



FIELD SERVICE BULLETIN

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

FSB #: 098-50620-016

DATE: July 2, 2009

Product Identity: DVB Sync Source

Product Code: 4370A-140, 4370A-141, 4370A-142, 4370A-150, 4370A-151, 4370A-152

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>.

Caution: Due to an anomaly in the GPS receiver leap seconds file downloaded from GPS at 00:00:00 on July 1, the leap-seconds.list file in the 4370A DVB Syncserver **must be updated** or the DVB SyncSource will not automatically recover from a power cycle.

NOTE: On units that are currently up and using GPS, the NTP server will indicate reference clock is unlocked at 23:59:59 UTC on July 7 if this file is not installed. Once the file is downloaded and the DVB SyncSource rebooted this REBOOT will cause the outputs to squelch for approximately two minutes, please plan accordingly.

Recommended Actions:

All 4370A DVB SyncSources need to have the leap-seconds.list file updated.

Go to the link below for download instructions and the leap-seconds.list update file:

<http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/>

If DVB Sync Source is currently locked to GPS, download new software release prior to 23:59:59 UTC on July 7 to continue to serve NTP packets. If unit has been power cycled the leap-seconds.list file must be updated to allow the DVB SyncSource to lock to GPS.