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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

MOTOTRBO R7Ex enters boot loop when programmed with a configuration created from a different model

Technology

MOTOTRBO™

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

R7Ex re-boots continually when it's written with a configuration which includes a general settings set created from a different MOTOTRBO™ model.

Models / System Releases / Kits / Datecodes Affected

R7Ex, MOTOTRBO™ Radio Management M2025.01, MOTOTRBO™ CPS 2.0 M2025.01

When To Apply

As instructed

Before writing configuration

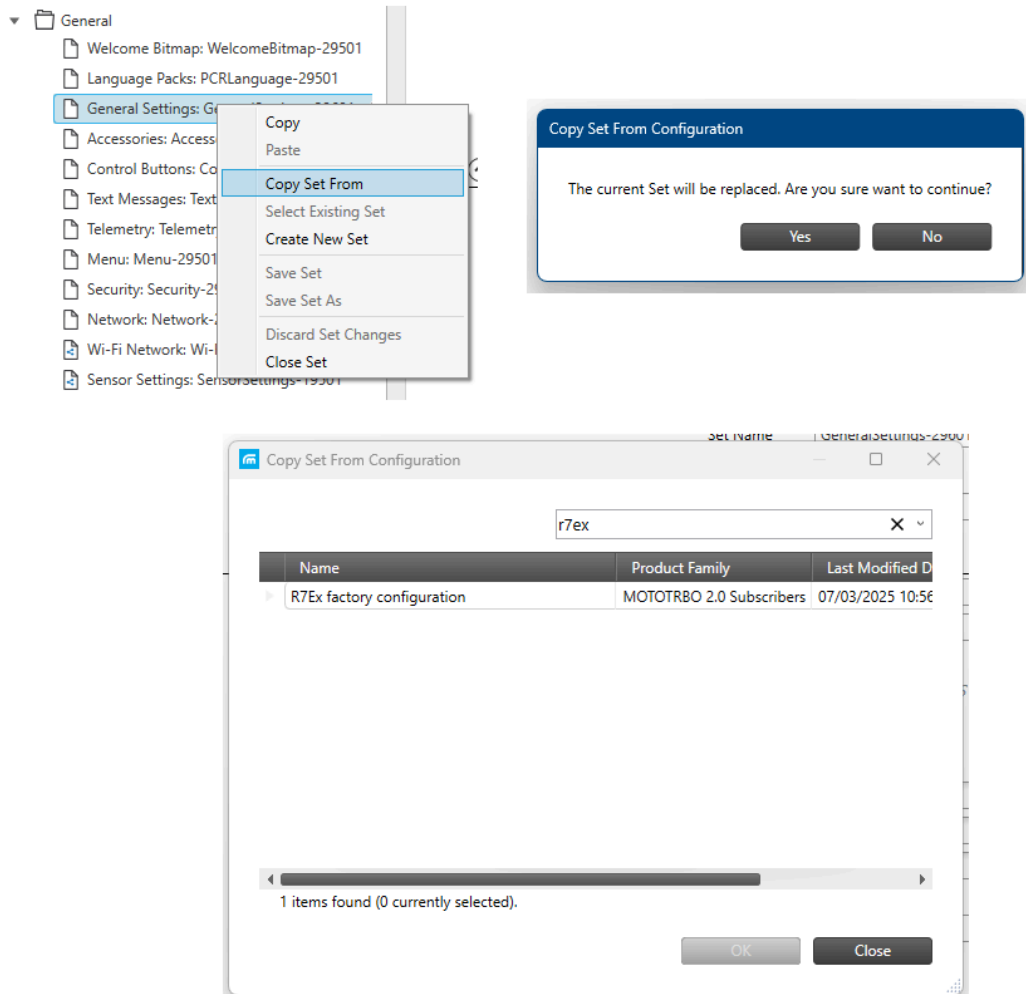
Workaround/Recovery

When using MOTOTRBO™ CPS 2.0 start by saving the original R7Ex codeplug to file. Then copy all needed sets from the source codeplug except the "General Settings" set.

When using MOTOTRBO™ Radio Management, start by saving the original R7Ex configuration with a distinct and meaningful name. After creating the desired R7Ex configuration, copy the "general settings" set from the original R7Ex configuration:

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Resolution And Repair Procedure

Upgrade Radio Management and CPS 2.0 applications to M2025.02.02 when it becomes available.

Radios exhibiting these symptoms are not field-recoverable. Please contact MSI Customer Care at customercare.emea@motorolasolutions.com to arrange for recovery or replacement.

Time To Implement/System Impact

Low - not time-consuming, no loss of functionalities

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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