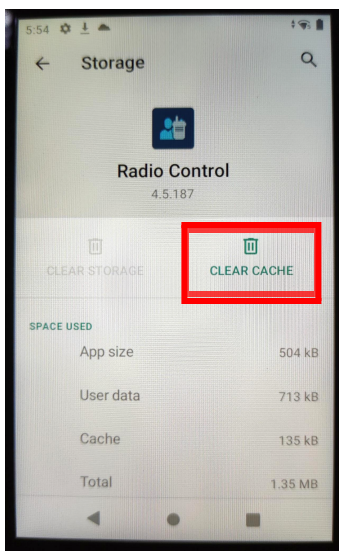
5. To remove/uninstall the APK (version 4.5.189 or 4.5.188). Scroll to the top and **press the 3-dots on top-right** “:”, then press **Uninstall updates** (refer to the image below).



- After the uninstallation, verify the App version has reverted back to **4.5.187**. To check the version, scroll down to the end again, press on **Advanced**.



- Do a Clear Cache in **App info > Storage & cache > Select CLEAR CACHE**



- Perform a power cycle to reboot the radio.
- Once the power cycle is complete, the subscriber radio is ready to be upgraded to M-ION.2021.04.

Symptom B:

Follow these steps to recover the radio:

- Once the device shows COMMS_FAIL, power cycle the radio 3 times.
- At this point, the device will power up normally, and there will be no COMMS FAIL on the top display anymore. Version number on the device will still be the old version.
- Schedule a FACTORY RESET using RadioCentral.
- Upon reboot, issue a WRITE job to upgrade the radio to M-ION.2021.04 again.
- Once the device reboots, it will show FW version R02.00.00 (M-ION.2021.04). At this point the device will be successfully recovered and fully upgraded to M-ION.2021.04.

PARTS REQUIRED (HARDWARE/SOFTWARE):

- Device needs to be connected to the Internet.

ADDITIONAL INFORMATION:

Symptom A:

Please check and confirm that the ION subscriber radio was loaded with Radio Control APK version 4.5.188 or 4.5.189 before performing the procedures.

Important: Once the ION subscriber radio is upgraded to M-ION.2021.04, **do not** install any other Radio Control APK. Discard any copies of the older Radio Control APK versions 4.5.188 and 4.5.189!

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

WHEN TO APPLY RESOLUTION:

As instructed X

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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