

DOCUMENT NUMBER: MTN-0043-18-NA

APC: 481, 536, 562, 579, 581
470, 655, 755, 756, 837
426, 466, 471, 527, 570
305, 652, 656, 757, 761

ISSUE DATE: 05-2018

EXPIRATION DATE: 31-05-2018

Bulletin Type: Informational Only

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

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."

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 _X_
Information only ___

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html