



MPSCS Bulletin # 2012-01

The Michigan Public Safety Communication System is upgrading to System Release 7.11 on March 21, 2012.

The MPSCS completed an upgraded to System Release 7.9 in March 2011 which included replacement of critical servers, software, network equipment and expansion of radio IDs in preparation for System Release 7.11.

During the past 12 months the remote site Moscad alarm and control system and the remote site link encryption has been installed and activated. The installation of the System Release 7.11 software continues the security hardening and Information Assurance program to deliver excellent public safety communications to Michigan's First Responders.

All existing portable and mobile radios will operate on the new 7.11 platform without any reprogramming or updates. (A separate FCC mandated Re-banding project will require updating the radio programming in each subscriber radio.)

System connected Gold Elite and MCC7500 consoles will continue to operate using the Release 7.9 software on the new Release 7.11 platform. Consoles software updates for Release 7.11 will be installed in April. Automation software has been installed on the dispatch console clients to permit downloading of new software to minimize the cutover time by the Motorola System Technologist (ST) when they are at the dispatch centers for activation of the Release 7.11 software.

The impact to MPSCS users during this upgrade will be minimal. Unlike previous upgrades requiring major hardware and software replacements that resulted in several hours of Site Trunking, this upgrade will see outages lasting only minutes and very limited in quantity.

Careful planning in cooperation with Motorola will minimize service disruptions during the installation of System Release 7.11.



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System Release 7.11 will be activated on Wednesday, March 21, 2012

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

- **8:00 AM:** MPSCS Special Event Talkgroups will be enabled on a regional basis between 8:00 am and 4:00 pm. Contact the NCC for an assignment of a Talkgroup during this time period if you have an emergency.
- **2:00 PM:** A Site Trunking event at all towers at approximately 2:00 pm and lasting between 1 to 5 minutes while the secondary Zone Controller with Release 7.11 enables. While the Zone Controller is enabling:
 - ✓ Dispatch Centers must use their backup Control Stations to communicate with towers in their immediate area consistent with their storm plans. (*Please test your backup Control Stations prior to this upgrade!*)
 - ✓ Gold Elite system connected consoles can still use conventional base stations connected to their local CEB.
 - ✓ Gold Elite system connected console Fire Paging will continue to work on conventional stations connected to their local CEB during the cutover period.
 - ✓ MCC7500 system connected consoles can still use conventional base stations connected to the CCGW at their dispatch center.
 - ✓ MCC7500 consoles Fire Paging will be limited to conventional stations connected to their CCGW at their dispatch center. Connectivity to remote CCGWs will be restored once the Zone controller enables permitting paging on remote conventional stations.
 - ✓ Console established Talkgroup Patches will be out of service during the cutover period.
 - ✓ IV&D (mobile computers) will not function during this short time.
 - ✓ Dispatch Centers should be prepared to activate their agency storm plans (using Control Stations) during this event.



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- **2:00 PM:** All RCMs including the NCC's will be off line starting at 2:00 pm and return at approximately 7:45 pm.
 - ✓ The Dispatch Centers RCM terminal will not function to receive the alerts.
 - ✓ If an emergency alert is pressed, peers on the same tower and Talkgroup will see the alert if it is followed with a Press-to-Talk by the alerting radio to force a broadcast of the alert. Members of the Talkgroup on adjacent towers may not see or hear the alert during this time period.
 - ✓ **MPSCS recommends you do NOT rely on the Emergency Alert function during the hours of this time period.**
 - ✓ The new 7.11 RCM software has been loaded at most dispatch centers and the center should log into the new 7.11 RCM software at 7:45 pm on the day of the cutover. Kalamazoo, Calhoun, Wayne Co. Sheriff and Roseville/Clinton will have a Motorola ST visit their site during this RCM outage time to update the software on their stand-alone terminal so they can log in at 7:45 pm.

- **7:30 PM:** A second Site Trunking event at all towers at approximately 7:30 pm and lasting between 1 to 5 minutes while the primary Zone Controller with Release 7.11 enables. While the Zone Controller is enabling:
 - ✓ Dispatch Centers must use their backup Control Stations to communicate with towers in their immediate area consistent with their storm plans. (*Please test your backup Control Stations prior to this upgrade!*)
 - ✓ Gold Elite system connected consoles can still use conventional base stations connected to their local CEB.
 - ✓ Gold Elite system connected console Fire Paging will continue to work on conventional stations connected to their local CEB during the cutover period.
 - ✓ MCC7500 system connected consoles can still use conventional base stations connected to the CCGW at their dispatch center.
 - ✓ MCC7500 consoles Fire Paging will be limited to conventional stations connected to their CCGW at their dispatch center. Connectivity to remote CCGWs will be restored once the Zone controller enables permitting paging on remote conventional stations.
 - ✓ Console established Talkgroup Patches will be out of service during the cutover period.
 - ✓ IV&D (mobile computers) will not function during this short time.
 - ✓ Dispatch Centers should be prepared to activate their agency storm plans (using Control Stations) during this event.



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Impacts observed by MPSCS users on Thursday, March 22 will be:

- **9:30 AM:** The MPSCS Integrated Voice and Data (IV&D) service (i.e.; mobile LEIN) will terminate operations at 9:30 am to permit upgrade to server software. IV&D service will resume by 12:30 pm.
- **9:30 AM:** The zone master site LAN switches and redundant routers will be upgraded resulting in a short site trunking or console interruption (expected duration of less than 1 minute) between 9:30 am and 10:30 am.

Impacts observed by MPSCS users on Friday, March 23 will be:

- **8:00 AM:** The MPSCS Integrated Voice and Data (IV&D) service (i.e.; mobile LEIN) will terminate operations at 8:00 am to permit upgrade to server software. IV&D service will resume by 10:30 am.

Impacts observed by MPSCS users on Monday, March 26 will be:

- **8:00 AM:** All remote sites will require a router reset to enable 7.11 functions.
 - ✓ This reset will result in a 1 minute Site Trunking event.
 - ✓ This reset will result in a 1 minute console disruption.
 - ✓ No adjacent sites will be done at the same time.
 - ✓ Simulcast subsystems will continue to operate together in the Site Trunking mode. Users within this system will likely see Site Trunking but can continue to talk with peers within the simulcast subsystem.
 - ✓ Most multicast site users with mobile radios will not observe the Site Trunking event. Portable radios will be more likely to see the short Site Trunking event.
 - ✓ Zone 6: 8:00 am to 10:00 am
 - ✓ Zone 4: 10:30 am to 1:00 pm
 - ✓ Zone 5: 12:00 pm to 2:30 pm
 - ✓ Zone 2: 2:30 pm to 5:00 pm
 - ✓ Zone 3: 5:30 pm to 8:00 pm
 - ✓ Zone 1: 5:30 pm to 8:00 pm
 - ✓ Keep your storm plan control stations on during the window for your zone.

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
- Dave Hayhurst, NCC Manager @ (517) 333-5002