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FIELD SERVICE BULLETIN

FSB #: 098-50620-035

DATE: March 31st, 2010

System: SyncServer S3xx Series Network Time Servers

Product Identity: NTP Servers

1520R-S300	SyncServer S300
1520R-S300-RB	SyncServer S300 with Rubidium Oscillator
1520R-S300-DC	SyncServer S300 & 40-60 VDC Power Supply
1520R-S300-RB-DC	SyncServer S300 & RB Oscillator & 40-60 V DC Power Supply
1520R-S350	SyncServer S350
1520R-S350-RB	SyncServer S350 with Rubidium Oscillator
1520R-S350-DC	SyncServer S350 & 40-60 V DC Power Supply
1520R-S350-RB-DC	SyncServer S350 & RB Oscillator & 40-60 V DC Power Supply
1520-SAASMS300-000	SyncServer GBGRAM S300
1521-SAASMS300-RDC	SyncServer GBGRAM S300 W/RB OSC/48V DC
1521-SAASMS300-VDC	SyncServer GBGRAM S300/48VDC
1521-SAASMS300-RUB	SyncServer GBGRAM S300 W/RB OSC
1521-SAASMS350-000	SyncServer GBGRAM S350
1521-SAASMS350-RDC	SyncServer GBGRAM S350 W/RB OSC/48VDC
1521-SAASMS350-VDC	SyncServer GBGRAM S350/48VDC
1521-SAASMS350-RUB	SyncServer GBGRAM S350 W/RB OSC

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

Behavior: The most notable behavior is a change in MAC address on one or more of the network ports, and informational data such as model type, serial number and firmware revision can be inadvertently corrupted. The most undesirable effect of this corruption is that you may lose network connectivity on one or more network ports. If this behavior happens the S3xx SyncServer can still be operational but this basic information has changed.

Description: A Memory IC in the unit may get corrupted due to indeterminate state conditions on its pins that can happen during power on and power off cycles. The corruption only happens on a statistically small basis and thus is more probable when the unit undergoes high numbers of power cycles.

Recommended Actions: Avoid excessive power cycling of the S3xx model SyncServer. Generally these devices are not power cycled very often so most customers will never see this behavior in the service life of the product.

Permanent Solution: S3xx SyncServers manufactured after February 2010 do not have this problem. S3xx SyncServer models manufactured up to February 2010 are susceptible to this behavior. Symmetricom has a minor rework/repair process to eliminate the circuitry noise that permanently removes the undesirable behavior. This minor rework/repair process is automatically performed on all S3xx SyncServer units returned for service / testing / repair.

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