



2300 Orchard Parkway
San Jose, CA 95131-1017
Tel: (408) 433-0910

FIELD SERVICE BULLETIN

FSB #: 098-50620-025

DATE: September 15, 2010

System: SyncServer S2xx and S3xx Series Network Time Servers

Product Identity: NTP Servers

Product Code: Description: CLEI Code: N/A

1520R-S300 RoHS	SyncServer S300
1520R-S300-RB RoHS	SyncServer S300 with Rubidium Oscillator
1520R-S300-DC RoHS	SyncServer S300 & 40-60 Vdc Power Supply
1520R-S300-RB-DC RoHS	SyncServer S300 & RB Oscillator & 40-60 Vdc Power Supply
1520R-S350 RoHS	SyncServer S350
1520R-S350-RB RoHS	SyncServer S350 with Rubidium Oscillator
1520R-S350-DC RoHS	SyncServer S350 & 40-60 Vdc Power Supply
1520R-S350-RB-DC RoHS	SyncServer S350 & RB Oscillator & 40-60 Vdc Power Supply
1520-S200-RB	SyncServer S200
1520-S200-RB-DC	SyncServer S200 & 40-60 Vdc Power Supply
1520-S200-RB	SyncServer S200 with Rubidium Oscillator
1520-S200-RB-DC	SyncServer S200 & Rubidium Oscillator & 40-60 Vdc Power Supply
1520-S250-RB	SyncServer S200 with Rubidium Oscillator
1520-S250-RB-DC	SyncServer S200 & Rubidium Oscillator & 40-60 Vdc Power Supply
1520-S250-RB	SyncServer S250 with Rubidium Oscillator
1520-S250-RB-DC	SyncServer S250 & Rubidium Oscillator & 40-60 Vdc Power Supply
1520-S250i-RB	SyncServer S200 with Rubidium Oscillator
1520-S250i-RB-DC	SyncServer S200 & Rubidium Oscillator & 40-60 Vdc Power Supply
1520-S250i-RB	SyncServer S250i with Rubidium Oscillator
1520-S250i-RB-DC	SyncServer S250i & Rubidium Oscillator & 40-60 Vdc Power Supply
1520R-S200 RoHS	SyncServer S200
1520R-S200-DC RoHS	SyncServer S200 & 40-60 Vdc Power Supply
1520R-S250 RoHS	SyncServer S250
1520R-S250-DC RoHS	SyncServer S250 & 40-60 Vdc Power Supply
1520R-S250i RoHS	SyncServer S250i
1520R-S250i-DC RoHS	SyncServer S250i & 40-60 Vdc Power Supply

Behavior:

The SyncServer can perceive the received GPS Signal to be indicating a Leap Second Insertion event on the June 30th or December 31st insertion points, causing an additional second to be temporarily added at UTC midnight on these dates. This does not happen on all SyncServers.

The problem centers on the SyncServer observing the Leap Second and Leap Second Future information without first checking the Leap Second Affectivity date as being in the past or in the future. Observing Leap Second and Leap Second Future information alone has worked for many years but a recent GPS satellite constellation change illuminated a weakness in this technique.

Immediate workaround:

Restarting the NTP Daemon or rebooting the unit will clear the issue.

Recommended Actions:

If leap second addition impacts your SyncServer:

Restarting the NTP Daemon or rebooting the unit will clear the issue. See Permanent Solution below for further actions.

If leap second addition does not impact then no action required

Permanent Solution:

S200 Series SyncServers: Version 1.25 firmware for the S200 Series SyncServers eliminates this issue.

Proceed here for further information: <http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/>

S300 Series SyncServers: An update for the S300 Series SyncServers is forthcoming, though a patch release is available on request from Symmetricom Technical Support. When the update is released information can be found here: <http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/>

Note: All SyncServers with Port 80 access to the Internet, and the Update Notification feature enabled will notify users of update availability, via email, SNMP trap, log file entry, and/or LED depending on user settings. This feature is enabled from the (SYSTEM)[General] tab of the SyncServer web interface. The System Upgrade Alarm is configured from the (ADMIN)[Alarms] tab of the SyncServer web interface.

Contact Information:

Symmetricom Inc
3750 Westwind Blvd
Santa Rosa CA 95403

Toll Free Calls
888.367.7966 option 1, then option 2
Toll Calls
408-428-7907 (1) (2)