

**FIELD SERVICE BULLETIN**

**FSB #:** 098-41620-002a  
**DATE:** January 2, 2002

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 San Jose, CA 95131-1017  
 Customer Assistance Center: 1-408-428-7907  
[TechSupport.ttm@symmetricom.com](mailto:TechSupport.ttm@symmetricom.com)

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**System:** NTS-90, NTS-100, NTS-100I, NTS-XL, XL-DC, XL-AK, GPS Mark III, 56K-GPS, and G to G units, as well as GPS-PCI cards.

<u>Product Identity:</u>	<u>Product Code:</u>
NTS-90	NTS-90
NTS-100	NTS-100
NTS-100I	NTS-100I
NTS-XL	NTS-XL
XL-DC	XL-DC
XL-AK	XL-AK
GPS Mark III	GPS Mark III
GPS-PCI	560-5901/5908

**Customer Service:** 1-888-367-7966 (1) (1) Toll free – North America  
 1-408-428-7907 (1) (1) Worldwide

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**2002 Rollover Anomaly Bulletin #1**

Some Symmetricom products have been affected by an anomaly that appeared following the January 1, 2002 date rollover. The symptom manifests itself by showing the date to be August 16, 2021 (as of January 1, 2002). The problem appears to be with an incorrect GPS epoch being reported. As of this date, we believe that the TIME of DAY is unaffected by this anomaly.

Symmetricom is aggressively pursuing solutions to this problem and will continue to update all customers on a regular basis as to the status of our investigations. Communications will be made through the Customer Support section of the Symmetricom web site at <http://www.symmetricom.com/support/login/login.php>.

If you are experiencing this problem, please forward an email with your model, serial number, and description of problem to <mailto:TechSupport.ttm@symmetricom.com>. In the Subject Line of your email, please type 2002 Rollover Anomaly. This information will provide a ready update response directly to you once we have arrived at the appropriate fix.

Known products that may be affected include the NTS-90, NTS-100, NTS-100I, NTS-XL, XL-DC, XL-AK, GPS Mark III, 56K-GPS, and G to G units, as well as GPS-PCI cards.

In the interim, a work-around that forces the GPS engine to the correct epoch can be implemented for the NTS-90, NTS-100, NTS-100I, NTS-XL, XL-DC, XL-AK, and 56K-GPS products as follows:

1. Select Function 68 (F68) command on the front panel/keypad or via the RS-232 interface;
2. Enter the year "1996";
3. Respond to "Change Year?" with "Yes"

It may take up to one minute for the unit to resolve the correct date information.

We are looking at both short-term and long-term solutions for this anomaly. For more information, please continue to visit the Customer Support section of our web site.

We apologize for any inconvenience you have experienced.