17.2 Viking Subscriber Software General Release

Effective Release: 9/26/17
FSN-0917-VIKING-04

This Field Software Notice (FSN) serves to announce KENWOOD Viking® radio software release of version 17.2. This release provides bug fixes and new features for Viking radios. This release supersedes KENWOOD Viking software release 17.1.

Note: Release 17.2 does not support Windows XP or Vista. Microsoft discontinued Windows XP in April of 2014 creating security concerns as Microsoft is no longer creating and applying security patches. For further information on the Windows XP end of support, see:
https://www.microsoft.com/en-us/WindowsForBusiness/end-of-xp-support

Software Versions and Part Number

The following table capture the Viking Software versions and corresponding part number.

Item	Version
VP400/600/900 Firmware	8.20.5
VM400/600/900 Firmware	8.20.5
VP5000/6000 Firmware	8.20.5
VM5000/6000 Firmware	8.20.5
Armada	1.20.5
OTAP Server	1.16.0
Data Registration Server	1.16.0
Elite Battery Management Server	1.10.2

Features Added

Following new features are added in release 17.2

Feature Description	Overview
KCH-19 Remote Control Head	Software will be added to support using the KCH-19 in a remote mount configuration.
Remote Control Head Auxiliary Pins	The four auxiliary pins on each remote control head are configurable like the ones on the back of the VM5000.
Enhanced VRS (Enhanced Vehicular Repeater System - Pyramid)	VM 600/900 mobiles will be able to interact with an EVRS box.

Feature Enhancements

The following feature enhancements are available in release 17.2.

Feature Description	Overview
Elite Battery Management Server Alerts	The Elite Battery Management server will be modified to send alerts to users on certain events. Notifications and reports can be configured to be sent out to users when battery events occur or periodic reports.
GPS Rollover	GPS Satellites will rollover on April 07, 2019. GPS module software needs to be modified to address this issue and prevent radios from displaying the wrong GPS date. VP600/900 radios come with a patch already applied in software all software versions. Other radios using internal modules will need to update to 17.2 or later software if they want to avoid displaying the wrong GPS date.

Platform	Software Version	Rollover date
VP600/900	All	July 13, 2031
VP5x00/VP6x00/VM5x00	17.1 or earlier	April 07, 2019
VP5x00/VP6x00/VM5x00	17.2 or later	November 18, 2035

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Firmware Progress Unification	Progress message are now uniform across all radios and control heads. A single progress bar in Armada will fill up as files are transferred to the radio. During this time, the radio will display "Preparing to Update…". Once all files are on the radio, Armada will indicate it is acceptable to disconnect the radio (but not remove power). Shortly after this, the radio will reboot and show a single progress bar while the update is applied. The radio will do a final reboot afterwards (which may trigger a control head firmware update).
Microphone Audio Routing Changes	On the VM600/VM900 radios with dual remote Viking Control Heads, both mics are always open when PTT is pressed or when emergency hot mic is performed. On Kenwood radios only one mic is open at a time (enforced by hardware). This behavior will now be enforced with Viking Control Heads on the VM5000. IMPORTANT: In order for the audio routing to work correctly, the control head with Address 0x21 must be connected to the top slot of the KRK-16.
Phone Refuse on Mobile Subscribers	This feature allows mobile subscribers to refuse incoming phone calls. While receiving a phone call (ringing), the user can press the Select knob to refuse the call.
Audio Equalizer	The audio equalizer settings can now be applied and utilized on VP 600/900 and VM 600/900 radio products. Speaker and microphone settings can be set on the audio tab for all products now.

Customer Issues Addressed

Following is a list of customer impacting issues that are resolved in release 17.2.

Issue	Overview
Add Color to Full Battery and Signal Strength Icons	The bars of the battery and signal strength icons on radios with color displays are now green when they are in the good range.
PTTID in P25 Digital Conventional Calls	A customer noticed an issue with our radios while using them with a Futurecom (Motorola) DVRS. The radio had a chance of updating the received call information in the UI before the DVRS passed on the valid unit ID of the call. In that case the radio would not display the unit ID of the transmitting radio.
P25 Trunking Call Information Updates	Several customers found an issue with the way our radios displayed call information in certain situations. In one case the radio did not update the emergency call received indications when returning to a traffic channel that was in emergency after receiving a non-emergency call on the same channel. In a second case, the radio failed to update the emergency call received UI if the system took a long time to indicate via the traffic channel that the call was an emergency call.
Motorola Group Regrouping with Encrypted Emergency	A customer experienced and issue with the way the radio handles receiving emergency calls on its selected talk group while it is group regrouped. Radios will now leave group-regrouping mode if they receive a normal channel grant for their selected group.
Tone or Alert Volume Offsets Can't Be Adjusted Enough	A user needed to be able to offset the tone volume more than the original 170 levels. We updated Armada so that users may now set offsets between -255 and 255.
Firmware Upgrade Failure	1. Firmware update progress would stop while Armada was transferring the new firmware, and after waiting a long time the operator would reboot the radio and the radio would fail to boot, or 2. The firmware update file would transfer fine and the radio would reboot to do the update. After the update was complete the radio would reboot and fail to boot. Sol: The problem is only mitigated when upgrading from a 17.2 release to another 17.2 or later release. If this problem does occur it will require recovery by the depot. This issue is expected to occur in VPx000 and VMx000 radios. VPx00/VMx00 radios are not affected.
Armada layout issues on low resolution displays	Some customers with lower resolution computer displays found issues where the Armada layout kept them from accessing certain buttons and from being able to see certain text. Given that there are so many possible display resolution setups, customers who are experiencing Armada layout issues should try 17.2 Armada to see if their specific issue has been addressed.
Audio Gains on Control Head Attached Speakers	The 17.1 release included changes to audio gain on the audio path that supplies audio to VMx00 remote and local control heads. These changes were made to fix distortion. Some customers (especially those running the audio directly into third party devices) preferred to have higher audio levels even if it meant distortion. To deal with these customers, we reverted all changes in the 17.2 release. 17.2 VMx00 control head audio gains should match 16.1 firmware. Customers who reported issues with distortion should be upgraded to 17.1 and should remain there until further notice.