

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ Radio Management (RM) is not able to upgrade MOTOTRBO™ 2.0 subscribers to MOTOTRBO M2020.01 customer release.

TECHNOLOGY: MOTOTRBO™ Radio Management

SYMPTOMS:

When selecting a firmware version to upgrade a MOTOTRBO™ 2.0 subscriber that has a valid license for Software Update Management (under warranty, or covered with a MOTOTRBO service package that includes MOTOTRBO Software Updates such as Essential or Jumpstart) in the Radio View, an error #110183 "The Software Update Management policy enabled on this device has expired and is not entitled to be updated to the specified firmware version. Please contact a Motorola Solutions sales representative for more information." is shown for the job of Upgrade Firmware in RM Job View.

This issue applies to MOTOTRBO™ 2.0 subscriber units that meet the following 2 criteria:

1. shipped with R2.10.0 or a newer version of firmware,
2. have not been read or written in RM via USB.

Note: Device upgrade of MOTOTRBO™ 2.0 subscriber units in CPS 2.0 is not impacted.

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

MOTOTRBO™ 2.0 subscriber units shipped with R2.10.0 or a newer version of firmware that have a valid license for Software Update Management (under warranty, or covered with a MOTOTRBO service package that includes MOTOTRBO Software Updates such as Essential or Jumpstart). Repeaters are not affected.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

This issue was introduced in MOTOTRBO™ R2.10.0 RM 2.18.95 onwards where RM does not correctly retrieve the warranty date out of subscriber units. As a result, RM fails the Software Update Management policy check for the upgrade of these units.

WORKAROUNDS AND CORRECTIVE ACTIONS:

To upgrade the impacted MOTOTRBO™ 2.0 subscriber units to MOTOTRBO™ M2020.01 customer release, here are the options:

1. Re-read the affected subscriber via USB in RM before the upgrade.
2. Upgrade the affected subscribers in CPS 2.0

RESOLUTIONS AND REPAIR PROCEDURES:

Software fix for this issue will be available in **M2020.02** release currently scheduled for Aug, 2020.

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

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