

## Motorola Solutions Technical Notification (MTN)

**TITLE:** MOTOTRBO™ Capacity Max CMSS firmware upgrade recommendation

**TECHNOLOGY:** MOTOTRBO™ Capacity Max

**SYMPTOMS:**

This MTN is intended as preventive action and applies to healthy systems that are not exhibiting any critical or major alarms related to the CMSS.

**MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:**

**MOTOTRBO™** Capacity Max CMSS servers running R2.6, R2.7, R2.8 and R2.9 versions of software.

ALL models and regions.

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Due to a known issue identified by HPE, it is recommended to upgrade DL380 Gen 9 server firmware to the latest version supplied with R2.10.5.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Follow the steps below to upgrade the firmware:

1. Download "**HPE Firmware Installation Media\_R2.10.5**" files from **MOL Website:**  
<https://businessonline.motorolasolutions.com/ResourceCenter-->Software-->Two-Way-->MOTOTRBO> as follows:
  - a. Download "**HPE Firmware Installation Media\_R2.10.5.zip**" (**Parts 1, 2, 3 and 4**)
  - b. Use **7-Zip** to unzip each part individually to the same folder: Select all 4 downloaded files, right click and select **7-Zip** then select "**Extract Here**".  
**Note:** New file will be created which is the ISO image file needed. File name "**HPE Firmware Installation Media\_R2.10.5.iso**"
  - c. Proceed to Step 2

**List of files:**

 HPE Firmware Installation Media_R2.10.5.iso	4/20/2020 4:44 PM	ISO Image ...	2,744,738 KB
 HPE Firmware Installation Media_R2.10.5.zip.001	4/23/2020 9:34 AM	001 File	768,000 KB
 HPE Firmware Installation Media_R2.10.5.zip.002	4/23/2020 9:39 AM	002 File	768,000 KB
 HPE Firmware Installation Media_R2.10.5.zip.003	4/23/2020 9:37 AM	003 File	768,000 KB
 HPE Firmware Installation Media_R2.10.5.zip.004	4/23/2020 9:32 AM	004 File	286,828 KB

2. Burn the iso on DVD disc (2.7 GB of space needed).
3. Connect monitor, mouse and keyboard to the server.
4. Eject the optical drive and insert the HPE Firmware Installation Media into the optical drive. Close the drive tray.
5. Restart the server.
6. Press F11 when prompted to select the Boot Menu.
7. From the "One-time Boot Menu", select the option corresponding to "Embedded SATA CD/DVD ROM".
8. The firmware update software will boot and display a prompt to choose between "Automatic Firmware Update" and "Interactive Firmware Update".

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9. Use the arrow and Enter keys to select the "Interactive Firmware Update" option within 30 seconds of the prompt appearing. If you wait more than 30s, the automatic upgrade will happen and you will not be able to verify if the updates applied correctly.
10. Using the mouse, check the checkbox for the "English" option at the language prompt when it appears.
11. At the license prompt, check the checkbox next to the "Accept" option and click on the "Next" button.
12. Click on the "Firmware Update" option.
13. At the "Inventory" step screen, wait for the automatic baseline and localhost inventory scans to complete (this will take a few minutes) and click "Next".
14. At the "Review" step screen, "Selected" each selectable component that does not say "Force", and click on the "Deploy" button, and go to the next step,
15. When the installation is complete, click on the "Reboot" button.
16. Click on the "Yes, Reboot" button at the confirmation prompt.
17. The screen will go blank. LED activity will continue on the server. After all other LED activity stops, the server should reboot. If it does not reboot, the power LED may blink green with a 1s on, 1s off cadence with all other server LEDs off. If this indication is seen, wait 30 seconds to ensure no other activity occurs and press the power button for approximately 1 second to initiate the power on sequence.
18. Eject the optical drive and remove the installation media. Close the drive tray.

**Note:** HPE Firmware disk was released with R2.10.5 MOTOTRBO release but it is also safe to use it with previous releases. This MTN is provided to assist those users who only need to upgrade the server firmware and not the entire CMSS.

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

Download "HPE Firmware Installation Media\_R2.10.5" files from **MOL Website:** <https://businessonline.motorolasolutions.com/Resource Center-->Software-->Two-Way-->MOTOTRBO>

**ADDITIONAL INFORMATION:**

N/A

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

N/A

**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

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