

## Motorola Solutions Technical Notification (MTN)

**TITLE:** SLR Repeaters delivered with firmware R20.21.01.07 Webpage default password issue

**TECHNOLOGY:** MOTOTRBO™ SLR Repeaters

**SYMPTOMS:**

Unable to login to the Webpage of the SLR repeaters that have the latest firmware R20.21.01.07 (release M2021.01.03) using the default password.

Issue can **only** be seen on SLR repeaters shipped with firmware R20.21.01.07.

The issue is **not** applicable to SLR repeaters that have been upgraded from a previous firmware release.

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

All SLR repeater models shipped as follows:

SLR1000 and SLR5000 with a date code 08/23/2021 - 09/08/2021 and with firmware R20.21.01.07  
SLR8000 with a date code 230821 - 080921 (**Note:** Disregard the firmware version listed on the label)

**SEVERITY RECOMMENDATION:**

**High** - Evaluate and perform as needed.

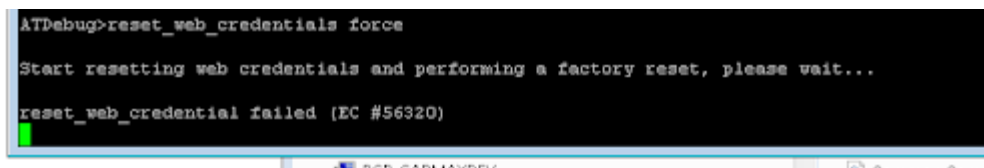
**ROOT CAUSE / DEFINITIVE TEST:**

Issue was identified with the firmware **R20.21.01.07**.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Until a new release with a fix becomes available there are few recommended workarounds as follows:

- a) Prior to installing a brand new SLR repeater that comes with R20.21.01.07 firmware, user can reset the password to factory default value following these steps:
  - Access the repeater via USB connection using a Terminal Emulation session or Telnet connecting to the repeaters Radio IP, default is 192.168.10.1, using Port 8501.
  - At the command prompt (**ATDebug>**) enter the following command: **reset\_web\_credentials force** (Note the space between the words “credentials” and “force”). See example below.



```
ATDebug>reset_web_credentials force
Start resetting web credentials and performing a factory reset, please wait...
reset_web_credential failed (EC #56320)
```

**Note:** Although the response from the repeater will show an error that “**reset\_web\_credential failed**”, the Password will be successfully updated to the original factory default.

- Confirm that the repeater Webpage can be accessed and able to login.
- b) If the repeater has already been deployed, the user needs to call **MSI** (800-674-4357 and follow the voice prompts for MOTOTRBO support) for assistance with resetting the password to default remotely.

**RESOLUTIONS AND REPAIR PROCEDURES:**

See Workaround and Corrective actions section above.

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

New version of the Repeater Firmware will be included in M2021.01.04 release when it becomes available.

It can be downloaded from the MOL website: <https://businessonline.motorolasolutions.com/> Resource Center -->

Software --> Two-Way --> MOTOTRBO or from the **MyView** website.

**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

Information only

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