

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ Capacity Max Potential issue when upgrading the CMSS server from R2.9.x to R2.10.0

TECHNOLOGY: MOTOTRBO™ Capacity Max CMSS

SYMPTOMS:

Users may experience an issue during the upgrade of the ESXi from 5.5 to 6.0 (Upgrade from R2.9.x to R2.10.0). Issue is intermittent and may not happen to all CMSS servers.

If this issue happens, the CMSS will temporarily become non operational and user will need to backup the upgrade.

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

Some **MOTOTRBO™ Capacity Max** CMSS servers running R2.9.x may exhibit this issue during upgrade to R2.10.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Issue is related to the ESXi upgrade from Version 5.5 to later/newer version.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Before attempting ESXi upgrade:

If users acquired ESXi upgrade bundle version XXX, they should download the newest patch from MOL website and use that one instead. They should follow regular ESXi upgrade procedure. No further actions needed.

If user already attempted the upgrade using disk version xxx and issue occurred, user will need to download the patch available on MOL and follow these steps to perform the upgrade:

1. In the **Upgrade Player** page on the ESU Launch Pad application choose **Capacity Max 2.10 ESXi** tab
2. Click **Upgrade Flow** and choose **Capacity Max 2.10 ESXi Upgrade** from the context menu
3. Scroll down through the page to **Rollback actions for failure handling** section
4. Click open in the **Rollback-4 tasks** line
5. Execute all the steps listed in the task, tasks IDs:
 - a. START-RL4-SSH0
 - b. CLEAR-ESX-BOOT1
 - c. EXIT-MNTN-MODE1
 - d. CLN-ESX-DATA2
 - e. RBT-ESX-XONN2
 - f. STOP-RL\$-SSH0
 - g. MANUAL-UPG-FAIL2 - Mark this one as done
6. At this stage rollback is done and CMSS is operational again, working with previously installed ESXi version.

RESOLUTIONS AND REPAIR PROCEDURES:

Download the patch from the following link on MOL website:

Software > Two-Way > MOTOTRBO > Capacity Max - Software, Firmware and Configuration Guides

Applying the patch:

Go to the **Upgrade Composer** page and select “.....” downloaded patch
Follow regular ESXi upgrade procedure from the manual using new disk.

Note: Factory shipped servers are not impacted at all.

PARTS REQUIRED (HARDWARE/SOFTWARE):

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

LABOR ALLOWANCE:

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For assistance with this bulletin please contact your MSI Technical support centre

https://www.motorolasolutions.com/en_us/support.html