

PRODUCT CHANGE NOTICE

Symmetricom ExacTime 6000/6010 Time & Frequency Generator

1. Supplier Information



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2. PCN

0604-01-TTM

3. Issue Date

4/14/06

4. Change Classification

N/A

5. Product Identity/Model

ET6000-XXXX
ET6010-XXXX

6. Product Code/Assembly

ET6000-XXXX
ET6010-XXXX

7. Old Product Code

N/A
N/A

8. New CLEI Code

N/A

9. Old CLEI Code

N/A

10. Drawing

N/A

11. Associated Products or Changes Affected

N/A

12. Classification Substantiation

N/A

13. Reason for Change

The ExacTime 6000/6010 Time & Frequency Generator (ET6000) requires a firmware update to properly handle leap second insertions such as recently took place on December 31, 2005.

The ET6000 clock experiences a time-of-day (TOD) error due to the improper insertion of a leap second. This TOD error manifests as a negative one-second UTC time offset to the ET6000 clock beginning one hour before the leap event occurs. The TOD error persists until a “cold reset” countermeasure is applied or a firmware upgrade is installed.

A firmware upgrade is available to the ET6000 that insures proper UTC TOD operation before, during, and after a leap second event. This upgrade, an EEPROM change, applies to units with firmware version DT10054V1.0 (see Comments section for instructions on checking your firmware version). The new version is DT10054V1.2.

Must I upgrade?

This firmware upgrade is required for the ET6000 to continuously provide accurate UTC TOD through leap second events. Alternatively, users can apply a “cold reset” to the ET6000, which will correct the TOD error. Without upgrading the firmware, however, the TOD error will recur when the next leap second event occurs. ET6000 users that only use the frequency outputs (i.e. do not use TOD outputs) could elect to continue using the product without the upgrade but this is not recommended.

14. Description of Change

The ET6000 firmware is incorporated in an EEPROM. The upgrade involves replacing the existing EEPROM. Units do not have to be returned to the factory for this firmware upgrade. Field upgrade kits are available. Contact techsupport.ttm@symmetricom.com to request a kit.

After changing the EEPROM, a one-time cold reset must be performed (power down and turn back on while holding the menu key).

15. Effect of Change

The firmware change insures proper UTC time-of-day operation of the ET6000 clock through future leap second events.

16. Material Affected

N/A

17. Documentation Affected

N/A

18. Supplier Implementation Date

N/A

19. Modification Expiration Date

N/A

20. Modification Location

Field or factory. Contact information: USA 888-367-7966, International 408-428-7907: then select Tech Support +1 +2, Inside Sales +2 +2, or Repairs +3 +2.

21. Modification Cost

N/A

22. Location and Quantity of Equipment

N/A

23. Attachments

N/A

24. Comments

To check the unit's current firmware version number:

Press the "Menu" key twice to enter the "Setup Menu Screen"

Press the "0" on the keypad

The current leap second count and software version will appear in the lower right corner of the display