



# MOTOROLA CPS PROCEDURE UPDATE March 23, 2021

# Motorola MyView



The following is information regarding Motorola's new MYVIEW Website.

Motorola has recently announced its' new My View website for use by Existing Account Holders. This website will be your new access point in the procurement and update of your CPS software.

Beginning with Version 22.00.05 of APX-CPS, you will now need to access this new website, It is understood the previous versions of CPS (V 22.00.00 and prior will continue to be housed on the MotorolaBusinessonline.com web site.

Note: *Current Version of CPS is 23.00.03*

Please use your current Login and Password to access either site. Following is the specific guidance to finding your CPS Software resources going forward.

# Motorola MyView



Previous Motorola Website:

<https://businessonline.motorolasolutions.com>

NEW WEBSITE:

<https://myview.motorolasolutions.com>

# Motorola MyView



The screenshot shows a web browser window displaying the Motorola Solutions login page. The browser's address bar shows a URL starting with 'https://sso.motorolasolutions.com/login/login.htm?fromURL=...'. The page header includes the Motorola Solutions logo and a language dropdown menu set to 'English'. The main content area features a login form with the heading 'Welcome to Motorola Solutions Inc.' and a text input field labeled 'Email or User ID'. Below the input field are checkboxes for 'Remember me', and links for 'Forgot User ID?' and 'Forgot Password?'. A blue 'Next' button is positioned to the right of the input field. A red arrow points from the text 'Use your current Login and Password information' to the 'Email or User ID' input field. The background of the login form is a photograph of a firefighter in full gear, including a helmet with 'PLANTATION FIRE DEPT. FIREFIGHTER' written on it. At the bottom of the page, there are links for 'Privacy Policy', 'Terms of Use', and 'USA & Canada'. The Windows taskbar is visible at the bottom of the browser window, showing the search bar and various application icons.

Use your current Login and Password information

# Motorola MyView



Select the Entitlement Menu

The screenshot shows the Motorola MyView dashboard for URS Federal Services (USFGMD). The left sidebar contains a navigation menu with the following items: Dashboard (selected), Service Coverage, Repairs, Reports, Orders, Contracts, Entitlements (highlighted with a red arrow), and Document Center. The main dashboard area displays the following sections:

- Dashboard:** Includes a 'Create a case' button.
- All open cases:** A summary section with two main cards: 'Open and resolved cases' and 'Repairs RMAs'.
  - Open and resolved cases:** Shows 0 Open cases (Open now), 0 CRITICAL (Open now), 0 HIGH (Open now), and 0 Resolved. Buttons: View open cases, Critical & High, View resolved.
  - Repairs RMAs:** Shows 0 Open repairs RMAs (As of now), 0 Bounce rate (Last 30 days), 0 Total closed (Last 30 days), and 0 Recently shipped (Last 7 days). Buttons: View open RMAs, View report, View recently shipped.
- Cases breakdown:** A grid of four cards: Security Monitoring, Tech Support, Network Monitoring, and Onsite Dispatch. Each card shows 0 Open cases (Open now) and 0 Resolved. Buttons: View open cases, View resolved.
- Orders:** A table with columns: Order #, Quantity, Order date, Status.

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the time 10:33 AM on 3/23/2021. A watermark for Technisonic Communications, Inc. (905) 890-2113 is visible at the bottom center.

# Motorola MyView



The screenshot shows the Motorola MyView web application interface. The browser address bar indicates the URL: <https://myview.motorolasolutions.com/1036552835-astro-4790/Entitlements/Overview>. The page title is "Entitlements" and the breadcrumb navigation shows "MyView > Entitlements > Overview".

The left sidebar contains a navigation menu for "URS Federal Services (USFGMD)". The "Entitlements" section is expanded, showing sub-items: Overview, Features, Software, and Hardware. A red arrow points from the text "Select Software" to the "Software" item in this menu.

The main content area is titled "Entitlements" and includes a "Recent activity" section with a search bar and a table of activity. Below this is an "Expired or expiring features" section, also with a search bar and a table.

Activity	Details	Date
Entitlement Created	Entitlement ID: 2E6E8F10-9EEF-11E8-B099-E92FBAAE3E1	8/13/2018
Entitlement Created	Entitlement ID: E02F1DD0-94F6-11E8-B099-955B14D3C782	7/31/2018
Entitlement Created	Entitlement ID: 5BF66EC0-E77B-11E7-B099-FFD07143B195	12/23/2017
Entitlement Created	Entitlement ID: 07A64AB0-2148-11E7-9636-DCF97BFAF6F4	4/14/2017
Entitlement Created	Entitlement ID: 062ACE40-2148-11E7-9636-F0CE922EFF1B	4/14/2017

  

Feature name	Details	Expiration date
APX CPS DOWNLOAD	Entitlement ID: 07A64AB0-2148-11E7-9636-DCF97BFAF6F4	7/31/2018

Select Software

# Motorola MyView



The screenshot shows the Motorola MyView interface. The left sidebar contains a navigation menu with 'Entitlements' selected. The main content area displays a table of software entitlements. A red arrow points from the text 'Download appropriate version of CPS' to the 'Download' link of the row 'APX CPS 23.00.01 with Radio Management'. Another red arrow points from the text 'You do not need the "With Radio Management Version"' to the 'Download' link of the row 'APX CPS R23.00.03'.

Product name	Product line	Release date	Actions
APX CPS 22.00.05	APX Family Portables and Mobiles	1/11/2021	<a href="#">Download</a>
APX CPS 22.00.05 with Radio Management	APX Family Portables and Mobiles	1/11/2021	<a href="#">Download</a>
APX SPS-23.00.01	APX Family Portables and Mobiles	2/1/2021	<a href="#">Download</a>
APX CPS 23.00.01 with Radio Management	APX Family Portables and Mobiles	2/1/2021	<a href="#">Download</a>
APX CPS R23.00.03	APX Family Portables and Mobiles	3/19/2021	<a href="#">Download</a>
APX CPS R23.00.03 with Radio Management	APX Family Portables and Mobiles	3/19/2021	<a href="#">Download</a>
APX Tuner R22.00.00	APX Family Portables and Mobiles	11/10/2020	<a href="#">Download</a>

Download appropriate version of CPS

You do not need the "With Radio Management Version"

# Motorola MyView



The screenshot shows the Motorola MyView web application interface. The browser address bar displays the URL: <https://myview.motorolasolutions.com/1036552835-astro-4790/Entitlements/Software>. The page title is "Entitlements" and the sub-section is "Software". A "Confirm redirection" dialog box is overlaid on the page, asking for confirmation to proceed to an external resource. The dialog box contains the following text:

**Confirm redirection**

This link will direct you to an external resource. Do you want to continue?

<https://motorolasolutions.flexnetoperations.com/flexnetoperations...>

Buttons:

The background interface shows a table of software entitlements with columns for Product name, Release date, and Actions (Download). The table contains the following data:

Product name	Release date	Actions
APX CPS 22.00.05	1/11/2021	Download
APX CPS 22.00.05 with Radio Management	1/11/2021	Download
APX CPS 23.00.01	2/1/2021	Download
APX CPS 23.00.01 with Radio Management	2/1/2021	Download
APX CPS R23.00.03	3/19/2021	Download
APX CPS R23.00.03 with Radio Management	3/19/2021	Download
APX Tuner R22.00.00	11/10/2020	Download

MyView will redirect you to the appropriate Download Site

Confirm this redirection

# Motorola MyView



You must re-select the software file.

The screenshot shows the Motorola MyView interface. The page title is "Downloads" and the sub-header is "APX CPS R23.00.03". There are two tabs: "Files" and "Download Log". The "Files" tab is active, showing a table with 2 files. A red arrow points to the second row of the table, which is the software file.

File Description	File Size	File Added	File Name
+ APX CPS Documentation	122.61KB	Mar 19, 2021	↓ CPS_Readme_R23.00.03.pdf
+ APX CPS R23.00.03	1.64GB	Mar 19, 2021	↓ APXCPS_STANDALONE_CPS_R23.00.03.zip

# Motorola MyView



Select your Save File or Open With dialog box. You must OK to begin the download process.

The screenshot shows a web browser window displaying the Motorola MyView interface. The page title is "Downloads" and the sub-header is "APX CPS R23.00.03". A table lists the downloaded files:

File Description	File Size	File Added	File Name
+ APX CPS Documentation	122.81KB	Mar 19, 2021	CPS_Readme_R23.00.03.pdf
+ APX CPS R23.00.03	1.64GB	Mar 19, 2021	APXCPS_STANDALONE_CPS_R23.00.03.zip

A dialog box is open over the file list, titled "Opening APXCPS\_STANDALONE\_CPS\_R23.00.03.zip". It asks "What should Firefox do with this file?" and provides two options: "Open with Windows Explorer (default)" and "Save File". The "Save File" option is selected. There are "OK" and "Cancel" buttons at the bottom of the dialog box.

# Motorola MyView



Be sure to extract program prior to trying to install. Remember APX-8000 is CPS version persistent, You must have the radios current or newer version of CPS to establish communication and program.

Programmed with  
version 20.00.02 CPS



= or > V22.00.02

Programmed with  
version 20.00.02 CPS



< v 22.00.02  
version mismatch

# Motorola MyView



END

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