

How To Install A MOTOTRBO

20 / 25 kHz Wide Band Entitlement Key

Please pay careful attention to these instructions. We will not be responsible for licenses lost because of installation errors.

NOTE: As of June 26, 2023, Motorola is no longer supporting or generating EID keys on CPS Gen 1 (latest version CPS 16 Ver 828). You can no longer install and EID on CPS Gen 1. Application and Device EID feature keys are still able to be ordered and installed for CPS Gen 2.

As of July 2023, Motorola now requires you to have a Motorola Solutions account in order to authenticate the user before you install any EIDs.

You will need to be logged in to your Motorola Solutions account and open another browser window and enter connect.motorolasolutions.com in the URL. If you do not have a Motorola Solutions account we can assist you in obtaining one, please contact us.

When you enter the URL into your browser, connect.motorolasolutions.com, you will be prompted to request a one-time verification code. This verification code will be sent from Okta to the email address you have registered with Motorola Solutions. Once received, enter the 6-digit code on the connect.motorolasolutions.com page, and then you will receive a message saying "MSI Authentication Portal - Success!."

Then you are free to use the Customer Programming Software (CPS), Radio Management and/or Radio Central Commercial Client applications as you are accustomed. Your authentication authorization will be valid for 18 hours, after which you will need to reauthenticate.

Then follow the normal installation procedure for the device or application EID.

You must be connected to the internet and your radio must be connected to the computer via the programming cable.

You must have all firewall and anti-virus turned off in order to communicate with the Motorola server. Please make sure no ports are blocked on your router. You should be on a desktop computer, not a tablet or a tethered device.

You must have all firewall and anti-virus turned off in order to communicate with the Motorola server. Please make sure no ports are blocked on your router. Do not use VPN. You should have a clean copy of CPS installed and a geographically based IP address in the US.

This key is good for the life of the hard drive and only the computer you install it on, so please choose your computer wisely and be mindful when replacing or reformatting the hard drive.

We are not responsible for any lost keys due to installation errors caused by a failure to follow instructions.

We are not responsible for compatibility issues.

In CPS Gen 2, go to Menu, Licenses.

Then REGISTER APPLICATION FEATURES (Not Device Features).

Enter EID but best to CUT AND PASTE, be careful not to copy additional spaces.

In CPS Gen 2, REGISTER and then ACTIVATE.

You can then CONFIRM by going to the VIEW FEATURE SETS in the CONFIGURATION MENU.

The 20/25 Khz Wide Band entitlement field should read PURCHASED.



COMMUNICATIONS