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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: May 1, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report for April Services

Projects:

DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report to be provided by the Motorola Account Manager.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone. Update to be included in the 2024 Q2 Base Line Firmware release.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.

Service Tickets

	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	48	44	9	7	5	2		2
APX Next (police)	51	27	27	11	4	20		3
APX NextXN (fire)								
APX 8500 (mobiles)	17	17	3	3		3		
APX4000	6	6	2	2		2		
Other models								
Total	122	94	41	23	9	27	0	5

Programming – Projects

Code plug updates: There were none at this time.

Codeplug Creation: There were none at this time.

Radio Alignment: There were none at this time.



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Scheduled Maintenance:

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 4/10 and 4/11. These patches caused an impact to the system in all Zones. would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 4/11/24

8:48 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 2024.03 – Patching 4/12/24
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- MTN-0024-24 G-series security update implementation 4/25/2024, notification of planned maintenance to be performed affecting the STARCOM21 system on 04-25
07:00:00 AM to 05:00:00 PM.

Work to be performed: MTN-0024-24 Software install of all G-series Site controller and Base repeaters.

Impact: There may be brief periods of service interruption while the technicians are remotely working.

Sites affected by this maintenance:

SZ0140101 DuPage Lisle Prime - DuPage County

SZ0140248 Kankakee Prime - Starcom

SZ0140301 MADISON CO PRIME-STARCOM ZONE 3

SZ0140502 Cook County S - Prime

Command Central Patches:

[Scheduled Maintenance] Command Central Aware (North America)

The scheduled maintenance has been completed.

Start: 22/Apr/2024 @ 8:00 AM CDT (UTC-5)

End: 22/Apr/2024 @ 9:00 AM CDT (UTC-5)

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (Australia, Canada, United States)

The scheduled maintenance has been completed.

Start: 11/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 11/Apr/2024 @ 9:30 AM CDT (GMT -5)



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[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 16/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 16/Apr/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 18/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 18/Apr/2024 @ 9:30 AM CDT (GMT -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 22/Apr/2024 @ 3:30 AM CDT (GMT -5)

End: 22/Apr/2024 @ 9:30 AM CDT (GMT -5)

Radio Central Patches:

There were none at this time.

Radio Management CPS Patches:

Upgraded DuPage RM server to R32.00.00.

03/Apr/2024 @ 7:00 AM CDT (GMT -5)

Unscheduled System Outages:

Wheaton Subsite ID: 8 Prime Site: DuPage IP Prime

Start: 12/Apr/2024 @ 10:00 PM CDT

End: 12/Apr/2024 @ 10:13 PM CDT

Critical Failed, SCB Time Reference Failure On Multiple Channels.

Potential interference suspected.

Releases:

APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 will be released 5/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

Meetings:

April PAC meeting 4/1/24

Training

Command Central Cirrus Central Basics Class 4/22/24

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Mar 2024 Starcom21 GoS Report

Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.69	3.69	6.71	31.00	2590.65	13276.45	5.12	0.00	0.00	0.00
1:00:00	0.00	19.93	3.39	7.01	31.00	2124.42	12196.58	5.74	0.00	0.00	0.00
2:00:00	0.00	16.45	2.80	7.60	30.00	1795.63	10068.27	5.61	0.00	0.00	0.00
3:00:00	0.00	14.11	2.40	8.00	31.00	1459.23	8633.19	5.92	0.00	0.00	0.00
4:00:00	0.00	13.72	2.33	8.07	31.00	1424.42	8396.13	5.89	0.00	0.00	0.00
5:00:00	0.00	14.31	2.43	7.97	31.00	1475.32	8759.19	5.94	0.00	0.00	0.00
6:00:00	0.00	16.37	2.78	7.62	31.00	1766.52	10015.52	5.67	0.00	0.00	0.00
7:00:00	0.00	22.38	3.80	6.60	31.00	2573.32	13696.97	5.32	0.00	0.00	0.00
8:00:00	0.00	28.60	4.86	5.54	31.00	3404.35	17500.74	5.14	0.00	0.00	0.00
9:00:00	0.01	32.17	5.47	4.93	31.00	3865.06	19689.00	5.09	0.39	2.39	6.17
10:00:00	0.00	33.38	5.67	4.73	31.00	4016.81	20427.29	5.09	0.00	0.00	0.00
11:00:00	0.00	31.71	5.39	5.01	31.00	3834.55	19403.74	5.06	0.00	0.00	0.00
12:00:00	0.00	34.13	5.80	4.60	31.00	4096.81	20888.03	5.10	0.03	1.29	40.00
13:00:00	0.01	35.28	6.00	4.40	31.00	4209.94	21594.23	5.13	0.55	17.39	31.71
14:00:00	0.00	33.90	5.76	4.64	31.00	4115.55	20746.29	5.04	0.00	0.00	0.00
15:00:00	0.00	34.50	5.87	4.53	31.00	4184.39	21116.26	5.05	0.03	3.23	100.00
16:00:00	0.00	34.72	5.90	4.50	31.00	4176.65	21247.97	5.09	0.00	0.00	0.00
17:00:00	0.00	31.91	5.42	4.98	31.00	3850.74	19529.71	5.07	0.00	0.00	0.00
18:00:00	0.00	29.92	5.09	5.31	31.00	3552.26	18313.77	5.16	0.00	0.00	0.00
19:00:00	0.00	30.05	5.11	5.29	31.00	3630.65	18392.26	5.07	0.00	0.00	0.00
20:00:00	0.00	30.14	5.12	5.28	31.00	3663.65	18447.35	5.04	0.00	0.00	0.00
21:00:00	0.00	29.23	4.97	5.43	31.00	3503.58	17888.19	5.11	0.00	0.00	0.00
22:00:00	0.00	26.85	4.56	5.84	31.00	3246.84	16430.87	5.06	0.00	0.00	0.00
23:00:00	0.00	23.93	4.07	6.33	31.00	2901.06	14643.35	5.05	0.00	0.00	0.00

*April was not available at the time of this report.

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DEDIR System Usage Report:

Talk Groups	Push To Talk Counts
DU ACDC 2	28,419
DU 3EAST	25,587
DU 1EAST	24,193
DU ACDC 3	23,310
DU 3 SOUTH	20,120
DU 3WEST	20,113
DU 1SOUTH	18,705
DU DPSO F1	19,062
DU 1NORTH	18,420
DU DPSO JAIL	21,147
DU 1WEST	16,361
DU SHERIFF COURT	18,511
DU 7WEST	14,338
DU 7 SOUTH	15,085
DU EDU 1	13,812
DU FIRE NORTH	10,940
DU ACDC 1	95,26
DU FIRE SOUTH	69,41
DU DUCOMM STWD	2,660
DU FIRE EAST	5,859
DU COD 1	5,583
DU FD ACDC2	4,386
DU FD ACDC1	3,937
DU STWDTAC2	2,927
DU WHETN LOCAL	2,359
Grand Total	415,940

