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Motorola Solutions Technical Notification (MTN)

TITLE: APX CPS/Radio Management – upgrading to R15.00.01 while changes are pending and/or jobs are schedule in Radio Management

TECHNOLOGY:

APX CPS

SYMPTOMS:

Any scheduled jobs (read and write) and any pending template modifications get discarded and are not recoverable when upgrading to CPS/RM R15.00.01

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All APX radios being programmed with Radio Management and upgrading to APX CPS R15.00.01 and Radio Management 2.2

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE / DEFINITIVE TEST:

No warning to users when discarding changes

WORKAROUNDS AND CORRECTIVE ACTIONS:

Cancel ALL pending jobs and discard all pending changes (as shown in the Modifications column in the Radio View) OR schedule jobs for ALL changes and wait for them to complete BEFORE upgrading to R15.00.01

RESOLUTIONS AND REPAIR PROCEDURES:

A warning to the user will be displayed in R15.00.02

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PARTS REQUIRED (HARDWARE/SOFTWARE):

Alert Notice being added to this up coming release.

RVN5224 (APX Portable and Mobile) version R15.00.02 **

APX CPS Radio Management ** can be obtained by downloading from Motorola-On-Line at the following location:

Resource Center > Software > Two-Way > APX Family Portables and Mobiles.

Or by contacting the Motorola Post Sales Subscriber Technical Support team at 1-800-927-2744 to request disk**

****Requires a current license subscription.**

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

None

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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https://www.motorolasolutions.com/en_us/support.html