

## Motorola Solutions Technical Notification (MTN)

**TITLE:** ASTRO APX customers may see radios missing from their RM Radio View after upgrading to CPS/RM version 20.00.03 (RM 2.19.424.0)

**TECHNOLOGY:** APX Radio Management (RM)

**SYMPTOMS:**

APX customers may find that radios that were added to RM in versions prior to R20.00.03, appear missing from the RM Radio View after upgrading to CPS/RM version R20.00.03 (RM 2.19.424.0). Additionally, when users attempt to re-add a missing radio to the newly upgraded RM version, they will receive an Error 6001: "Radio with the same serial number already exists"

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

CPS/RM R20.00.03 (RM 2.19.424.0)

**SEVERITY RECOMMENDATION:**

Low / Maintenance - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

SW Defect

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

There is a script that can be run manually onto R20.00.03 to resolve this issue

1. On the RM Server machine, close all running instances of any RM Clients (no need to stop the services)
2. Copy the MTN-0135-19-NA\_FixUp.exe file to the desktop of the RM Server machine
3. Double click to launch the MTN-0135-19-NA\_FixUp application
4. Once the script has completed, re-open RMC and verify formerly missing radios are now shown in the Radio View.

Script is located on MOL at the following location:

Resource Center \ Software \ Two-Way \ APX Family Portables and Mobiles

**RESOLUTIONS AND REPAIR PROCEDURES:**

Software fix for this issue will be available with the next CPS/RM SW release.

Until then please refer to the workaround as instructed above.

**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 \_X\_  
After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_\_\_

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On FRU replacement \_\_\_  
During maintenance \_\_\_  
Immediately \_\_\_  
As instructed X  
Information only \_\_\_

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