

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ MOTOTRBO Network Interface Service (Data Gateway, MNIS) Error#4201 when launching the application

TECHNOLOGY: MOTOTRBO™ Capacity Plus Multi Site (Linked Capacity Plus, LCP)

SYMPTOMS:

When upgrading MNIS from R2.10 to 2.10.5 or later in LCP mode only and reusing existing MNIS configuration then the new version of MNIS is not able to run (MNIS service will not start). As a result Error#4201 will be displayed.

Note: This is not an issue with the new deployment of MNIS In LCP where fresh new MNIS configuration is generated..

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

MNIS versions: R02.105.001, R20.01.0018 and R20.02.0042

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if the system exhibits above symptoms

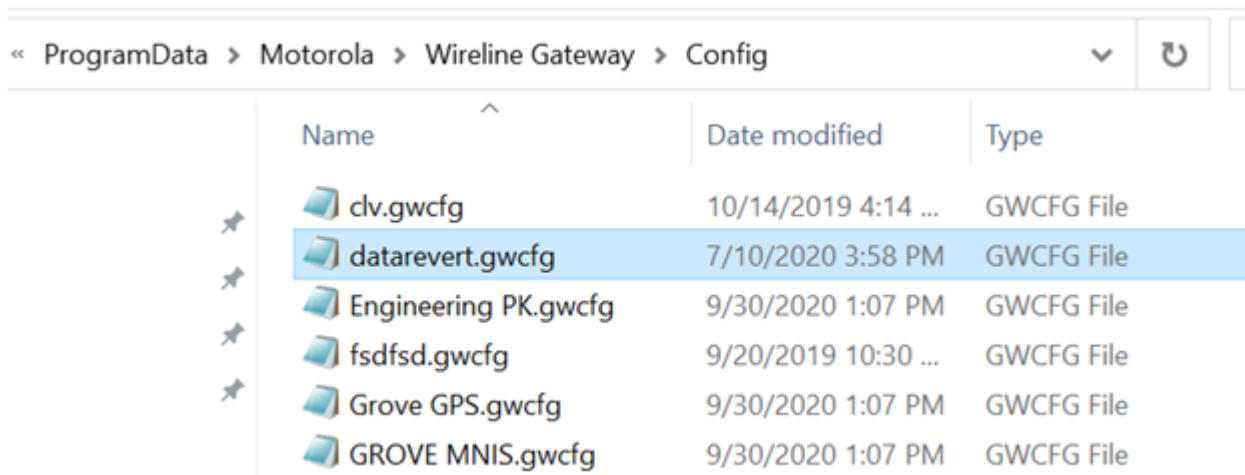
ROOT CAUSE / DEFINITIVE TEST:

Issue was root caused to the MNIS configuration file as it requires the "name" field in the LCP domain configuration, which was not present / required in previous versions of MNIS (R2.10).

Note: This failure will only happen in Capacity Plus Multi Site systems. Other system modes have the same configuration requirements as the previous version.

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. Open the MNIS Config file in a Text Editor. The config file can be found in this folder: C:\ProgramData\Motorola\Wireline Gateway\Config as per the screenshot below:



Name	Date modified	Type
clv.gwcfg	10/14/2019 4:14 ...	GWCFG File
datarevert.gwcfg	7/10/2020 3:58 PM	GWCFG File
Engineering PK.gwcfg	9/30/2020 1:07 PM	GWCFG File
fsdfs.gwcfg	9/20/2019 10:30 ...	GWCFG File
Grove GPS.gwcfg	9/30/2020 1:07 PM	GWCFG File
GROVE MNIS.gwcfg	9/30/2020 1:07 PM	GWCFG File

Note: You may need to copy this file to the Desktop, edit it there, and then copy it back. The text editors may request that the user reopen the file with administrative purposes if they try to edit the file directly.\

2. Add the statement "LCP Domain 1" as per the screenshot below:

```
latitude="2147483647" longitude="2147483647" rx_group_li
63 </le>
64 </le_parameters_capPlus>
65 </le_parameters_lcp>
66 <le name="LCP Domain 1" intermediary_ip_addr="72.2.1.249"
    "false">
67 <peer_gps gps_coordinates_flag="false" />
68 <channel enabled="true" privacy_mode="0" privacy_params=
69 </le>
70 </le_parameters_lcp>
```

Note: In case if there were multiple LCP systems, then the config file that is generated by MNIS would be configured correctly.

3. Save the file after editing and attempt to run MNIS again

RESOLUTIONS AND REPAIR PROCEDURES:

Customers will need to perform an MNIS software upgrade to version **R21.01.0059** (M2021.01 release).

PARTS REQUIRED (HARDWARE/SOFTWARE):

Software version **R21.01.0059** is available for download from the MOL website: [https://businessonline.motorolasolutions.com/Resource Center --> Software --> Two-Way --> MOTOTRBO --> CPS / Service](https://businessonline.motorolasolutions.com/ResourceCenter-->Software-->Two-Way-->MOTOTRBO-->CPS/Service).

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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