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Motorola Solutions Technical Notification (MTN)

TITLE: RM Server no longer processing POP25 jobs after upgrading to R17.00.01/RM 2.10.8. RM unable to run OTAP jobs after upgrading to CPS R17.00.01/RM2.10.8

TECHNOLOGY: APX Radio Management

SYMPTOMS:

After upgrading to CPS/RM version R17.00.01/2.10.8, the RM Server is no longer processing POP25 jobs; OTAP functionality is no longer working.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Only APX Radio Management - When performing this procedure with the R17.00.01 CPS/ RM 2.10.8 while using UNS version 3.0 or later (including IMW versions)

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

SW Defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

Workaround: To work around this issue, a "Test Radio" (Radio 101) entry must be added to the UNS. Please use the following steps:

How to add CPS test connection radio:

1. Login to Unified Network Services Configuration Manager as cmadmin.
2. Navigate to Configuration->Provisioning->Agencies and select appropriate agency
3. Go to Device section and click New button to add new radio.
4. Provide radio parameters:
device name:101
device friendly name:101
select radio system
presence service: select Allowed radio button
network device identifier:101
5. Click Submit button
6. Go to Configuration section of current agency and for **Default Agency for Legacy Interfaces** select **yes**.
7. Click Submit button
8. From top menu select Update Manager and select Delta Download
9. Click Download button

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RESOLUTIONS AND REPAIR PROCEDURES:

Software fix for this issue will be available with APX CPS R17.01.01 (May 2018)

When released, the Software will be available on Motorola On-Line web page which is located at:
<https://businessonline.motorolasolutions.com/Member/ContentManagement/resourcecenter.asp>

Select the following path from the items on the left side of the page,
o Software -> Two-Way -> APX Family Portables and Mobiles

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

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
Information only

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