FIELD SERVICE BULLETIN
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Symmetricom®
GLOBAL SERVICES

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System:	**SS-S100 Network Time Servers**

Product Identity:	**Product Codes:**
SyncServer S100	**SS-S100**
	SS-S100/GPS
	SS-S100/RB
	SS-S100/RB/GPS

Customer Service:	**1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA**
	1-408-428-7907 worldwide
	Follow the prompts for Timing, Test & Measurement Products.

Enabling ACTS Dialup in the SS-S100 Products

The S100 firmware version 1.3 (released in August 2003) contains a configuration error that prevents the S100 from using ACTS dialup as a backup time reference when the primary reference source (e.g., GPS, IRIG) becomes unavailable.

Correction:

Summary of procedures:

1. Make a backup copy of the **params** file and remove a comment character from the original.

2. Remove a comment character from the **ntp.conf** file and apply the changes (restart the ntp daemon).

Procedure 1: Make a back up copy of the params file and removing a comment character from the original:

1. Log onto the S100 as root (using SSH over the network or terminal emulation software over a serial port connection). (For additional information on how to do this, consult the S100 User Guide, which is available on the S100 CD-ROM and as online help in the S100's Web interface.)

2. At the command prompt, enter:

   ```
   cd /home/syncserver/webroot/webapps/ROOT/WEB-INF/
   ```

3. Create a back up copy of the params file by entering:

   ```
   cp params params.backupfile
   ```

4. Edit the params file using the 'pico' text editor by entering:

   ```
   pico params
   ```

5. In params, go to the last line and remove the "#" character so that:

> `fudge 127.127.40.0 # flag1 1`

becomes:

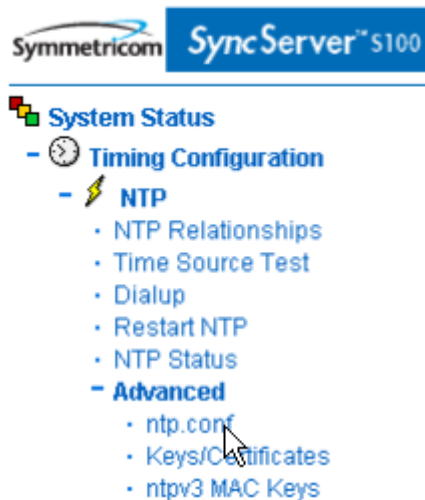> `fudge 127.127.40.0 flag1 1`

6. Save your changes and exit pico by pressing **Ctrl+X**, then **Y**, then **Enter**.

7. Close the command line session.

Procedure 2: Remove a comment character from the ntp.conf file and apply the changes (restart the ntp daemon).

1. In your web browser, enter the IP address of the S100 unit:

2. Select Administrator Log-in in the left navigation pane, and log in.
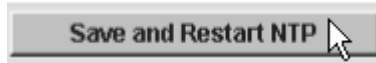
3. Select ntp.conf in the left navigation pane.

4. In the right pane, delete the "#" from:

    fudge 127.127.40.0 # flag1 1

    So that it appears as follows:

    fudge 127.127.40.0 flag1 1

5. Click **Save and Restart NTP**. This applies the changes.

End of procedure: The unit will now dial up ACTS when the primary reference source becomes available.