



**MOTOROLA SOLUTIONS**

**STARCOM21**

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** April 29, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied. Outside agency IGAs are being updated and encryption keys are being collected.

APX 4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration. All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also, quantity 51 Radio Central Link Issue fixes have been applied and fully completed.

**Programming – Projects**

**Code plug updates:** XNs: Modification made to Fire Master configuration and all changes have been incorporated. Fire templates on Monday.com are being reviewed by Fire Focus for accuracy.

**Codeplug Creation:** There were none last month.

**Consolidations:** There were none last month.

**Radio Alignment:** There were none last month.

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Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	78
APX Next (PD)	144	140
APX NextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
<b>Total</b>	279	272

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	48	45	12	12	5	1	6	0
APX Next (PD)	34	32	17	16	3	7	6	1
APX NextXN (FD)	12	10	6	5	1	2	0	3
APX 8500 (mobile)	8	4	4	2	0	0	1	3
APX4000	8	8	4	4	2	1	1	0
<b>Total</b>	110	99	43	39	11	11	14	7

### **STARCOM21 Scheduled Maintenance:**

#### **System Maintenance:**

There was none last month.

#### **System Patches:**

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 4/16 and 4/17. These patches caused an impact to the system in all Zones. It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 4/17/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.03 – Patching 4/21/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.



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Command Central Patches:

There was none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 15/Apr/2025 @ 4:00 PM CDT (UTC -5)

End: 15/Apr/2025 @ 8:50 PM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Apr/2025 @ 4:30 AM CDT (UTC -5)

End: 17/Apr/2025 @ 5:30 AM CDT (UTC -5)

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 12/Apr/2025 @ 3:00 AM CDT (UTC -5)

End: 12/Apr/2025 @ 3:30 AM CDT (UTC -5)

Radio Management CPS Patches:

[Scheduled Maintenance] Radio Management DMS Hosted (United States)

The scheduled maintenance has been completed.

Start: 12/Apr/2025 @ 8:00 AM CDT (UTC -5)

End: 12/Apr/2025 @ 12:00 PM CDT (UTC -5)

Radio Central Migration:

RadioCentral Migration. Your agency will soon be migrated to the new, cloud-based RadioCentral platform, and enjoy benefits such as web-based login, role-based access control, agency partitioning, and improved organization within the platform. With authorization and certifications in CCCS, US Gov, and Motorola Solutions Authorized Cloud (StateRAMP and FedRAMP), agencies across the globe will receive the programming enhancements from the new RadioCentral platform.

Action items:

- Review the [RadioCentral LXP Training Course](#).
- Respond to the [survey](#) (one person per agency).
- Select your migration window in the link after completing the survey.
- Ensure your fleet is up to date with minimum FW version R04.60.00 (APX NEXT).
- Ensure you have an up-to-date version of CPS (R35.00.00 or later).
- Ensure there are no pending changes or active jobs in the current RadioCentral platform.
- Familiarize your agency with the [Migration Guide](#).

Releases:

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.



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- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

**STARCOM21 Unscheduled System Outages:** There were none last month.

**Meetings:** Fire Focus Meeting 4/21/25.

**Training:** There was none last month.

**Grade of service report:** This report was not available at the time of posting.



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Group Alias	PTT Count
DU ACDC 2	40266
DU ACDC 3	35795
DU 3EAST	35354
DU 1EAST	29173
DU 3WEST	26230
DU 3 SOUTH	25663
DU 1WEST	25805
DU DPSO F1	24139
DU 1NORTH	23285
DU 1SOUTH	21545
DU 7WEST	19725
DU SHERIFF COURT	23725
DU 7 SOUTH	20407
DU EDU 1	18027
DU OHSEM1	28212
DU ACDC 1	16178
DU FIRE NORTH	12946
DU FIRE EAST	9535
DU FIRE SOUTH	9172
DU COD 1	6396
DU FD ACDC1	5887
DU FD ACDC2	5497
DU STWDTAC2	3204
DU DWGRV LOCAL	3201

