

IO#: 201001

I/O Top Ten #: 1

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: MW M7300

IO Title: Need noise reduction like on the Unity

CR#: 117278

Originator: State of Florida Project - Orlando, FL (SLERS)

Duplicate CR's:

CR Status: Research

Contact: Vic Thomas

Linked TR#:

Phone: 850-921-4994

Issue:

qussuba: 07 Jun 2010 16:00:08

Need noise reduction like on the Unity.

State of Florida - DMS Vic Thomas or Bruce Meyers 850-491-3074

E-Comm 9-1-1 Peter Gauthier (604) 215-5064

qussuba: 07 Jun 2010 16:38:58

M7300, P7300, P7200 and handheld controller

I/O UPDATE

IO Status: Open

IO Title: Need noise reduction like on the Unity

IO Update:

9-16-2010 Update:

There are no current plans to add noise canceling to the M7300, M7200, P7200, or P7300 products

INTERNATIONAL USERS GROUP FULL REPORT (2010)

P

IO#: 201002

I/O Top Ten #: 2

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: MASTR V

IO Title: Support for EDACS on Mastr V

CR#: 117287

Originator: City and County of Honolulu - Honolulu, HI

Duplicate CR's:

CR Status: Research

Contact: Alvin Sunahara

Linked TR#:

Phone: 808-768-7630

Issue:

qussuba: 07 Jun 2010 16:21:42

Support for EDACS as promised

I/O UPDATE

IO Status: Open

IO Title: Support for EDACS on Mastr V

IO Update: 9-16-2010 Update:

To facilitate migration between generations of a product line, Harris intends to support the last mode introduced on its previous generation product on its next generation product. For base stations, the MASTR III supports Conventional, EDACS and P25 Phase 1 modes. P25 Phase 1 was the last mode introduced and supported by the MASTR III; therefore, Harris will support P25 Phase 1 on the MASTR V for backwards compatibility. The MASTR V will also support new modes such as P25 Linear Simulcast and P25 Phase 2.

IO#: 201003

I/O Top Ten #: 3

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Terminal

IO Title: Change programming cables from serial to USB.

CR#: 117289

Originator: City and County of Honolulu - Honolulu, HI

Duplicate CR's:

CR Status: Research

Contact: Gary Isono

Linked TR#:

Phone: 808-768-7651

Issue:

qussuba: 07 Jun 2010 16:32:50

Change programming cables from serial to USB

qussuba: 07 Jun 2010 16:39:30

All Subscriber Equipment

I/O UPDATE

IO Status: Open

IO Title: Change programming cables from serial to USB.

IO Update: 9/16/2010 Update:

Unity portable uses a USB cable to the computer. Investigating USB on P/M7300/5400/5300. The User Group I/O elevated this from a low to a medium priority.

IO#: 201004

I/O Top Ten #: 4

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Radio Programmer

IO Title: "Need" the EXT SPEAKER at power up

CR#: 117292

Originator: East River Electric Coop - Madison, SD

Duplicate CR's:

CR Status: Research

Contact: Tom Froehlich

Linked TR#:

Phone: 605-258-8089

Issue:

qussuba: 07 Jun 2010 16:41:36

Utility Mobile Radio

"Need" the EXT SPEAKER at power up. In radio programming we to have external speaker be on or off at radio power up.

I/O UPDATE

IO Status: Open

IO Title: "Need" the EXT SPEAKER at power up

IO Update: 9-16-2010 Update:

This change requires radio and RPM modification.

Unsuccessfully tried phone and email to contact requester to get radio model number.

IO#: 201005

I/O Top Ten #: 5

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Unified Network NMC/RNM/CNM

IO Title: Need the ability to have more than 4 remote users using the system through Go-Global.

CR#: 117283

Originator: Royal Canadian Mounted Police (RCMP-GRC) "F" Division - Regina, SK

Duplicate CR's:

CR Status: Research

Contact: Sheri Bell

Linked TR#:

Phone: 306-780-3881

Issue:

qussuba: 07 Jun 2010 16:44:33

RNM

Need the ability to have more than 4 remote users using the system through Go-Global. We have 8 different locations which means the 4 are in use all the time preventing other users from being able to use the system. 10 would be great.

I/O UPDATE

IO Status: Open

IO Title: Need the ability to have more than 4 remote users using the system through Go-Global.

IO Update: 9-16-2010 Update:

RNM R9A which is in System Release SR9A03 already supports up to 10 instances of the Task Launchers (either up to 9 remote sessions via GO-Global and 1 local session, or 10 remote sessions with no local session). The Task Launcher limit is further increased to 12 in RNM R10A (for SR9C). This should be adequate for the customer as they only have 8 different locations which need remote access.

4-11-2011 Update:

Future releases of the RNM will include a web based interface that will eliminate the need for Go-Global licenses.

IO#: 201006
 IO Status: Open
 Users Group: *International Users Group*
 IO Title: would like the ability to combine manual rekeying with OTAR
 Originator: Royal Canadian Mounted Police (RCMP-GRC) "F" Division - Regina, SK
 Contact: Sheri Bell
 Phone: 306-780-3881
 Issue:

I/O Top Ten #: 6
 I/O: Opportunity
 Product: OTAR KMF
 CR#: 117204
 Duplicate CR's:
 CR Status: Research
 Linked TR#:

qussuba: 07 Jun 2010 16:47:44

KMF/OTAR

We would like the ability to combine manual rekeying with OTAR, one of our units need re-keyed weekly we would like this to be done by manual keyloaders. Other users who we re-key 3 or 4 times a year could remain on OTAR.

I/O UPDATE

IO Status: Open
 IO Title: would like the ability to combine manual rekeying with OTAR
 IO Update: 9-16-2010 Update:

Integrating the KMF and Key Manager is planned for the future although we do not have a release date for this yet.

9-24-10 Update

A conference call was held with RCMP to better understand the issue. The use case described is that while most of the radios (and consoles) get re-keyed on a quarterly basis using OTAR, there are groups some radios (such as SWAT) that get re-keyed every time they go out on a mission. The customer would like the ability to manually re-key these in case it is the middle of the night and no crypto-officer is around to do it via the KMF. They would also need to re-key consoles for those groups in that scenario (manually).

Currently, Harris does not support the mixing of OTAR and manual keyloading to the same device. However, the customer could have some non-OTAR'd radios and consoles on the system and (only) manually key them. Another option would be that more recent versions of the UAS allow backup/secondary crypto officers. So, members of the SWAT team could be given secondary crypto officer logins so they could OTAR their groups if the □normal□ crypto officer was not around. This will be available in System Release 9C in April 2011.

IO#: 201007

I/O Top Ten #: 7

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Key Manager (TQS3416)

IO Title: Would like to be able to add more than 1 distribution list on a single card

CR#: 117300

Originator: State of Florida : Highway Patrol (FHP) - Tampa

Duplicate CR's:

CR Status: Research

Contact: Russ Bass

Linked TR#:

Phone: 813-541-5859

Issue:

qussuba: 08 Jun 2010 08:49:10

Distribution card for any product using it for encryption key distribution

Currently only 1 encryption key list can be distributed from a card, however an agency may have a need to distribute more than 1 list. Would like to be able to add more than 1 distribution list on a single card and be able to select a list from several to put in a radio. This would be helpful on a master card to create distribution cards to have 1 master with several lists and when making a distribution card select one or more lists from the master card to be added to the distribution list.

I/O UPDATE

IO Status: Open

IO Title: Would like to be able to add more than 1 distribution list on a single card

IO Update: 9-16-2010 Update:

Though cumbersome, multiple Distribution Sets can be created from a single Master Set by making copies of the Master Set, editing and generating the Distribution Set(s). Multiple Distribution Sets on the same card is not planned; however, using secure USB (instead of smart cards) is. We do not have a release date for this at this time. Multiple Distribution Sets could be saved on the USB drive. Creating different Distribution Sets from the same Master Set outside of the copy/edit method described above is not on the roadmap currently. If this is desired, please make a separate request (so we can track it separately).

IO#: 201008

I/O Top Ten #: 8

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Unity Portable

IO Title: make an EDACS compatible version/option

CR#: 117301

Originator: Flagler County Sheriffs Department - Bunnell, FL

Duplicate CR's:

CR Status: Research

Contact: Rolf Preuss

Linked TR#:

Phone: 386-313-4285

Issue:

qussuba: 08 Jun 2010 08:58:48

Unity

The Unity is the best product EVER in the public safety market. If at all possible please make an EDACS compatible version/option. This would help customers with EDACS systems move into the future. Sales would almost automatically guaranteed; once one agency will use them the others will follow. This would be a step that would help us migrate towards P25! I imagine the number of sales and the recognition of the product that is almost guaranteed.

I/O UPDATE

IO Status: Open

IO Title: make an EDACS compatible version/option

IO Update: 9/16/2010 Update:

No current plan to add EDACS to the Unity portable.

IO#: 201009

I/O Top Ten #: 9

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Unity Portable

IO Title: Harris needs to relay product release delays better to their dealers and customers

CR#: 117302

Originator: Cy-Fair VFD

Duplicate CR's:

CR Status: Research

Contact: Michael Hebert

Linked TR#:

Phone: 281-550-8663

Issue:

qussuba: 08 Jun 2010 08:59:43

Unity XG-100P

Product release information. Harris needs to relay product release delays better to their dealers and customers. The lack of information on the Unity is very frustrating.

I/O UPDATE

IO Status: Open

IO Title: Harris needs to relay product release delays better to their dealers and customers

IO Update: 9-16-2010 Update:

Harris currently has two mechanisms for updating expected product release dates:

1. For every product that is available to order, product management maintains Available to Promise (ATP) dates in our order entry system. These dates are updated monthly to reflect any changes. For any order placed against one of these parts, the CRC will update the customer when the ATP changes beyond the original date promised to the customer. Last year, we identified a problem where some products were shipped without software features. Not all software features have orderable part numbers. Therefore, there was no record in our order entry system for the feature that had not yet been delivered. We have since resolved this issue and customers will receive status information through CRC for anything that has been promised but not yet delivered.
2. For updates on products that have not been ordered - currently Product Management has a process for updating direct sales on planned release dates for major products and features. We will investigate the feasibility of making this update available for Indirect Sales. However, the best way to receive updates is to place an order as described above.

IO#: 201011

I/O Top Ten #:

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: Device Manager

IO Title: Shift + F1 does not bring up field specific help screen as it does in ProGrammer and RPM

CR#: 117304

Originator: THE WOODLANDS, TX

Duplicate CR's:

CR Status: Research

Contact: Rusty Caufield

Linked TR#:

Phone: 281-210-3837

Issue:

qussuba: 08 Jun 2010 09:05:14

Device Manager and LMR CPA

Shift + F1 does not bring up field specific help screen as it does in ProGrammer and RPM.

I/O UPDATE

IO Status: Open

IO Title: Shift + F1 does not bring up field specific help screen as it does in ProGrammer and RPM

IO Update: 9-16-2010 Update:

This feature is already present for personality parameters (like the RPM) as of Device Manager R2C. We suspect the customer has an older version of Device Manager.

IO#: 201015

I/O Top Ten #:

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: EX P5300

IO Title: P5300/5400 Include belt clip with every battery.

CR#: 117308

Originator: East River Electric Coop - Madison, SD

Duplicate CR's:

CR Status: Research

Contact: Matthew Gebel

Linked TR#:

Phone: 605-258-8090

Issue:

qussuba: 08 Jun 2010 09:17:20

P5300, P5400

Include belt clip with every battery.

I/O UPDATE

IO Status: Open

IO Title: P5300/5400 Include belt clip with every battery.

IO Update: 9-16-2010 Update:

We are considering a change to include belt clips with radio or battery purchases.

IO#: 201016

I/O Top Ten #:

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: MASTR V

IO Title: Ability to use channel numbers instead of frequencies.

CR#: 117309

Originator: City and County of Honolulu - Honolulu, HI

Duplicate CR's:

CR Status: Research

Contact: Alvin Sunahara

Linked TR#:

Phone: 808-768-7630

Issue:

qussuba: 08 Jun 2010 09:19:42

Mastr V, portables, mobiles

Ability to use channel numbers instead of frequencies.

I/O UPDATE

IO Status: Open

IO Title: Ability to use channel numbers instead of frequencies.

IO Update:

Ability to use channel numbers instead of frequencies.

9-24-10

This would require changes to both RPM and Device Manager and could require several channel number mappings since they are different in the US versus other countries. We will look into it but it is not currently a planned feature.

IO#: 201017	I/O Top Ten #:
IO Status: Open	I/O: Issues
Users Group: <i>International Users Group</i>	Product: Unified Network NMC/RNM/CNM
IO Title: Unknown objects "Gray" don't report to the parent objects the way red and yellow objects do.	CR#: 117310
Originator: Royal Canadian Mounted Police (RCMP-GRC) "F" Division - Regina, SK	Duplicate CR's:
Contact: Sheri Bell	CR Status: Research
Phone: 306-780-3881	Linked TR#:
Issue:	
##### qussuba: 08 Jun 2010 09:23:30	
RNM	
Unknown objects "Gray" don't report to the parent objects the way red and yellow objects do.	

I/O UPDATE

IO Status: Open

IO Title: Unknown objects "Gray" don't report to the parent objects the way red and yellow objects do.

IO Update: 9-16-2010 Update:

By design, a grey object has the lowest priority in terms of reporting to the parent object. In other words, if there are objects with other colors at the same level, the one color with the highest priority will be reported up the chain. Nevertheless, we would like to understand the exact scenario when the reported issue occurred so we could look into the issue further.

9-24-10 Update

Ricky To, the PM for the RNM spoke to Greg Bourassa (306-780-7533) at RCMP Regina. Greg remembered the □grey_ object incident, but could not recall the scenario in which it occurred. Greg said the problem didn't occur again. We agreed that we can close the issue for now as it is not a major concern, and we can re-visit it if it happens again.

IO#: 201018

I/O Top Ten #:

IO Status:

I/O: Issues

Users Group: *International Users Group*

Product: HG M7100

IO Title: Intermittent buzz tone occurs in M7100 in mobile or desktop configuration.

CR#: 117312

Originator: City of Honolulu : Fire Department - Honolulu, HI

Duplicate CR's:

CR Status: Research

Contact: Russell Kanaekua

Linked TR#:

Phone: 808-723-7311

Issue:

qussuba: 08 Jun 2010 09:29:38

M7100

After receiving audio, upon going back to squelch mode, a loud buzzing comes over speaker. Any mode change: toggle T/G, power reset, system change, will cause buzz to disappear. During receive mode, buzz is not heard. Intermittent problem occurs in M7100 in mobile or desktop configuration.

I/O UPDATE

IO Status:

IO Title: Intermittent buzz tone occurs in M7100 in mobile or desktop configuration.

IO Update:

UPDATE: 8-1-2010

Engineering/TAC working on this issue directly with Honolulu using CR# 107576. Requested an M7100 or M7100 Desktop station that shows the problem to be shipped back to Harris Lynchburg. Could not reproduce the issue. Requested additional information from Honolulu, waiting on reply.

12-8-2010 Update:

After multiple attempts to contact the customer about this issue with no response, this ticket was closed. We will re-open if the customer thinks this continues to be a problem.

IO#: 201010

I/O Top Ten #:

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: MW M7300

IO Title: 7300 does not scan the SAID of patched talkgroups.

CR#: 117313

Originator: State of Florida : Highway Patrol (FHP) - Tampa

Duplicate CR's:

CR Status: Research

Contact: Russ Bass

Linked TR#:

Phone: 813-541-6659

Issue:

qussuba: 08 Jun 2010 09:32:41

7300

Was advised that 7300 does not scan the SAID of patched talkgroups. There was a problem with 700M and 7100 radios that was recently corrected. I was advised in breakout session that this is in road map to be fixed. Time line? Since 7300 is really the only future choices of EDACS systems.

I/O UPDATE

IO Status: Open

IO Title: 7300 does not scan the SAID of patched talkgroups.

IO Update: 9-16-2010 Update:

The feature is in the OMAPS SW road map but development has not yet been scheduled.

IO#: 201020	I/O Top Ten #:
IO Status: Open	I/O: Opportunity
Users Group: <i>International Users Group</i>	Product: RPM - Radio Personality Manager
IO Title: Would like RPM to do batch reprogramming as earlier version of ProFile using ProGrammer	CR#: 117314
Originator: City and County of Honolulu - Honolulu, HI	Duplicate CR's:
Contact: Warren Izumigawa	CR Status: Research
Phone: 808-831-7200	Linked TR#:
Issue:	
##### qussuba: 08 Jun 2010 09:35:45	
RPM ProFile	
Unable to reprogram batch LID's, requires setting up or developing an external list of LID's then applying that list to ProFile computer. Would like RPM to do batch reprogramming as earlier version of ProFile using ProGrammer.	

I/O UPDATE**IO Status:** Open**IO Title:** Would like RPM to do batch reprogramming as earlier version of ProFile using ProGrammer**IO Update:** 9-16-2010 Update:

Harris changed batch programming so that it works when the LIDs are not sequential as well as when the LIDs are sequential. The earlier version only supported batch programming of sequential LIDs. To use the new built in export utility to automatically generate a list of sequential LIDs like the earlier version:

Click on the Tools tab

Select Generate a sequential batch file

Enter the first LID, last LID and beginning IP address, and select the appropriate system type and directory for personality files.

Save the xml to your desktop

Click on the Radio menu

Select Batch write from file

Browse and select the xml file from your desktop

Once loaded, the list of LIDs to be written will be populated. Select LIDs and use the buttons at the top of the screen to change personality file selections, etc. to further customize the batch operation.

Click on Go

IO#: 201021

I/O Top Ten #:

IO Status: Open

I/O: Issues

Users Group: *International Users Group*

Product: HG M7100

IO Title: users may or may not receive the notification to tell the radio that the talkgroup is in emergency

CR#: 117315

Originator: State of Florida Project - Orlando, FL (SLERS)

Duplicate CR's:

CR Status: Research

Contact: Vic Thomas

Linked TR#:

Phone: 850-921-4994

Issue:

qussuba: 08 Jun 2010 09:40:45

J725M, P7100, M7100

Radio code 18E. To "fix" the past "ghost emergency" issue, code writers have now impacted the radio users where they may or may not receive the notification to tell the radio that the talkgroup is in emergency.

I/O UPDATE

IO Status: Open

IO Title: users may or may not receive the notification to tell the radio that the talkgroup is in emergency

IO Update: 9-16-2010 Update:

This issue only occurs if a radio late enters. Subsequent PTT's will provide the receiving radios the emergency information.

IO#: 201012	I/O Top Ten #: 12
IO Status: Open	I/O: Opportunity
Users Group: <i>International Users Group</i>	Product: Terminal
IO Title: P/M 7200, Is it possible to standardize product comparisons	CR#: 117305
Originator: Communications International Inc. (CII) - Daytona Beach, FL	Duplicate CR's:
Contact: Todd Reed	CR Status: Research
Phone: 386-947-9999	Linked TR#:
Issue:	

qussuba: 08 Jun 2010 09:09:49

P7300, M7300

Is it possible to standardize product comparisons - i.e. when comparing features of P7200 to P7300 on literature, the features, capabilities, etc. are not listed in standardized format making it difficult to do side by side comparisons for sales and applications. Also - video (on-line) sales training for vendor access for new products (i.e. P7300) so that we can promote features Harris took so much effort in engineering into products. *Distribution of sales materials to hand to customers.

I/O UPDATE

IO Status: Open

IO Title: P/M 7200, Is it possible to standardize product comparisons

IO Update: 9-16-2010 Update:

The feature matrices that compares products are ECR 7489M for mobiles, ECR 7490N for portables. Both are available online at:
<https://premier.pspc.harris.com/infocenter/default.jsp>

IO#: 201013

I/O Top Ten #: 13

IO Status: Open

I/O: Opportunity

Users Group: *International Users Group*

Product: OTAR KMF

IO Title: Have the KMF report warm start and/or rekeying failures by cryptonet

CR#: 117306

Originator: Royal Canadian Mounted Police (RCMP-GRC) "F" Division - Regina, SK

Duplicate CR's:

CR Status: Research

Contact: Sheri Bell

Linked TR#:

Phone: 306-780-3881

Issue:

qussuba: 08 Jun 2010 09:12:33

KMF

Have the KMF report warm start and/or rekeying failures by cryptonet. For example instead of saying "Warm Start Failed" it would be helpful to know "Warm Start Failed CN01".

I/O UPDATE

IO Status: Open

IO Title: Have the KMF report warm start and/or rekeying failures by cryptonet

IO Update: 9-16-2010 Update:

Rekeying failures are reported by crypto net. Perhaps this is a request for Warm Start to report what keys made it and which didn't (Warm Starts sometimes fail mid-way after some keys have been sent). We would like to talk to RCMP to better understand their use case/scenario.

9-24-10 Update

A conference call was held with the customer and they agreed that the error already shows the failed crypto-net; however, they asked if we could provide any additional information - why it failed, what failed, etc.

Today, the Crypto Officer Message Log on the UAS will show error information from the KMF. Most of the time it will be MrDidNotRespond or something like that indicating that the KMF did not get a response from the radio. This could be due to several factors - i.e. radio turned off, radio out of coverage, radio in voice call &etc, but there is no way for the KMF to know. Warm Starts involve multiple operations and sometimes some of the operations will succeed before one fails. We are looking at ways to better reflect these partial successes, but do not have anything officially on the roadmap.

IO#: 201014	I/O Top Ten #: 14
IO Status: Open	I/O: Opportunity
Users Group: <i>International Users Group</i>	Product: MW M7300
IO Title: Currently does not support IMBE DES talk around capability as is currently supported in the Orion.	CR#: 117307
Originator: City and County of Honolulu - Honolulu, HI	Duplicate CR's:
Contact: Warren Izumigawa	CR Status: Research
Phone: 808-831-7200	Linked TR#:
Issue:	
##### qussuba: 08 Jun 2010 09:14:48	
M7300	
Currently does not support IMBE DES talk around capability as is currently supported in the Orion.	

I/O UPDATE

IO Status: Open

IO Title: Currently does not support IMBE DES talk around capability as is currently supported in the Orion.

IO Update: 9-16-2010 Update:

Investigating inclusion in the roadmap.

