



FIELD SERVICE BULLETIN

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907

FSB #: 098-50620-014

DATE: May 18, 2009

System:

Product Identity: BC637PCI-U GPS TC & FREQ. PROCESSOR and BC637PCI-U-OCXO GPS TC & FREQ. PROCESSOR W/OVEN OSCILLATOR

Product Code: BC637PCI-U and BC637PCI-U-OCXO

CLEI Code:

Technical Support: Worldwide 1-408-428-7907 (1)(1) or USA toll free 1-888-367-7966 (1)(1)
Customer Relations: Worldwide 1-408-428-7907 (2)(1) or USA toll free 1-888-367-7966 (2)(1)

NOTE: Find a copy of this FSB in Support section of our website at <http://www.symmetricom.com>.

<http://www.symmetricom.com/support/online-support/ttm-product-support/field-service-bulletins/>

Behavior:

When getting time through GPS the BC637PCI-U has a potential to experience a time keeping error related to the insertion of a leap second.

2009 365:23:59:58
2009 365:23:59:59
2009 365:23:59:60 <-leap second
2010 001:00:00:00
2010 001:00:00:01

2010 001:00:00:29
2010 001:00:00:30
2010 001:00:00:31
2010 001:00:00:33 <-- discontinuity
2010 001:00:00:34

Cause: Improper leap second handling when a leap second occurs for both leap and non-leap years.

Recommended Actions:

1. A reset or power cycle of the system will restore normal operation and correct time after approximately 30 to 90 minutes.
2. If no action is taken it will take about 12 hours to restore correct time.

Long Term Solution:

After completion of the root cause analysis by the engineering team Symmetricom will provide guidance regarding a long-term solution.