

## Motorola Solutions Technical Notification (MTN)

**TITLE:** MOTOTRBO™ SLR series repeaters get disabled after 5-7 minutes after Power ON for SMA Validation Failure

**TECHNOLOGY:** MOTOTRBO™ SLR series repeaters

**SYMPTOMS:**

SLR Repeater shipped from the factory with **M2020.01** version of firmware will show red Alarm LED followed by repeater getting disabled 5-7minutes after Power ON. Alarm is for "SMA Validation Failure" and can be read using RDAC.

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

All SLR repeaters that shipped from factory with M2020.01 Firmware release  
All FRU kits shipped with M2020.01 version

**SEVERITY RECOMMENDATION:**

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

**ROOT CAUSE / DEFINITIVE TEST:**

Issue was root caused by a defect in the **M2020.01** Repeater firmware. The fix will be available in the **M2020.01.02** release .

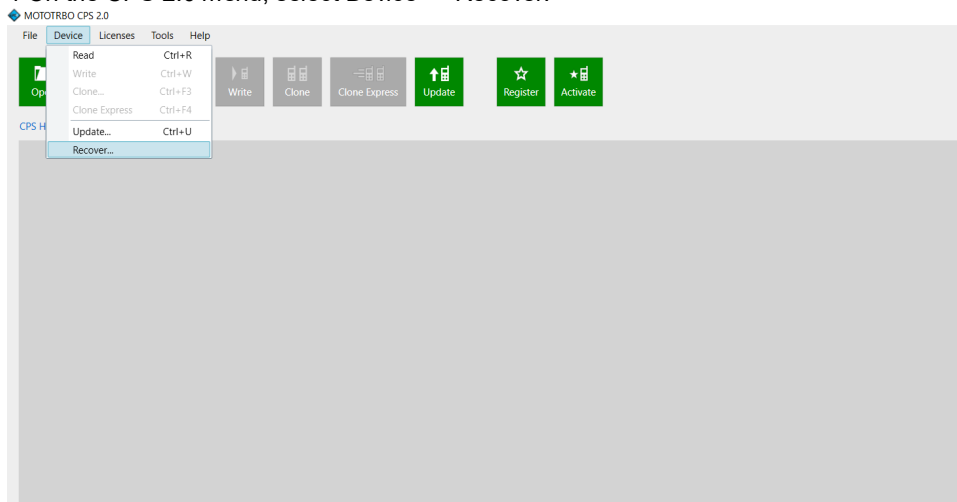
**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Prerequisites for the workaround are that you have the SLR Repeater M2020.01 firmware version R02.20.01.06 and CPS 2.0 version 2.24.200.0 installed on the PC to be used.

To restore repeater operation users must use CPS2.0 and perform device recovery. Steps are listed below.

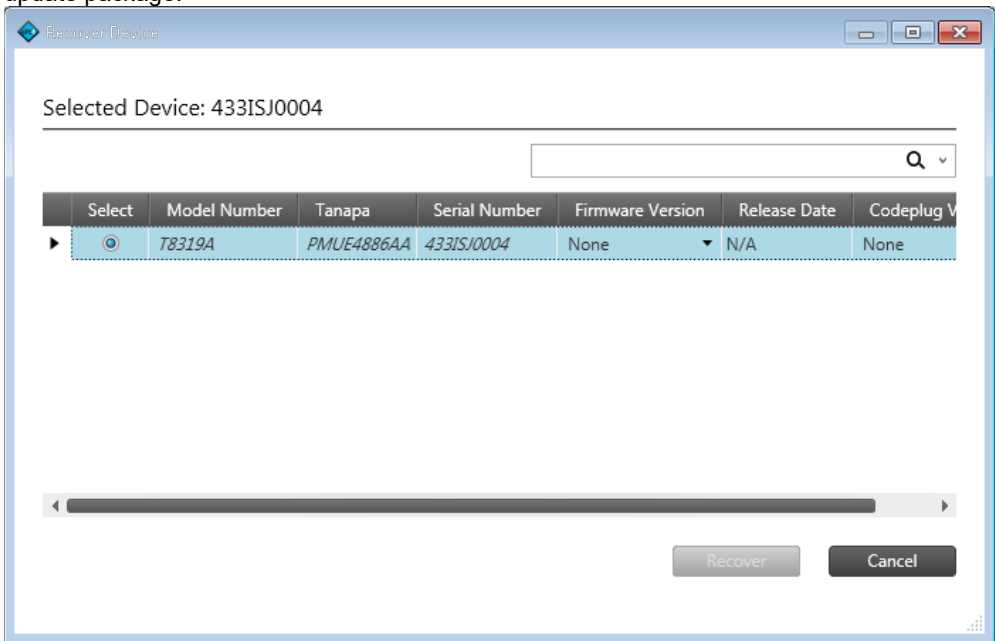
**Procedure:**

- 1 Using a programming cable, connect the repeater to the Universal Serial Bus (USB) port of the PC.
- 2 Turn on the repeater using the power switch.
- 3 Wait a few seconds to allow time for the PC to detect the repeater.
- 4 On the CPS 2.0 menu, select Device → Recover.

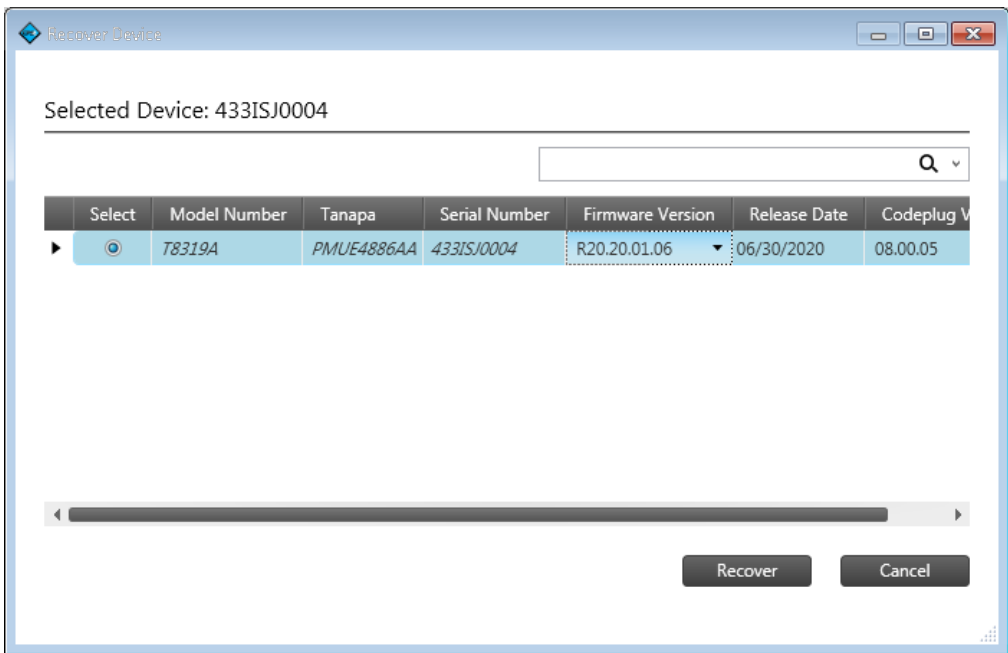


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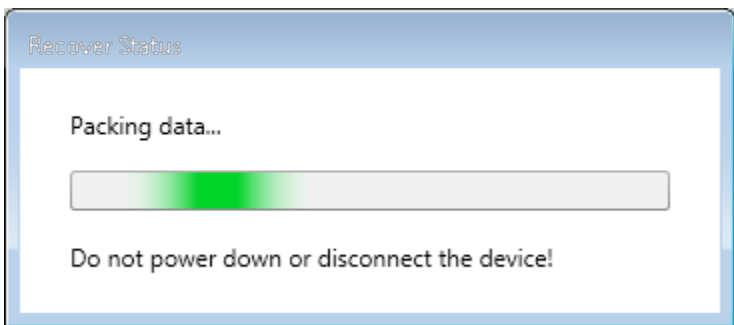
The Recover Device dialog box appears, containing the list of the available firmware and codeplug packages. The user can filter the list of available firmware by the model, Tanapa number, and source codeplug of the connected devices. If a firmware package does not appear in the list, the firmware package is either not installed or the source codeplug of the connected device is missing from the update package.



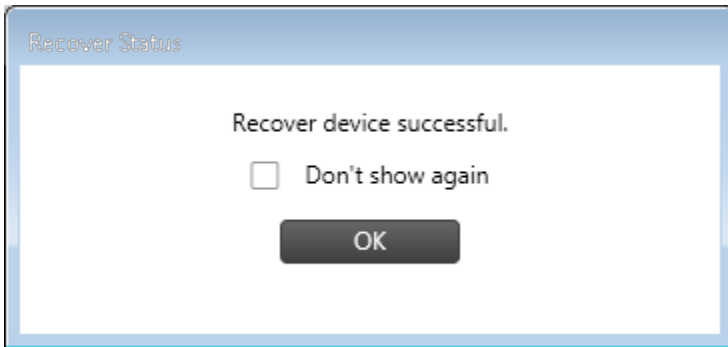
5 Select the target device, select the target firmware version in the Firmware Version column, and select the target codeplug version in the Codeplug column.



6 Click Recover. - A progress bar appears as the default codeplug and the firmware are written to the target device.



All the language packs included with MOTOTRBO CPS 2.0 are written to the device. After a successful Recover operation the progress bar disappears and a window appears to indicate that the Recover operation has completed.



**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade to **M2020.01.02** firmware. The firmware can be downloaded from the MOL website when it becomes available.

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

The M2020.01 Repeater Firmware can be downloaded from the MOL website: [https://businessonline.motorolasolutions.com/Resource Center-->Software-->Two-Way-->MOTOTRBO->Conventional – Firmware](https://businessonline.motorolasolutions.com/Resource%20Center-->Software-->Two-Way-->MOTOTRBO->Conventional%20-%20Firmware)

**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 \_\_\_ **X**
- Information only \_\_\_

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