

Motorola Solutions Technical Notification (MTN)

TITLE: Remote upgrade of SLR repeaters in a Capacity Max system may fail resulting in a communication conflict between affected repeaters.

TECHNOLOGY: MOTOTRBO™ SLR1000/5000/8000 series repeaters in Capacity Max mode.

SYMPTOMS:

When attempting to remotely (IP) upgrade a repeater with a Site ID greater than 40, the process will fail. Radio Management (RM) will show error code #450 and the site ID of the repeater will be set to 1. Attempts to write a configuration to an affected repeater will fail with RM showing error code #680.

Side effects may include System Advisor indicating the repeater is no longer available and if multiple repeaters were written simultaneously, various alarms may be observed.

Note:

The repeater firmware is updated correctly; it is the repeater configuration that is incorrect. IP upgrade of repeaters with **Site IDs less or equal to 40** and USB upgrades are **not affected**.

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

MOTOTRBO™ Repeaters in Cap Max systems upgraded to:
R2.8, R2.8.5, R2.9, codeplug versions: 05.00.13, 06.00.11, 06.00.12, 06.00.13

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

During upgrade to R2.8, R2.8.5 and R2.9 Site IDs greater than 40 are reset to 1.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Use local upgrade over USB **or** perform remote upgrades with Site IDs equal or less than 40.

Where this is not possible, upgrade repeaters with site IDs greater than 40 one at a time using Radio Management (RM) as follows:

- 1) Ensure that original repeater configuration is saved in RM
- 2) Perform an upgrade.
- 3) Read the repeater without generating new configuration
- 4) Apply original saved configuration to the repeater
- 5) Write it to the repeater
- 6) Confirm that the job has completed successfully before proceeding.

RESOLUTIONS AND REPAIR PROCEDURES:

Repeaters may be corrected by performing steps 3 – 6 above.

If multiple repeaters require recovery as a result of a batch upgrade, it will be necessary to physically isolate all but the one repeater to be recovered before following steps 3-6 above.

The issue will be resolved in the next scheduled repeater firmware release (R2.10).

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

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 ___

LABOR ALLOWANCE:

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