

Motorola Solutions Technical Notification (MTN)

TITLE: ASTRO APX customers may see an incorrect license count after upgrading to CPS/RM version 20.00.03 (RM 2.19.424.0)

TECHNOLOGY: APX Radio Management (RM)

SYMPTOMS:

After upgrading to version R20.00.03 / RM 2.19.424, the RM Server utility will show the incorrect license count, and possibly revert the user to the default 'free' license count of 100 radios.

The user may also experience that a scheduled job will fail with the following error:

- "The maximum number of radios has been reached. Please go to Manage Licenses and transfer more Licenses to the RM Server, or Delete some radios and retry."

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:

To work around this issue, download the MTN-0141-19-NA_RM-FixUp.zip file from the MOL website

1. Stop RM Server using RM Server Utility
2. Make a backup of file: C:\Program Files (x86)\Motorola\RM Server\64Bit\CommonClientLicensingManager_v120.dll
3. Extract zip file and copy unpacked CommonClientLicensingManager_v120.dll file into C:\Program Files (x86)\Motorola\RM Server\64Bit\
4. Start RM Server using RM Server Utility
5. Run Radio Management Client and perform some actions that involve licenses

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

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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 __
- On FRU replacement __
- During maintenance __
- Immediately __
- As instructed _X_
- Information only __

LABOR ALLOWANCE:

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