



MPSCS Bulletin # 2013-04

During routine programming for the MPSCS EVENT Talkgroups, a software defect within System Release 7.13 resulted in impacting the Detroit Simulcast system on Tuesday, August 20th at 1:23 am.

This defect was triggered by the routine configuration and enabling of MPSCS EVENT Talkgroups for our members during the early morning hours on Tuesday, August 20th. The configuration and deployment was done correctly by the NCC but resulted in triggering the unknown software defect.

Motorola was immediately contacted and responded to resolve the issue. All upgrade activities were suspended on Tuesday, August 20th and refocused on resolving the issue affecting Detroit.

MPSCS enabled towers adjacent to Detroit to resume communications for the Police and Fire Departments to serve their citizens.

At approximately 1:00 pm, an unexpected disruption to statewide communications occurred as software was deployed within the system by Motorola Engineers. Communications was restored within 8 minutes by removal of the software. Some agencies continue to experience disrupted communications on individual radios until power was cycled to the radio to force a re-affiliation.

Towers and systems surrounding the Detroit area experienced a high level of busies while the primary Detroit Talkgroups were enabled on those towers to providing critical services to the citizens of Detroit. All Detroit Talkgroups were removed from the adjacent towers to relieve the congestion and resulting busies by 7:00 pm.

Shortly before 5:00 pm the Detroit Police and Fire communications were moved to the STATEWIDE Talkgroups to restore portable service within the Detroit area while software remediation continued.

At approximately 6:30 pm the programming in the Detroit Simulcast System was restored and successfully tested by units in the field. Detroit Police and Fire units were then sequentially returned to their normal Talkgroups by 7:00 pm.

Upgrade activities have resumed with a compressed schedule:

Impacts observed by MPSCS users on Wednesday, August 21th will be:

- ✓ **8:00 AM:** Software distribution to all remote sites devices.
- ✓ Software will be downloaded between 8:10 am and 4:10 pm.
- ✓ A momentary interruption to mobile data services will occur when the radio automatically switches to an adjacent site.
- ✓ Adjacent sites will not receive software downloads at the same time.
- ✓ No impact to voice communications during the software download.

No impact to users is scheduled for Thursday, August 22nd or Friday, August 23rd.

- ✓ All work previously scheduled for August 20th and August 21st to be completed on August 21st.



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Critical messages will be published on LEIN as required and consistent with previous upgrades.

Immediately contact the NCC if you have an emergency during these times that requires us to pause for a few minutes while the situation stabilizes. We will work with Motorola to minimize service disruptions when possible.

If you have questions, you may contact:

- MPSCS Network Communications Center @ (517) 333-5050 or (888) 554-4622
- Ralph Liddle, NCC Supervisor @ (517) 333-5050 or (888) 554-4622
- Dave Hayhurst, Enterprise Services Manager @ (517) 333-5002