

FIELD SERVICE BULLETIN



FSB #: 098-41620-007
DATE: May 11, 2004

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907
TechSupport.ttm@symmetricom.com

System: NTS-200, TimeVault and SS-S100 Network Time Servers

<u>Product Identity:</u>	<u>Product Code:</u>
NTS-200	NTS-200
TimeVault	6000-100
SyncServer S100	SS-S100
	SS-S100/GPS
	SS-S100/RB
	SS-S100/RB/GPS

Technical Support TTM Division: 1-888-367-7966 toll-free in the USA, Option 1, Option 3
1-408-428-7907 Worldwide, Option 1, Option 3

Update your network time server with the new IP addresses of Symmetricom's NTP servers

Summary: The IP addresses of Symmetricom's NTP (Network Time Protocol) servers have changed. Customer units that synchronize with the previous IP addresses need to be updated with the new IP addresses.

Scenario: If a customer's network time server *is configured to use the previous IP addresses* of Symmetricom's NTP servers as a secondary time source, **and** it loses its primary reference source (e.g., GPS), it will lose lock and stop serving good NTP time packets until the primary reference source becomes available again.

The amount of time until a network time server loses lock depends on the type of oscillator it has. For example, units with Rubidium oscillators remain locked for extended periods without a reference source.

For most units, regardless of oscillator type, the short lapses typical of GPS satellite coverage should not be critical. A longer lapse, such as one caused by a broken or shorted GPS antenna cable, would cause the network time server to lose lock. In that case, the NTP *clients* on customer workstations, servers, and networking equipment would gradually drift out of synchronization (unless configured to try other network time servers).

Solution: This can be corrected within minutes. Update your NTS-200, TimeVault, and S100 with the following changes:

ntp1.symmetricom.com was 66.243.43.14, it is now 69.25.96.11
ntp2.symmetricom.com was 66.243.43.15, it is now 69.25.96.12
time.symmetricom.com is now 69.25.96.14

For the NTS-200 and TimeVault, edit the **ntp.conf** file. The easiest way to do this is through the web interface. For the S100 use the web interface to edit the **NTP relationships**.

Note: This field service bulletin **does not** apply to the NTS-150 and XLi. Though both have an ntp.conf file, neither uses external NTP servers as a secondary reference source.