

## Motorola Solutions Technical Notification (MTN)

**TITLE:** MOTOTRBO™ SLR repeaters with R2.10 firmware will not self disable when under Major Alarm condition.

**TECHNOLOGY:** MOTOTRBO™ SLR1000/5000/8000 series repeaters

**SYMPTOMS:**

When a Major Alarm is triggered (example: high VSWR), repeater may end up in continuous reboot mode with a cadence dependent on the detection time of the alarm in question (example: in VSWR every 3 minutes) without automatically getting disabled. The way the system operation could be affected, depends on the mode of operation (Conventional, Trunking etc.).

**Impact to the system.**

In most of the cases, where alarm detection is immediate, repeater reboots before it registers to the system. In this case it is just removed from the system, as it would anyway. There is no impact, comparing to the correct alarm functionality.

In case where alarm detection is long (example: VSWR), system functionality may be reduced, or in extreme cases may be blocked. Repeater may appear to be working and still performing crucial system roles, like Control Channel, Rest Channel, etc, while it is inoperational.

**Alarm Reporting/LEDs.**

Repeater signalizes reboot sequence by flashing all diodes on its front panel. Monitoring tools like System Advisor and RDAC. will show particular alarm if repeater is able to register to the system, or detect missing repeater, otherwise.

**Note:** Firmware versions R2.9 or prior do not exhibit this issue.

**MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:**

**ALL MOTOTRBO™ SLR Repeater** running firmware version R2.10 in all modes of operation.

**Note:** Hardware is not impacted and cannot be damaged as a result of this issue

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Issue is related to the Repeater Alarm module operation.

When repeater confirms a major alarm, it reboots with special attribute in order to lock repeater during power up routine.

This functionality has a defect causing wrong detection of the reboot attribute.

Instead of locking itself on power up, repeater just clears the alarm.

This leads to a continuous loop of: detecting alarm -> rebooting -> clearing alarm -> detecting alarm, etc.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

1. SLR Repeater should **NOT** be upgraded to R2.10 firmware.
2. If the SLR repeaters are already running R2.10 firmware, upgrade all affected repeaters to R2.10.2 version firmware when it becomes available for download on MOL website.

**RESOLUTIONS AND REPAIR PROCEDURES:**

The issue will be resolved in the next scheduled repeater firmware release (R2.10.2). Expected by the End of August 2019

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

N/A

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

N/A

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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 \_\_\_

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