

Government and Public Safety 1301 E. Algonquin Road Schaumburg, IL. 60196 FSB NUMBER: FSB10360
APC: 112, 595, 509
DATE: OCT-09
EXPIRES: 31-Oct-10
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN

SUBJECT: SWDL will fail when installing A6.9 code to QUANTAR or STR 3000 devices using A7.7 CDs.

MODEL / SYSTEM AFFECTED:

Quantar and STR 3000 Site Repeater Base Radios on an A6.9 system using A7.7 CDs.

Affected CD KCs:

GTR 8000: KC112C03L000070700 and KC112C03L000070701

STR 3000: KC595C021000060903 QUANTAR: KC509C044000060903

Earlier release CDs, and all GTR 8000 devices are not affected.

SYMPTOM:

SWDL will fail if installing from the 6.9 folder on the above affected discs to Quantar or STR 3000s.

CAUSE

The file names of the QUANTAR and STR 3000 application binaries in the 6.9 folder do not match what is specified in the 6.9 swdl.cfg file.

RESOLUTION:

A new disc has been released with matching file names and swdl.cfg file.

SEVERITY RECOMMENDATION:

Low - Perform when system exhibits above symptoms

PARTS REQUIRED (HARDWARE/SOFTWARE):

Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing, or emailing, the attached software order form.

GTR 8000: KC112C03L000070702 STR 3000: KC595C021000060904 QUANTAR: KC509C044000060904

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:
⊠ Yes □No
Identification: Software order form



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847) 538-0364 Email UOST Techs directly with correspondence

SECTION 1: General Information NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR O	NLY 90 DAYS	
Date	Case Number	
System ID		
System Name		
Customer Name		
Form Completed by	Field Contact	
Organization	Organization	
Phone Number	Phone Number	
Pager Number		
Fax Number	Fax Number	
SECTION 2: Order Information		
Product Type:	Serial Number	
Reason for Software / Hardware Change:	-	
Downgrade? If so, list current and target releases.		
Software / Hardware Description:		
Part # or Version #	Quantity	
Date Required		
SECTION 3: Shipping / Billing Information		
Ship To:	Bill To:	
Email:		

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Version: R.02.01.00

The information contained in this bulletin is intended for use by trained, professional technicians who have the proper tools, equipment, and training to perform the service described above. If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Labor and/or parts warranty reference is limited to products sold and in use in the United States. For products sold and in use Internationally, this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other trademarks, product, or service names are the property of their respective owners.

Attn:	Attn:		
Phone:	Phone:		
Customer Billing	Internal Billing		
P.O. #:	PROJECT #:		
CUST #:	FSB #:		
TAG #:	DEPT #:		
	APC #:		
MOTOROLA	Software Order Form		
Upgrade Operations Software Team	Phone Number: (800) 221-7144 Fax Number: (847) 538-0409 or (847)-538-0364 Email UOST Techs directly with correspondence		
Facsimile Transmittal Sheet			
То:	From:		
Company:	Date:		
Fax Number:	Total Pages:		
Phone Number:	Sender's Case#:		
Re:			

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and fax the form back to UOST or email the form back to a member of the Upgrade Operations Software Team directly.
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.

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- ° Orders will normally be processed in 3-5 business days once all information has been received.
- o If additional space is required for software information, please use the addendum on page 3 below in addition to the original order form. This addendum is for use with large orders with multiple part numbers.

NOTE:

- 1) If this in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!



Supplemental Order Information Addendum

Software Description	
Part# or Version #	
Quantity:	
Software Description	
Part# or Version #	

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Quantity:	
Software Description	
Part# or Version #	
Quantity:	
Software Description	
Part# or Version #	
Quantity:	
Software Description	
Part# or Version #	
Quantity:	
Software Description	
Part# or Version #	
Quantity:	