



MOTOTRBO™ System Release Notes  
Professional Commercial Radios (PCR)

Version: M2024.02  
September 5, 2024

North America Region

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# What's new in the Release

## RM/CPS new features

### **Hide Encryption Keys in CPS**

This feature addresses cybersecurity concerns about the visibility of encryption keys in Radio Configuration. In this release, all values in configuration fields that contain security key information are hidden by default.

The user can choose to protect the access to key values by applying the Key View Password for the codeplug archive. Once the password is set, the key values can only be accessed after providing the password.

The feature introduces new codeplug archive file format XCTB which supersedes old file format CTB2. Starting with this version, CPS only supports saving archive files in XCTB format. At the same time, Radio Management and CPS allow importing archives in old (CTB2) and new (XCTB) format.

Region	Radios
NA	MOTOTRBO R7, XPR 7000e series, XPR 7000/7000e IS series, XPR 5000e series, SL 7000e series, XPR 3000e series, MOTOTRBO R2, XPR 2500, CM200d, CM300d, SL 3500/3500e, CP200d, CP100d

## Radio new features

### **AI-Trained Noise Suppression on MOTOTRBO R7 Series**

Advanced noise suppression algorithm which allows either removal of background noise for maximum voice clarity or allowing some background noise to pass through for contextual awareness.

Region	Radios
NA	MOTOTRBO R7

### **Alias / Contact ID Display Performance Improvement for MOTOTRBO R7 display radio**

It speeds up the Transmit Contact ID / Alias information appearing on a Receiving Display Radio.

Region	Radios
NA	MOTOTRBO R7 Full Keypad display radios

**Quick Text Message Acknowledgement on MOTOTRBO R7 display radio**

Improved MOTOTRBO R7 user interface that is similar to XPR 7000e series, whereby users can quickly acknowledge incoming notifications with the press of the OK button.

Region	Radios
NA	MOTOTRBO R7 Full Keypad display radios

**Android Security Patch Updates for MOTOTRBO Ion**

Updates through Q3 2024 have been implemented.

Infrastructure/System new features

**User authentication to access web applications on CMSS**

This protects infrastructure from unauthorized access and reduces the risk of data breaches by enforcing authentication to access web applications on the CMSS.

Adding an extra layer of security by enforcing password policies and promoting the use of strong, complex passwords that are less susceptible to being compromised.

Product Versions

Listed below are all MOTOTRBO Product types with a reference to the released version of software:

Notes: From M2020.01 onwards, only products (i.e. MOTOTRBO radios, repeaters and CMSS) which are either in warranty or under a service contract are entitled to software update.

Software Update Management (SUM) was introduced with the R2.10 system release and provides products with built-in intelligence to determine if they are eligible to accept a software update. Products on prior releases must therefore be upgraded to an R2.10 system release and be eligible to accept a software update before they can be upgraded to M2020.01 onwards.

Canceled products that are still under a service contract at time of cancellation will be entitled to the software update in line with the Motorola Solutions Software Support Policy. Following cancellation only critical bug fixes will be tested for these products.

MOTOTRBO Product	Version Supported in Release
Subscriber – MOTOTRBO 2.0, 2.5 (incl SL Series) - XPR 7000e Series, XPR 5000e Series, XPR 3000e Series, SL 7000e Series, SL3500e, XPR 2500, MOTOTRBO R7	R02.24.02.1002 (NEW)
Subscriber – MOTOTRBO - Commercial Devices	R01.24.02.0001 (NEW)
Subscriber – MOTOTRBO - XPR 4000/6000 Series	Canceled.
Subscriber – MOTOTRBO - Ion	R03.20.00 / R02.24.01.4000 (NEW)
Option Board – MOTOTRBO 2.0 (incl SL Series) - Paradise	Canceled.
Option Board – MOTOTRBO - XPR 4000/6000 Series	Canceled.

Repeater - XPR 8380 / XPR 8400 Repeater - MTR 3000 Repeater - SLR 1000, SLR 5000, SLR 8000	R20.24.01.03 R20.24.01.03 <a href="#">R20.24.02.13 (NEW)</a>
XRC 9000 / 9100 Controller	R02.100.05.1036_1695
XRT 9000 / 9100 Gateway	R02.100.05.1036_1695
XRI 9100 Interconnect	R02.100.05.1030
Network Manager (merged with XRC / XRI packages)	R02.100.05.1030
Network Manager Connection Tool	R02.100.05.1030
XRT Configuration Tool	R02.100.05.1030
CPCPS	Canceled.
Paradise MPT1327 GOB CPS (not supported on MOTOTRBO R7 series)	R02.00.05
CPS 2.0	<a href="#">2.151.292.0 (NEW)</a>
Radio Management	<a href="#">2.151.292.0 (NEW)</a>
RadioCentral Client	2.146.123.0
Tuner	<a href="#">V24.2 Build 12 (NEW)</a>
RDAC	<a href="#">V24.2 Build 7 (NEW)</a>
AirTracer	V11.0 Build 39
Device Discovery and Mobility Service (DDMS)	<a href="#">R24.02.0003 (NEW)</a>
Multi Channel Device Driver (MCDD)	Canceled
MNIS Data Gateway	<a href="#">R24.02.0015 (NEW)</a>
MNIS Status Agent	R22.03.01
MOTOTRBO Motopatch	Canceled
Capacity Max ESU Launchpad	DESU_LP-R17.18.10.56-02.rhel.iso
Capacity Max System Server Installer Software Image	<a href="#">PC435S0EI000202011.iso (NEW)</a>
MNIS Voice and Radio Command (VRC) Gateway	<a href="#">PCR-MNIS_24.02.00.00-38 (NEW)</a>
Capacity Max ESU	<a href="#">ESU-PCR_24.02.25.02-68 (NEW)</a>
Capacity Max Trunk Controller	<a href="#">Cmxtc-pcr_20.24.02.00-73 (NEW)</a>
Capacity Max System Advisor	<a href="#">UEM-PCR_24.02.00.69-00 (NEW)</a>
System Design Tools	Version 06.09
Sensor Management Tool	R01.00.01

3rd Party Applications	Version Supported in Release
GW3-TRBO	2.17.3.73
Avtec VPGate	<a href="#">5.8.0.4 (NEW)</a>
Avtec Scout Console/Scout Manager	<a href="#">5.8.0.4 (NEW)</a>
Avtec VPGate Advanced Radio Support w/Encryption (ARC)	<a href="#">5.8.0.2 (NEW)</a>
Avtec Data Management Services - Scout Central Distributor (DMS)	<a href="#">5.8.0.21(NEW)</a>
SmartPTT PLUS	SmartPTT-PLUS-9.14.0.62
TRBOnet PLUS	<a href="#">M2024.02 TRBOnet.Plus_6.2.2.7479 (NEW)</a>
ConSEL PLUS	<a href="#">ConSEL PLUS v7r84.2 (NEW)</a>

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ETSI DMR Specification	Version Supported in Release
TS 102 361-1: the DMR air interface protocol	v2.6.1
TS 102 361-2: the DMR voice and generic services and facilities	v2.5.1
TS 102 361-3: the DMR data protocol	v1.3.1
TS 102 361-4: the DMR trunking protocol	v1.7.1 ~ 1.12.1

1. The feature sets supported in the release are compliant with the versions of ETSI DMR standard specifications listed above. Though in DMR Tier 3 there have been some things changed to existing features that are not backwards compatible, Capacity Max complies to the newer versions so may not always work with other manufacturer's infrastructure on older versions.
2. The Capacity Max System Advisor (SA) client is not accessible for the System View, Grid View and Alarm Details view if the Java version 8u211 or newer is used on the PC where SA client resides in. Downgrading the Java to any version between and including 8u181 and 8u201 will work fine.
3. In M2024.01 fault management of CX6000-24G, ARUBA-2530-24, MSR2003, MSR2003X and MSR3016 was added to the System Advisor. To use it, SNMP shall be enabled in those network equipment configurations. For details please refer to Chapter 8 "Configuration Description for HPE infrastructure" in MOTOTRBO™ CAPACITY MAX Installation and Configuration manual. After enabling SNMP on network equipment, devices should be rediscovered in System Advisor using the context menu on System View or Network Database view. For details please refer to the System Advisor manual. Equipment without SNMP enabled will show up as Gray in System Advisor
4. With R2.8.0 and newer repeater releases, it is recommended to use USB 2.0 or USB 3.0 ports on the PC or connect repeater via USB 2.0 hub when upgrading the repeater via USB.
5. For CMSS (Capacity Max System Server),
  - a. Access to the MSI MyView portal to download MOTOTRBO M2024.02 Capacity Max System Server SW Upgrade as software iso image.
6. For the PC used for CMSS upgrade only from M2022.01 and M2022.03 to M2024.02 ( note: upgrading from M2023.01, M2024.01 and M2024.01.01 to M2024.02 does not require ESU-LP)
  - a. If ESU-LP is required, order (1) T8486A, MOTOTRBO Capacity Max System Server SW Update Launch Pad which contains the ESU LP software files on a DVD.
  - b. Alternatively, for customers with access to the MSI MyView portal, you can order (1) T8483B, MOTOTRBO Capacity Max System Server SW Update Launch Pad where you will receive an e-mail with a unique link to access/download the ESU LP application files from the MyView portal. The T8483B will require an e-mail address at time of order.
  - c. Please refer to the section "Capacity Max System Upgrade from M2022.01, M2022.03, M2023.01, M2024.01 or M2024.01.01 to M2024.02" of Capacity Max System Release Upgrade Guide for additional details. It is available on the Learning Experience Portal (LXP).
  - d. NOTICE: The DVD (T8486A) can take 2-3 weeks for delivery while the downloadable file via the MyView portal (T8483B) is generally available within a week. Please plan ahead and take the delivery times into consideration before scheduling your upgrade

- e. The ESU Launchpad About page describes the target CMSS versions that it supports to ensure the appropriate ESU Launchpad version is ordered along with the CMSS upgrade installation files.

## Overview

This section details the known MOTOTRBO product issues which remain outstanding at the time of this release of software to the field.

Known product issues are divided into two categories:

- Known issues contained within the current release
- Resolved Issues that have now been fixed within the current release

## Definitions

A known issue is a problem that is currently unresolved (open). The risk and workaround aspects are included in the release note description (Known Issues) for overall assessment of the problem.

A closed or resolved issue is one that has been repaired and no longer should occur in the product after upgrading to the new product version.

## Known Issues in Product Release

### Device Impact

**Issue Number:** **DEVICES\_COMMON-7997**  
**System/Product:** MOTOTRBO R7  
**Description:** If a user is using a Wi-Fi hotspot to perform the One Time Activation and the hotspot device is turned off during the process, the radio may continue to display a Wi-Fi icon with 1 bar coverage and subsequently "Update Not Available" on the screen.  
**Workarounds:** The hotspot device must be turned on and the radio has to be rebooted.

**Issue Number:** **DEVPCRMAC-186**  
**System/Product:** MOTOTRBO Ion  
**Description:** When the radio is being charged, the top display battery level indicator should be referred to instead of the front display for better accuracy of the charge level  
**Workarounds:** N/A

**Issue Number:** **PCR\_SUB-33284**  
**System/Product:** MOTOTRBO Ion  
**Description:** When LMR has privacy configured, over the air LMR RF transmission of calls is not encrypted when the user is talking on the broadband network.  
**Workarounds:** N/A

Issue Number: **PCR\_SUB-33770 / PCR\_SUB-34610**  
System/Product: MOTOTRBO Ion  
Description: When a radio user in the broadband mode tries to initiate a private call or an Instant Personal Alert (IPA) via contact list to a target radio that is offline, the presence status of the target radio will still appear as online on the radio contact list.  
Workarounds: N/A

Issue Number: **PCR\_SUB-34462**  
System/Product: MOTOTRBO Ion  
Description: If an interop group call is initiated from an Ion radio in LMR and there is no Ion radio participant in the Broadband mode, the Ion radio that moves from LMR to Broadband mode will not be able to join the ongoing interop group call as late entry  
Workarounds: N/A

Issue Number: **PCR\_SUB-34686**  
System/Product: MOTOTRBO Ion  
Description: In an emergency interop scenario, the emergency alarm initiated from the radio in a converged broadband or broadband channel can only be canceled by the emergency originator itself or a WAVE PTX authorized user (e.g. WAVE PTX dispatcher assigned as authorized user).  
Emergency cancel triggered by TRBOnet PLUS console will not be able to cancel the emergency.  
Workarounds: N/A

Issue Number: **PCR\_SUB-34871/ PCR\_SUB-34237**  
System/Product: MOTOTRBO Ion  
Description: When a radio is powered off in Broadband mode (either in WAVE PTX channel or converged broadband channel), the presence status of the radio will still appear as online on TRBOnet PLUS console. If a private call is initiated to the power off unit, the private call will be successful  
Workarounds: N/A

Issue Number: **PCR\_SUB-35488**  
System/Product: MOTOTRBO Ion  
Description: When a radio in broadband mode is in an emergency state and the user performs a mode change from the broadband channel to a LMR channel (either a LMR channel or a converged LMR channel), it will receive an emergency alarm from its own radio  
Workarounds: Dismiss the emergency alarm from notification screen

Issue Number: **MAUIAP-32385**  
System/Product: MOTOTRBO Ion  
Description: When the radio is using WPA3 hotspot setting, MOTOTRBO R7 is unable to connect to hotspot  
Workarounds: Enabling WPA2 in the Hotspot security setting in the radio will support hotspot connection to MOTOTRBO R7



Issue Number: **MAUIAP-41662**  
System/Product: MOTOTRBO Ion  
Description: Audio on Bluetooth accessories will be muted when the video recording is turned on  
Workarounds: Turn off Bluetooth on the device if video recording is initiated to route the incoming audio to the device internal speaker

Issue Number: **MV\_EDI\_SW-4405**  
System/Product: MOTOTRBO Ion  
Description: VB400 intermittently re-connects to the radio when Bluetooth is switched off and then turned on again from the device settings when Bluetooth Tethering is enabled  
Workarounds: Power cycle the radio or place the VB400 back to the docking station

Issue Number: **ACCY-5284**  
System/Product: MOTOTRBO Ion  
Description: Radio may not reconnect back to WM500 or EP910 when the Bluetooth accessories goes out of range and then back in range  
Workarounds: Power cycle the Bluetooth accessories and the radio to reconnect back to WM500 or EP910

## Resolved Issues in Product Release

Resolved issues are the known product problems that were reported in product releases, but have now been fixed or closed. Following are the issue tracking number and issue descriptions that have been resolved in this release.

## Device Impact

Issue Number: **PCR\_SUB-44406**  
System/Products: MOTOTRBO R7  
Description: CFS license write failure observed when a user attempted to register a second CFS license after the first by using a different write method (WIFI Otap or USB).

Issue Number: **PCR\_SUB-44459 / PCR\_SUB-46360 (INC0000271495)**  
System/Product: MOTOTRBO R7  
Description: If the user turns off the radio with GNSS enabled within the first 20 seconds of the power up sequence, there will be a noticeable delay in the next power up.  
For further details please refer to [MTN-0078-24](#)

Issue Number: **PCR\_SUB-46130 / INC0000434439**  
 System/Product: ALL MOTOTRBO Radios (refer to table below)  
 Description: During 5-Tone transmission, when the PTT has been released by accident and the DTMF tone is still transmitting, the radio will get stuck at the transmitting state, which makes the system busy. The issue happens provided that the radio has at least one telegram or 5-Tone programmed in the radio.

Region	Model
NA	MOTOTRBO Ion, MOTOTRBO R7, XPR 7000e series, XPR 7000/7000e IS series, XPR 5000e series, SL 7000e series, XPR 3000e series, MOTOTRBO R2, XPR 2500, CM200d, CM300d, SL 3500/3500e, CP200d, CP100d

### Infrastructure Impact

Issue Number: **RFC\_PCR-273** Capacity Max may stop transmitting GPS data randomly  
 System/Products: Data Revert Repeater in Capacity Max System  
 Description: Subscribers may randomly stop reporting GPS locations on Capacity Max.

Issue Number: **INC0000817853** Capacity Max Atia logs report wrong RSSI on session\_end  
 System/Products: SLR1000, SLR5000, SLR8000 repeaters  
 Description: Atia log "session\_end" reports incorrect RSSI - call's RSSI instead of the noise floor RSSI

Issue Number: **RFC\_PCR-243** Repeater doesn't check color code for USB D poling (LIP) data transmission  
 System/Products: Capacity Max and SLR1000, SLR5000, SLR8000 repeaters  
 Description: Repeaters don't discard USB D data transmitted by radios with unmatching color code

### CPS/RM Impact

Issue Number: **RFC\_PCR-275 / PRB0000046667**  
 System/Product: MOTOTRBO R7  
 Description: When Radio Management Job Processor/CPS 2.0 language is set to non-English, and the user reads an R7 radio and tries to write/clone the configuration, the job will fail with the error #101003.

Issue Number: **RFC\_PCR-271 / PRB0000046634**  
System/Product: MOTOTRBO R7, XPR 7000e series, XPR 7000e IS series, XPR 5000e series, XPR 3000e series, CP200d, XPR 2500, CM300d, CM200d, CP100 / CP100d, SL 3500/3500e, MOTOTRBO R2

Description: The issue occurs if during the radio configuration, the user tries to get to the set by FIRST clicking on the settings icon (cogwheel) next to the set name, without opening any other set category (by clicking on the set name). If the user opens any set category first, by clicking the set name, the issue doesn't occur. After reading > editing > writing the codeplug the customer is getting the MVO error and application crashes.

Issue Number: **RFC\_PCR-253 / PRB0000045419**  
System/Product: Capacity Max System  
Description: RadioManagement allows you to set the Capacity Max network ID for Huge networks up to 5 where the maximum value for Huge networks should be 3..

Issue Number: **RFC\_PCR-251/ PRB0000045259**  
System/Product: MOTOTRBO R2  
Description: Writing the selected MVO to a new R2 radio does not work. Error code 680 *"Failed to write to the device. Device could be modified outside of the database. Please schedule the read job"* occurs.

Issue Number: **RFC\_PCR-255 / PRB0000045056**  
System/Product: Repeater SLR8000  
Description: When applying a Digital Audio license to a repeater with firmware version R20.23.02.06 or newer, CPS shows the "Unable to program the radio dialog. Please update the radio firmware" error despite the firmware having been updated or reloaded. Only applying the Digital Phone Patch license resolves the issue.

Issue Number: **RFC\_PCR-247 / PRB0000045076**  
System/Product: Affected repeater models: SLR 1000/5000/8000 series, XPR 8380 / XPR 8400, MTR 3000  
Description: Repeater resets continuously. This happens when both Dynamic Mixed Mode and Voting Repeater is enabled at the same time. Such configuration is not supported and it should not be allowed to be written to the repeater.

Issue Number: **RFC\_PCR-245 / PRB0000044389**  
System/Product: CP100d, CP200d, CM200d, CM300d  
Description: When trying to program a Digital All call in the configuration view Radio Management displays error code 700100300 "Value is out of range". After clicking on the error there is information shown about the range for the field: 1677215 - 16776415. This happens in the configuration view only. If the changes are made from Radio View, then edit configuration the validation results doesn't occur.

## Cybersecurity

Motorola Solutions, Inc. (MSI) has delivered a PCR MOTOTRBO 2024.02 release. MSI development and operations teams continually make security updates as needed based on evaluated threats, determine protective measures, create response capabilities, and promote compliance. MSI interacts with and participates in several US and international security organizations, such as U.S. Department of Homeland Security's National Cybersecurity & Communications Integration Center (NCCIC), National Institute of Standards and Technology (NIST), The 3rd Generation Partnership Project (3GPP), Telecommunications Industry Association (TIA), European Telecommunications Standards Institute (ETSI), Digital Mobile Radio (DMR) Security standardization, and others. Standards from the aforementioned organizations can map to security controls in international standards such as Information System Standards (ISO / IEC 27001).

The PCR MOTOTRBO 2024.02 system release includes enhancements to security based on the National Vulnerability Database and industry standards:

- Ongoing vulnerability management remediation based on network scanning security tools
- Ongoing Software Lifecycle Management improvements (3rd party software)

In addition to ongoing releases for security updates, MSI has a Bug Submission Program for external entities to disclose to MSI possible security vulnerabilities or issues. Motorola Solutions encourages researchers to use the PGP key when sending sensitive information via email. Please send all security vulnerability reports to [security@motorolasolutions.com](mailto:security@motorolasolutions.com).

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## Important Notes

1. New Features Training (LXP course number and link)

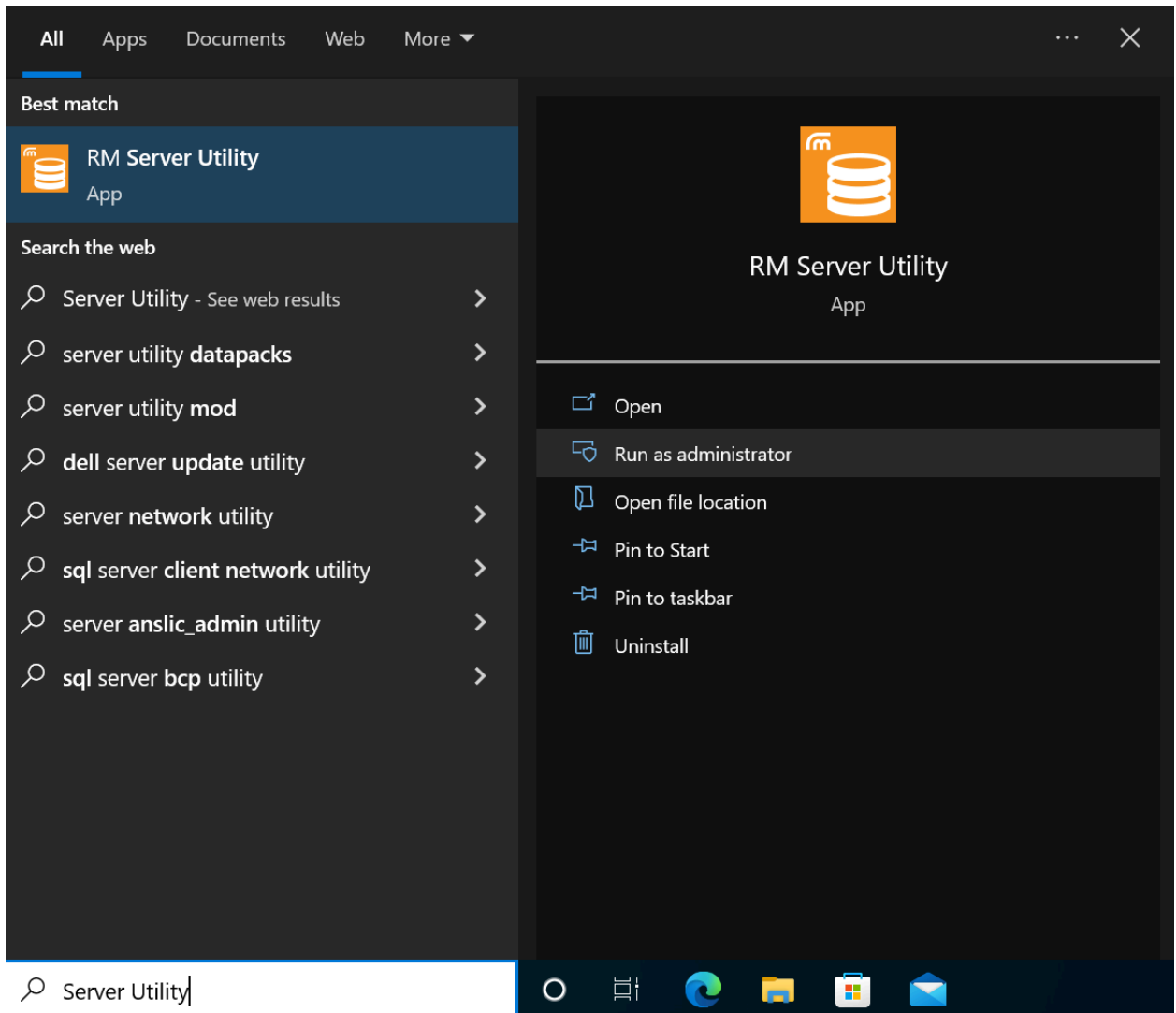
[PCT0186 MOTOTRBO M2024.02 New Features Training](#)

## RM Access Control Feature Note

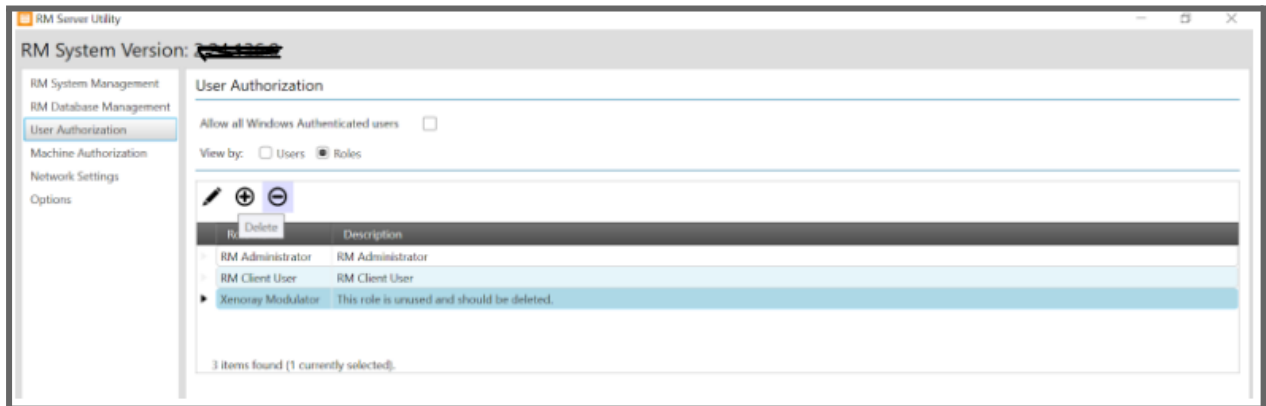
### Important note for customers who DO NOT need to use RM Access Control:

After upgrading an existing RM deployment to version 2.134.77.0 or later, there are some necessary steps to take to ensure normal operation, otherwise, users may not have access to the security keys and Radio View operations that they had prior to the upgrade.

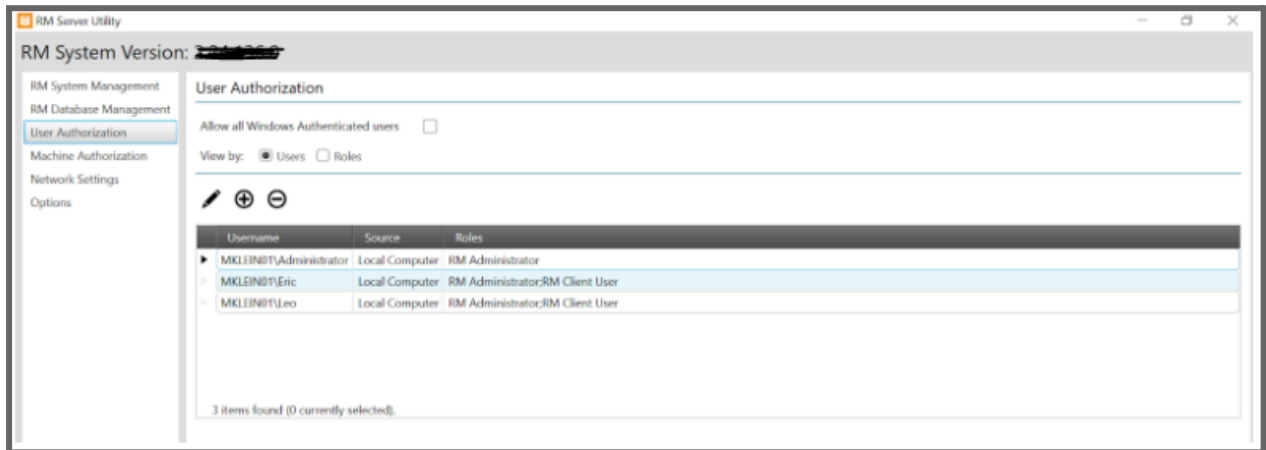
1. After performing the upgrade the user should open the RM Server Utility App on the machine that hosts the RM Server.



- From the User Authorization tab, with the Roles radio button selected, delete any unnecessary roles that may have been created prior to the upgrade, leaving only the RM Administrator and RM Client User roles.



- For users that do not wish to use the Access Control features at this time, select the Users radio button and ensure that each user that will be accessing RM remotely has both RM Administrator and RM Client User roles assigned to them.

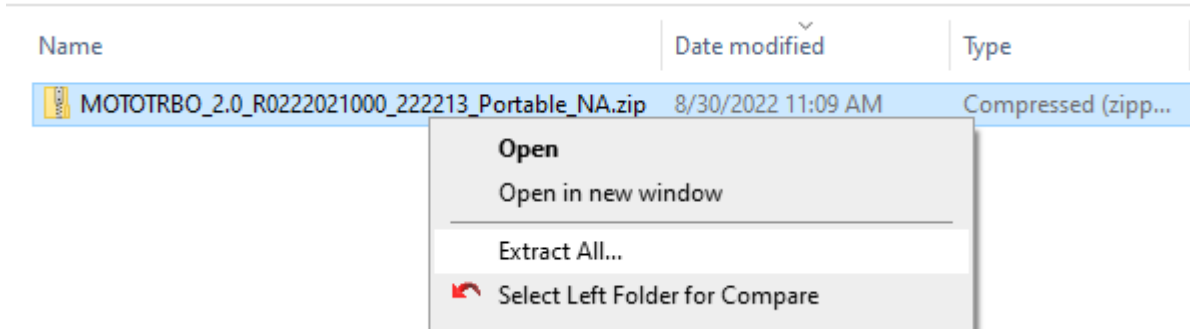


- This completes the necessary steps for users that do not wish to use the Access Control features. The RM Server Utility can be closed at this point. Users should be able to use the RM Configuration Client to connect to the RM Server and perform normal operations.

## New Upgrade Package Zip Format

Starting from M2022.03, MSI will start to release the MOTOTRBO firmware upgrade package in zip format. Below are the instructions on how to install the firmware upgrade package.

1. Create a new folder of your choice in the C:\drive. We will use "Packages" as an example.
2. Download zip file to C:\Packages
3. Extract All



4. Open Folder

Name	Date modified	Type	Size
MOTOTRBO_2.0_R0222021000_222213_Portable_NA.zip	8/30/2022 11:09 AM	Compressed (zipp...	58,252 KB
MOTOTRBO_2.0_R0222021000_222213_Portable_NA	10/11/2022 1:45 PM	File folder	

5. Run the .exe file

program files	10/11/2022 1:45 PM	File folder	
0x0409.ini	10/1/2014 11:41 AM	Configuration sett...	22 KB
MOTOTRBO 2.0 R0222021000_222213 Portable Update Packages.msi	8/30/2022 11:09 AM	Windows Installer ...	663 KB
MOTOTRBO_2.0_R0222021000_222213_Portable_NA.exe	8/30/2022 11:09 AM	Application	1,269 KB
Setup.ini	8/30/2022 11:09 AM	Configuration sett...	6 KB

6. To save space, the folder can be deleted after successful installation