

Motorola Solutions Technical Notification (MTN)

TITLE: CPS/RM "Invalid Flashcode" error message when performing Flashport upgrades for APX radios that contain software based ADP option.

TECHNOLOGY: Astro Subscriber

SYMPTOMS:

CPS/RM is not compatible with APX (High-Mid Tier) Radios that have Flash Codes with ADP option (G193 or Q667). The CPS/RM will not recognize ADP as a valid option and therefore not allow flashport upgrades. New APX radios shipped during March - November 2020 with the ADP option, are impacted.

Note: Customers who purchased the ADP option who returned units to the service center for repair, may find a Flashcode without the ADP option (as temporary workaround). The radio is still fully capable of performing ADP encryption even though the ADP option is no longer listed in the flashcode.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

APX5000, APX5500, SRX2200, APX6000, APX6500, APX7000, APX7500, APX8000, APX8500

Shipped during March - November 2020 with the ADP option

CPS/RM versions 21.40.01 or earlier.

ADP option Q667 (Portables) or G193 (Mobiles).

SEVERITY RECOMMENDATION:

High / Critical - Immediately

ROOT CAUSE / DEFINITIVE TEST:

Root Cause: CAP Compliance changes caused the CPS/RM incompatibility with Flashcodes containing ADP option (G193 / Q667). CPS/RM displays "Invalid Flashport Option" when Flashport upgrade is performed on the radio.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Until a CPS/RM fix is available, Duplicate flashport orders will be created. One will include the ADP option, the second (replacement) flashport will not include ADP (however, the radio will still be capable of ADP encryption).

The replacement Flashport should be used to upgrade the radio Flashcode.

Service Partners managing radios: will need to maintain 2 different sets of Flash code versions: one for radios without the ADP option and another for radios with ADP option (G193 or Q667) flashcodes.

Note About Service Center Repairs: There is no need to return a repaired radio back to the Service Center if the radio returns without ADP (G193 or Q667) showing in the feature set (as ADP will still work normally).

RESOLUTIONS AND REPAIR PROCEDURES:

An upcoming CPS MOL Release update will be capable of Flashport upgrading radios that have had Q667/G193 Advanced Digital Privacy.

PARTS REQUIRED (HARDWARE/SOFTWARE):

CPS/RM MOL release (per Release Notes). Expected Release TBD

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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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 ___
- Information only _X_

LABOR ALLOWANCE:

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