MOTOROLA SOLUTIONS

ST★RCOM21

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: January 30, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
APXNext Police: ADP to AES encryption plan pending. Motorola Solutions scheduling kickoff meeting for January 31, 2025.

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).

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. Outstanding Agencies: Addison, Bartlett, Bensenville, Clarendon Hills, Elmhurst, Hinsdale, Itasca, Lombard, Warrenville, Westmont.

APXNext XN Fire: Fire radio configuration templates need IGA finalization with outside agency. AES encryption plan is pending. Motorola Solutions has provided the proposal for the cutover plan. Outstanding Agencies: Bensenville

Programming – Projects
Code plug updates: XNs: Modification made to Fire Master configuration to add Hazard Zone channels and zones and finalizing the Cook County Zone 5 information. No Fire templates to be completed unit this is complete.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

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	11	8	11	8	5	1	5	0
APX Next (PD)	16	14	16	14	3	7	5	1
APX NextXN (FD)	6	5	6	5	0	2	0	4
APX 8500 (mobile)	4	1	4	1	1	0	1	2
APX4000	4	1	4	1	2	1	1	0
Total	41	29	41	29	11	11	12	7

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2024	Year to Date	
Category	Opened	Closed
APX 7000XE	106	100
APX Next (PD)	158	150
APX NextXN (FD)	70	15
APX 8500 (mobile)	51	31
APX4000	19	17
Total	269	202

STARCOM21 Scheduled Maintenance:

Emergency Scheduled Maintenance:
Motorola's Cyber Security Team was alerted to a security gap in the HP/Aruba switches used in your dispatch center. To quickly close this gap, Motorola's engineers have already pushed the software fix and will need to reboot the switches remotely to finalize the process.

Notification: Wednesday, January 15, 2025, Scheduled: Thursday, January 23, 2025
While the switches are rebooting, PSAPs will lose **all connection** to the STARCOM Core for 10 minutes (worst-case scenario) but more likely 3-4 minutes. We strongly recommend using portable radios during this time. PSAPs will be called before process is started to make sure everything is good.

System Maintenance:
Note: Scheduled maintenance but the NOC failed to notify certain effected customers:
Wednesday, January 29, 2025 at 9:45 AM
Motorola began a planned maintenance of switch reboots to resolve an identified MTN. During this process, the DEDIRS system operated at half of its channel capacity, resulting in disruptions, including bonks in the centers and limited radio traffic.
Motorola completed the maintenance. At approximately 11:30 AM normal operations were restored. ETSB contacted Motorola to confirm whether a notification had been sent. Motorola acknowledged that the notification was missed by the NOC and that they are working on a new alerting process for planned events such as this. An email was sent to the PSAP and agencies in response to tickets that were opened as a results of system being rendered to half capacity.

Wednesday, January, 8, 2025 starting at 8 am CT
Work to be performed: Update switch OS on all 2930 switches at the Zone 1 core per MTN-168-24 and a reconfiguration of the ISSI backhaul.
Who is doing the work: CMSO Op Engineering
Impact: All switches at the zone core redundant and should not impact regular voice or data operations. This work will start at 8:30 am.
The ISSI backhaul work will impact WAVE and ISSI communications. The outage for Wave and ISSI may last as long as an hour. This work is expected to start at about 9:00 am after the switches are complete.

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Thursday, January 16, 2025
8:45 to 8:48 3 min at most (Typically 30 sec)
Zone Controller Switch: All RF sites will enter Site Trunking
All Dispatch Sites will get Red X's on Trunking Resources

Thursday, January 16, 2025
10:40 to 1:55 3.25 hrs
Zone 1, 3 and 5: UEM will not be available SmartConnect LTE will not be available
WAVE application will not be available ISSI Connection will not be available
Zone Watch will not be available All Data applications will not be available.
ISP CAD stream will not be available Marvlis will not be available
Genesis GPS will not be available CompassCom will not be available

Tuesday, January 21, 2025 starting at 8 am CT
Work to be performed: Update switch OS on all 2930 switches at Single Link Dispatch centers per MTN-168-24
Who is doing the work: CMSO Op Engineering
Impact: Each Dispatch Center will be down for 5 to 10 minutes. Recommend using portables as all ops will be down while the switches reboot.
Schedule is as follows: (8:00 am start all other times are approximate as they will be done as soon as the prior site is finished)
Zone 1 NMD 15 Tollway Plaza 35 – 8:00 am
Zone 1 NMD 16 McHenry – 7:30 am
Zone 1 NMD 02 Northbrook – 8:20 am
Zone 1 NMD 29 Joliet – 8:30 am
Zone 1 NMD 31 IDOT-District 1 – 8:40 am
Zone 1 NMD 32 Statesville – 8:50 am
Zone 1 NMD 34 Elgin Backup – 9:00 am
Zone 1 NMD 35 NIU – 9:10 am
Zone 1 NMD 36 Kewanee – 9:20 am
Zone 1 NMD 38 Waukegan – 9:30 am
Zone 1 NMD 39 Rockford – 7:45 am
Zone 1 NMD 41 Central Lake County – 9:50 am
Zone 5 NMD 13 WSCD – 10:00 am
Zone 5 NMD 14 Seecom – 10:10 am
Zone 5 NMD 15 Wheeling – 10:20 am
Zone 5 NMD 16 Harwood Heights – 10:30 am
Zone 5 NMD 18 Skokie – 10:40 am
Zone 5 NMD 19 LTACC – 10:50 am
Zone 5 NMD 20 Evanston - 11:00 am
Zone 5 NMD 21 U of C – 11:10 am
Zone 5 NMD 06 Bridgeview – 11:20 am
Zone 5 NMD 05 Schaumburg -11:30 am
Zone 5 NMD 07 Jail – 11:40 am
Zone 5 NMD 09 Maywood -11:50
Zone 5 NMD 08 Division 9 – 12:00 pm

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Thursday, January 23, 2025 starting at 8 am CT
Work to be performed: Update switch OS on all 2930 switches at Dual Link
Dispatch centers per MTN-168-24
Who is doing the work: CMSO Op Engineering
Impact: Each Dispatch Center will lose the resources attached to each switch
while it reboots approximately 5 to 10 minutes. The Dispatch center will remain
up during the reboots but with a reduced number of resources depending on
what is connected to the switch that is rebooting.
Reboots will be done highest switch number to lowest or switch 3 to switch 1.
Zone 1 NMD 47 ACDC – 8:00 am
Zone 1 NMD 18 Addison – 8:30 am
Zone 1 NMD 44 District Chicago– 8:50 am
Zone 1 NMD 48 DuComm – 9:10 am
Zone 1 NMD 49 Ducomm Building B– 9:40 am
Zone 1 NMD 33 Elgin Main – 10:00 am
Zone 1 NMD 45 Grundy – 10:20 am
Zone 1 NMD 51 Gurnee– 10:40 am
Zone 1 NMD 06 Kanecomm – 11:00 am
Zone 1 NMD 46 Kencomm– 11:20 am
Zone 1 NMD 37 LCSO – 12:30 pm
Zone 1 NMD 14 New Tollway – 1:00 pm
Zone 1 NMD 22 NWCD Davis – 1:20 pm
Zone 1 NMD 23 NWCD Schaumburg – 1:40 pm
Zone 1 NMD 05 Quadcom – 2:00 pm
Zone 1 NMD 43 Sterling - 2:20 pm
Zone 1 NMD 03 Tricom – 2:40 pm

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
1/15 and 1/16. 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, 1/16/25
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 2024.12 – Patching 1/17/25. Monthly
MOTOPATCH for Windows process was performed on applicable clients in your ASTRO
System.

Command Central Patches:
[Scheduled Maintenance] Command Central Products (United States)
Start: 27/JAN/2025 @ 10:00 PM CST (UTC -6)
End: 28/JAN/2025 @ 5:00 AM CST (UTC -6)

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SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 20/Jan/2025 @ 3:30 AM CST (GMT -6)
End: 20/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 21/Jan/2025 @ 3:30 AM CST (GMT -6)
End: 21/Jan/2025 @ 9:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 27/JAN/2025 @ 3:30 AM CST (GMT -6)
End: 27/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 28/JAN/2025 @ 3:30 AM CST (GMT -6)
End: 28/JAN/2025 @ 10:00 AM CST (GMT -6)

[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 30/Jan/2025 @ 3:30 AM CST (GMT -6)
End: 30/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Central Patches:
[Scheduled Maintenance] Radio Central (United States)
The scheduled maintenance has been completed.
Start: 11/Jan/2025 @ 3:30 AM CST (GMT -6)
End: 11/Jan/2025 @ 10:00 AM CST (GMT -6)

Radio Management CPS Patches: There were none last month.

Releases**:**
APX Portables and Mobiles Firmware R35.00.00 2024.3 is a maintenance release and was available 1/13/25. It included new product and features. No defect repairs included and minor updates. Application is optional.

APX NEXT Firmware R08.02.00 FW 2024.3 was released and was available 1/13/25. It included new products and features. No defect repairs included and minor updates. 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/Training: Fire Focus Meeting 1/23/25.

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Grade of service report:

	GoS Calculations					**PTT and Busy Data**					
December 2024 Starcom21 GoS Report											
Hour	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	22.24	3.78	6.62	31.00	2743.39	13611.13	4.96	0.00	0.00	0.00
1:00:00	0.00	19.78	3.36	7.04	31.00	2412.10	12103.06	5.02	0.00	0.00	0.00
2:00:00	0.00	17.02	2.89	7.51	31.00	2020.19	10418.61	5.16	0.00	0.00	0.00
3:00:00	0.00	14.91	2.53	7.87	31.00	1721.19	9125.65	5.30	0.00	0.00	0.00
4:00:00	0.00	14.47	2.46	7.94	31.00	1709.81	8853.13	5.18	0.00	0.00	0.00
5:00:00	0.00	15.07	2.56	7.84	31.00	1753.35	9220.16	5.26	0.00	0.00	0.00
6:00:00	0.00	15.91	2.71	7.69	31.00	1878.26	9739.97	5.19	0.00	0.00	0.00
7:00:00	0.00	21.56	3.67	6.73	31.00	2551.74	13196.71	5.17	0.00	0.00	0.00
8:00:00	0.00	28.31	4.81	5.59	31.00	3406.94	17326.42	5.09	0.03	0.06	2.00
9:00:00	0.00	30.99	5.27	5.13	31.00	3745.23	18967.26	5.06	0.00	0.00	0.00
10:00:00	0.00	31.61	5.37	5.03	31.00	3849.65	19348.19	5.03	0.00	0.00	0.00
11:00:00	0.00	30.13	5.12	5.28	31.00	3655.90	18436.61	5.04	0.00	0.00	0.00
12:00:00	0.00	32.54	5.53	4.87	30.00	3933.13	19913.87	5.06	0.00	0.00	0.00
13:00:00	0.00	32.98	5.61	4.79	30.00	4011.73	20182.87	5.03	0.00	0.00	0.00
14:00:00	0.00	32.69	5.56	4.84	31.00	4008.65	20008.97	4.99	0.00	0.00	0.00
15:00:00	0.00	34.17	5.81	4.59	31.00	4164.48	20914.77	5.02	0.00	0.00	0.00
16:00:00	0.00	34.67	5.89	4.51	31.00	4226.61	21216.03	5.02	0.00	0.00	0.00
17:00:00	0.01	34.32	5.84	4.56	31.00	4208.10	21006.29	4.99	0.61	3.65	5.95
18:00:00	0.00	32.24	5.48	4.92	31.00	3950.68	19733.16	4.99	0.00	0.00	0.00
19:00:00	0.00	32.37	5.50	4.90	31.00	4016.45	19810.48	4.93	0.00	0.00	0.00
20:00:00	0.00	29.92	5.09	5.31	31.00	3720.45	18310.19	4.92	0.00	0.00	0.00
21:00:00	0.00	28.46	4.84	5.56	31.00	3567.06	17416.32	4.88	0.00	0.00	0.00
22:00:00	0.00	26.63	4.53	5.87	31.00	3336.71	16298.00	4.88	0.00	0.00	0.00
23:00:00	0.00	25.59	4.35	6.05	31.00	3154.13	15660.13	4.96	0.00	0.00	0.00

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Group Alias	PTT Count
DU ACDC 3	32331
DU ACDC 2	31612
DU 3EAST	30065
DU 1EAST	24526
DU 3 SOUTH	23663
DU 3WEST	21954
DU 1SOUTH	21663
DU 1NORTH	21001
DU 1WEST	20720
DU DPSO F1	21266
DU SHERIFF COURT	21605
DU 7WEST	17673
DU 7 SOUTH	18185
DU EDU 1	16604
DU FIRE NORTH	13748
DU ACDC 1	13133
DU OHSEM1	11726
DU FIRE EAST	9609
DU FIRE SOUTH	9557
DU DPSO JAIL	10113
DU FD ACDC1	6561
DU COD 1	6976
DU FD ACDC2	5312