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Customer Assistance Center: 1-408-428-7907

FIELD SERVICE BULLETIN

FSB #: 098-50620-056**DATE: April 16, 2012****Title:** BC637PMC April Time Jump**System:** BC637PMC**Product Identity:** BC637PMC GPS Time Code and Frequency Bus Card**Product Code:** N/A**Description:** N/A**CLEI Code:** N/A**Technical Support:** Worldwide 1-408-428-7907 (1) (2) or USA toll free 1-888-367-7966 (1) (2)**Customer Relations:** Worldwide 1-408-428-7907 (2) (2) or USA toll free 1-888-367-7966 (2) (2)

NOTE: Find a copy of this FSB in the Support section on the Symmetricom website:

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

General Behavior:

1. BC637PMC used a standard base software that utilized leap seconds to identify the GPS week rollover epoch:

Epoch 0: Jan 6, 1980 – Aug 22, 1999

Epoch 1: Aug 23, 1999 – Apr 6, 2019

This was a standard practice at that time since GPS does not provide year information. The algorithm identifies the GPS week rollover epoch based on a predicted number of leap seconds. This algorithm required at least 17 leap seconds at the start of GPS week 500 to properly compute year, month and day for the remaining weeks in the current rollover epoch (Aug 23, 1999 – Apr 6, 2019).

April 8th, 2012 at 23:59:45 UTC marked the beginning of the current GPS weeks. Since the current GPS leap second count is 15, the clock jumped back to the previous epoch 0 and defaulted to the year 1992.

Although other product functions, not related to year and day of year, have continued to operate normally (i.e. hour, minute, second, 1 PPS, frequency), future performance cannot be predicted.

Recommended Actions:**Immediate:**

Operate unit in free-run, IRIG B or 1 PPS mode.

Long Term Solution:

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

Contact Information:

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Toll Calls: 408.428.7907 option 1, then option 2