



# NEW PRODUCT/SYSTEM SERVICE BRIEF

MAINTAINABILITY ENGINEERING • 1301 E. ALGONQUIN RD., SH4 • SCHAUMBURG, IL 60196

**SB-SY-9505-E**

To: All MSSs/COSC's  
Motorola Dealers  
Motorola C&E Sales

**DATE: November 1998**

Subject: **Updated RSS Hardware Platform Requirements and RSS 486 Compatibility**

**-PRIOR- TO PURCHASING YOUR -NEXT- COMPUTER(S):**  
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**Notes Regarding CURRENT RSS Product Operation:**

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Because the IBM-PC and MS-DOS/WINDOWS Architectures have been rapidly changing and expanding over the last decade, it may not be possible for older RSS products / versions to run successfully on the latest machines. Not all PCs are 100% "IBM-PC Compatible", not all Operating Systems are 100% "MS-DOS Compatible".

Also, some recent hardware developments (e.g. "Power Management" on LapTops) and software developments (e.g. Windows NT) can DISABLE -any- current RSS product because they interfere with the -critical- timing of the communications protocols used by the RSS to communicate with a Radio.

The following Motorola Customer Support Centers can furnish you with the help documents, software tools and the latest-available RSS Versions that can aid in your evaluation of your -next- PC -PRIOR- to final purchase:

RNSG Products:	800-424-7674
Portable/Mobile Products:	954-723-4543; Fax #954-723-4470 (International only)
Radius Products:	800-927-2744 (U.S. only)
Radius Products:	319-385-5395 (International only)
Fixed Products:	800-448-3245

**WE STRONGLY RECOMMEND, -Prior- to your next PC purchase:**

A) Contact the above Customer Support Centers and request:

DOS_INFO.DOC	Discusses IBM-PC, DOS and Windows 95 setup and trouble-shooting issues. Discusses DUAL-BOOT issues.
FLOWCHRT.DOC	A brief symptom-level list of problem-solving tips.
COMMCHK.EXE	A Communications Port/UART analysis and FIFO-off tool.
COMMCHK.DOC	Document for UART tool, explaining use and UART issues.

B) PRE-Arrange with your PC/Software Supplier that your purchase will be CONDITIONAL, within a reasonable trial-period time-frame, upon the following points:

- 1) The computer will have Microsoft MS-DOS 6.22 (or later) installed. If you are using -any- Windows (especially NT), then the fixed disk must be initialized to be DUAL-BOOTABLE. to both MS-DOS and Windows. BE AWARE THAT -NO- Current RSS Products will execute directly (only) under Windows NT.
- 2) Under MS-DOS, the PC will properly execute MSD.EXE, the Microsoft Diagnostic Program that is distributed (free) within MS-DOS. MSD.EXE must properly display valid addresses for all Comm. Ports and Printer Ports on your machine.
- 3) If you have the Norton Utilities' "NDIAGS.EXE", that also must completely pass all Comm. Port and Printer Port tests under MS-DOS 6.xx.
- 4) The Comm. Port / UART will be 8250/16450/16550 Compatible (use COMMCHK.EXE to verify this).
- 5) The CMOS Setup -can- be accessed by Users to control the following hardware functions:
  - a) POWER MANAGEMENT - Must be -OFF-, not "LOW"/"PARTIAL"/etc.
  - b) MEMORY CACHING - OFF for all -older- RSS Versions.
  - c) CLOCK-SPEED - "LOW(est)" for all -older- RSS Versions.

Some LAP/DESK-TOPS will -not- allow User access to CMOS. Others will not allow -totally- disabling the Power Management. This can effectively -disable- all current RSS products.

- 6) The hardware/software SUPPORT given by your PC/Software SUPPLIER will enable successful resolution of all issues discussed in the DOS\_INFO.DOC and COMMCHK.DOC mentioned above.

Software setup issues are just as important as the Hardware setup. Your Supplier (or local expert) may also want to refer to DOS\_INFO.DOC.

- 7) All -current- RSS Products that you use are able to be installed and executed successfully.
- C) Please review the 486 compatibility matrix below. Any compatibility problems not noted in the 486 compatibility matrix should be reported to the above Customer Support Centers:

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Notes Regarding NEXT-GENERATION RSS Product Operation;

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Please note that while many -current- RSS packages work today and will continue to work on a 286 PC, -new- packages will only be guaranteed to work on the minimum PC platform described below.

- 80386 or 80486 Microprocessor -- Note: A 486 is preferred if it works properly with the RSS packages you require (see attached matrix).
- 16 MB of RAM
- HDD (Hard Disk Drive) 80 MB or Higher
- DOS 5.0 or higher (6.22 or higher preferred)
- 1.44 MB 3.5 inch FDD (Floppy Disk Drive)
- One (1) serial port.
- One (1) parallel (printer) port

It is recommended that the user verifies that all the RSS packages that are required work properly (including reading and writing to a radio) on any given computer -PRIOR- to purchasing that computer since no two brands of computers are truly 100% compatible

In order to be compatible with all -future- RSS packages, it is suggested that new PC purchases conform to the following minimum requirements:

Operating System:

Microsoft Windows:

Subscriber Products : '95 or '98 (Win95 or Win98) - 32 MB RAM minimum.

Fixed Products : '98' (Win 98) (new purchases) with 64MB RAM minimum

If -current- RSS products (especially older RSS products) are required, then the Hard Disk should be DUAL-BOOTABLE to both Windows -and- Microsoft MS-DOS Ver. 6.22 or later.

Processor:

80486 - (133 MHz or higher) or Pentium processor

Hard Disk Drive

2 Giga byte minimum or higher

8 Mb minimum Free Space on Hard Disk Drive for each RSS package.

Peripherals:

- Mouse or Trackball
- One (1) serial port
- One (1) parallel (printer) port
- One (1) Modem connection @ 28.8kbs or higher \*
- One (PCMCIA ethernet LAN adaptor card (REX4429A) for support of "High Speed" Flash Downloads to Fixed product stations. "Low Speed" Flash downloads are still supported via the Serial Port.
- 1.44 MB 3.5 inch FDD (Floppy Disk Drive)
- CD-ROM required
- SVGA Display

\* A modem along with an Internet Service Provider (ISP) is optional. This option will allow for potential downloading of RSS program updates, and for viewing or downloading RSS manuals and On-line Help via Internet Access.

NOTE: Current Motorola RSS packages are not guaranteed compatible with Windows, OS/2, on a file server, or in any other multi-tasking or semi multi-tasking environment.

## RSS 486 Compatibility Matrix

The following is a list of RSS packages of interest. Those marked "Yes" are currently 486 compatible. Those with a date can be expected to be released with 486 compatibility by that date. An entry of "No" indicates no current plans to make this package compatible. Those marked "beta available" can be obtained through Product Services, and will be released in the future.

Title	Current Kit Number	486/Pentium Compatible	Next Release	Improved Beta Available
32 x 8 Codeplug	RVN-4057C	No		
Advance Securenet CIU	RVN-4085C	Yes		
ASTRO Saber/Spectra	RVN-4100G	Yes		
BSC11	RVN-4083A	No		
Centracom II Plus	RVN-4029K	Yes		
Desktrac Conventional	RVN-4079G	Yes		
DeskTrac Trunked	RVN-4093F	Yes		
DGT9000 Deskset	RVN-4091C	Yes		
GM300/GR300/500/400/M10/120/130	HVN-8177F	Yes		
GP300/GP350	HVN-9128D	Yes		
GTX	RVN-4150D	Yes		
HT10	RVN-4047A	Yes		
HT1000 & VISAR Conventional	RVN-4098G	Yes		
HT50	RVN-4021C	No - use HVN9262		
HT600	RVN-4005G	Yes		
LCS/LTS2000	RVN-4156E	Yes		
M100/M200	HVN-9173J	Yes		
M400	HVN-9774E	Yes		
Maratrac	RVN-4023G	Yes		
Maxtrac Conventional	RVN-4019K	Yes		
Maxtrac Trunked, Duplex	RVN-4043P	Yes		
MaxTrac•LS	RVN-4139C	Yes		
MCS2000	RVN-4113E	Yes		
MCX 1000	RVN-4011B	No		
MCX 1000 Marine	RVN-4063A	No		
Mostar Conventional	RVN-4037A	No		
Mostar/Traxar Trunked	RVN-4059C	No		
MSF5000 Digital	RVN-4077G	Yes		
MSF5000/PURC/Analog	RVN-4025A	Yes		
MT1000	RVN-4017J	Yes		
MTSX	RVN-4097L	Yes		
MTX800 & 800S	RVN-4013K	Yes		
MTX810	RVN-4065H	Yes		
MTX820/820S/888/888S	RVN-4081F	Yes		
MTX900	RVN-4033J	Yes		
MTX900S	RVN-4055H	Yes		
MTX•LS	RVN-4138B	Yes		

Title	Current Kit Number	486/Pentium Compatible	Next Release	Improved Beta Available
MX 800	RVN-4073B	No		
P100/HT50	HVN-9175D	Yes		
P110	HVN-9852J	Yes		
P200	HVN-9262D	Use RVN4005 (U/V), RVN4017 (LB)		
P50+	HVN-9395D	Yes		
P500	HVN-9941B	Yes.		
PP1000/500	RVN-4061C	No		
Quantar/Quantro	RVN-5002L	Yes		
Saber	RVN-4002K	Yes		
Saber SI	RVN-4111A	Yes		
SM50/SM120	HVN-9007D	Yes		
Smart Status	RVN-4039B	No		
SP50	HVN-9012C	Yes		
Spectra & Spectra-E	RVN-4001N	Yes		
Spectra Railroad	RVN-4099B	Yes		
Station Access Module	RVN-4110A	Yes		
STX	RVN-4049E	No		
STX Transit	RVN-4089A	No		
Syntor-X 9000	RVN-4007E	Yes		
Syntor-X 9000 Dual	RVN-4102A	No		Y
Syntor-X Trunked	RVN-4069A	No		
System 9000E	RVN-4009F	No		Y
Systems Saber	RVN-4051F	Yes		
T5600/T5620 Console	RVN-4075D	No		
VISAR Privacy Plus	RVN-4123G	Yes		
Last Update 11/03/98				

**Compatibility notes:**

- Compatibility with fast computers is much more a function of clock speed than CPU type (486 vs Pentium).
- In many older RSS versions ('93 and earlier), additional compatibility problems were often caused if RAM caching was turned on. This is not a problem with newer versions.
- Some RSS products have had problems communicating with the radio in computers which use the 16550 UART or integrated versions of it. Motorola can provide a utility (COMMCHEK.EXE) to determine UART type and correct the UART setup if necessary. These functions are being integrated into the RSS programs as they are updated, so long-term, COMMCHEK.EXE will no longer be needed.
- Power-saving features on laptop computers can also cause problems when programming large codeplugs or performing operations which take a lot of time, like FLASHport upgrades. See SRN 1201 for details.