MOTOROLA

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-317
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Subject: GSM ROKR E1 – Missing Java Apps + iTunes
Phone Models: GSM ROKR E1
Level of Repair: 2

Problem

Service is aware of an issue on the GSM ROKR E1 product where all Java Applications, including the iTunes CORElet, can be deleted from phone memory. During initial power-up the phone attempts to read/verify the Java files stored on the phone. If, for any reason, the phone can not successfully read the contents of a file, the software assumes the files are corrupted and removes all installed Java Applications. The suspect root cause is that the phone's software is running out of File_Handles during the first initial power-up, after programming, causing the Java files not to be read correctly. This issue has been confirmed during audit testing in the Global Distribution Centers and during the 1st 200 NPI Analysis on ROKR E1. The user will notice the iTunes Music Key and iTunes icon in phone menu have no function when pressed. In addition, the pre-loaded games will be missing and the user may see an error message stating "No Installed MIDlets Suites" or "No Java Apps installed" when attempting to access the "Games & Apps" menu. The unit must be Re-Flashed to recover the Java Applications. See images below.

iTunes Music Key and iTunes icon in phone menu have no function.

All pre-loaded Games & Apps are missing from phone memory

Solution

Short-Term: An automated test screen has been incorporated into the NexTest DC Programming Tool to verify Java Content is present after programming. This screen was released to all Global Distribution Centers on November 07, 2005 for the GSM ROKR E1 product.

A software change has been integrated into ROKR E1 software versions R373_G_0E.30.45R and later. With this software change, during this case the software will no longer remove all installed Java Apps. The software will create a back-up of the Java files and a second attempt to read the files will occur.

Long-Term: A similar test screen is to be incorporated into the NexTest DC Programming Tool for all products. Once finalized, this change will be forwarded to the RSD Lite team to be integrated in the Service Programming Tool as well.

Field Service Action

Customer Returns:

When servicing GSM ROKR E1 customer returns, use the information contained in this FSB to determine if the customer's complaint is related to this issue, then:

1. Per the normal Service Procedure, re-flash the unit with the latest approved software for your region.
    a. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.
2. Power-Up the unit and confirm that all pre-loaded Java Content, including iTunes, is present after Re-Flash.

Note: Step #2 must be performed on all GSM ROKR E1 units following Re-Flash until a version of RSD Lite that contains the test screen has been released.

Call Center Action:

When responding to Problem Product customer inquires on the GSM ROKR E1 product, where the customer reports that the iTunes Music Key/iTunes icon have no function and the pre-loaded games are missing, inform the customer to return the unit to an authorized service center for repair, per this FSB.

Service Entry Code

Please ensure that repairs of this type are logged on the Service Link database as follows:

Global M-Claims Codes:
Customer Complaint Code:
FTR03 (Feature – Feature not matching with user)
FTR04 (Feature – Games)
Problem Found Code:
FTR04 (Feature – Games)
Reference Designator Code:
Repair Code:
SWU08 (Software Upgrade/Reflash – CSB/FSB)