



FIELD SERVICE BULLETIN

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

FSB #: 098-50620-040

DATE: December 17, 2010

System: BC63xPCI-V2 & BC63xPCIE Bus Cards

Product Identity: BC63xPCI-V2 & BC63xPCIE TIME & FREQUENCY PROCESSOR

Product Code: Description: CLEI Code: N/A

BC635PCI-V2	BC635PCI-V2 TIME & FREQUENCY PROCESSOR NON-GPS
BC635PCI-V2-OCXO	BC635PCI-V2 TIME & FREQUENCY PROCESSOR NON-GPS (OCXO)
BC637PCI-V2	BC637PCI-V2 TIME & FREQUENCY PROCESSOR GPS
BC637PCI-V2-OCXO	BC637PCI-V2 TIME & FREQUENCY PROCESSOR GPS (OCXO)
BC635PCIE	BC635PCIE LOW PROFILE TIME & FREQUENCY PROCESSOR NON-GPS
BC635PCIE-OCXO	BC635PCIE LOW PROFILE TIME & FREQUENCY PROCESSOR NON-GPS (OCXO)
BC637PCIE	BC637PCIE LOW PROFILE TIME & FREQUENCY PROCESSOR GPS
BC637PCIE-OCXO	BC637PCIE LOW PROFILE TIME & FREQUENCY PROCESSOR GPS (OCXO)

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

Behavior: On the above listed models when synchronized to an IRIG input time code that does not contain year information¹ a 2 year jump will occur when the new year rolls over on January 1 00:00:00. The problem starts 3 seconds after the year rollover when an extra year is then added and does not self-correct.

Recommended Actions: Upgrade to the latest firmware. Please follow the download instructions that are included with the software at the following link:
<http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/>

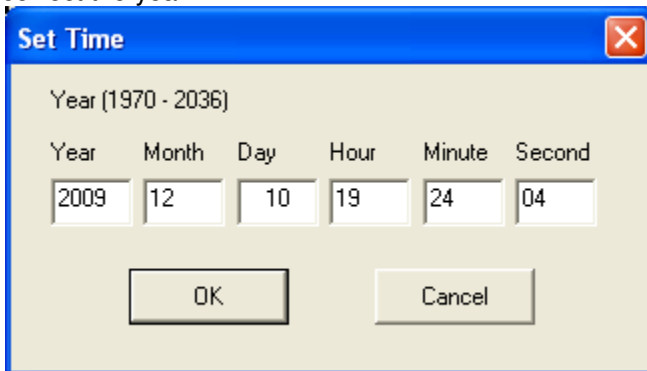
The name of the file to download is BC635Version7.

Customers using the bc63xPCI-V2 cards may require a serial 9 pin to 5 pin mini din cable for loading the firmware into the card. Please contact technical support at the following link if a cable is required:
<http://www.symmetricom.com/support/online-support/technical-support-request/ttm-tech-support-request/>

¹ i.e. IRIG codes A130, A131, A132, A133, B120, B121, B122, B123, 'Legacy TrueTime, E121, E122, E111, and E112 when locked to either AM and DC code input for any code

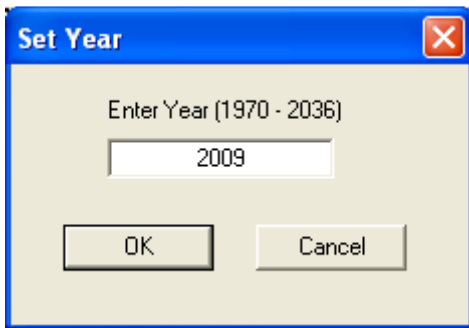
Workaround:

Windows: To correct the year in the bc63xPCI-V2/bc63xPCIe bus cards if an extra year roll has occurred use the bc635 Configurator application. Under the Time tab, you can use either the set time or the set year options to correct the year:



The 'Set Time' dialog box has a blue title bar with a red close button. The main area is light beige. It contains the text 'Year (1970 - 2036)' followed by a table of input fields for time components. The fields are labeled 'Year', 'Month', 'Day', 'Hour', 'Minute', and 'Second'. The values entered are 2009, 12, 10, 19, 24, and 04 respectively. At the bottom are 'OK' and 'Cancel' buttons.

Year	Month	Day	Hour	Minute	Second
2009	12	10	19	24	04



The 'Set Year' dialog box has a blue title bar with a red close button. The main area is light beige. It contains the text 'Enter Year (1970 - 2036)' followed by a single text input field containing the value '2009'. At the bottom are 'OK' and 'Cancel' buttons.

Linux: The following commands can be used by Linux users using the bc63xPClcfg application program to change the year:

3. Set Current Time
4. Set Current Year