

## FIELD SERVICE BULLETIN



**FSB #:** 098-41620-001  
**DATE:** March 18, 2003

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**System:** TrueTime\* NTS-150, NTS-200 and TimeVault Network Time Servers

<b><u>Product Identity:</u></b>	<b><u>Product Code:</u></b>
NTS-150	NTS-150
NTS-200	NTS-200
TimeVault	6000-100

**Customer Service:** 1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA  
 1-408-428-7907 worldwide  
 Follow the prompts for TrueTime brand Customer Service.

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### Network Time Server Firmware Release v008 for TrueTime NTS-150, NTS-200 & TimeVault

Firmware version v008 is now available for all TrueTime model NTS-150, NTS-200 and TimeVault network time servers. This upgrade introduces new functionality and corrects bugs/anomalies identified through November 2002. Symmetricom highly recommends that all customers with these models and earlier versions of firmware upgrade to version 008 or later.

#### Firmware Changes:

1. **Corrects a GPS tracking failure that will occur in all NTS-150, NTS-200 and TimeVault servers in August 2003** unless the unit is already running firmware version v008. Routine testing and simulation revealed that at 12 A.M. UTC on August 10, 2003 the GPS receiver will not lock to GPS satellite signals. Without v008 firmware (or later) the NTS-150 models will not serve time and NTS-200 and TimeVault models will revert to NTP or ACTS respectively as a time reference.
2. Adds single satellite GPS timing for improved time serving performance in urban canyons or when tracking fewer satellites as may be the case when the GPS antenna is mounted in a window. The time server will maintain accurate time while tracking as few as one satellite and will coast through intervals of no satellites for a period of time before taking corrective actions. An optional window mount antenna is now available that is 100% compatible with NTS-150, NTS-200 and TimeVault network time servers (See FSB 098-41620-002 for details).
3. Improves Ethernet and NTP drivers. Increased levels of Ethernet traffic can be accommodated and NTP Denial of Service attacks will not prevent the server from receiving network traffic.
4. Further improves GPS microprocessor monitoring functions for more robust GPS signal tracking.
5. TimeVault network time servers will dial ACT less frequently. The trigger point to call ACT has been revised to occur only when the number of satellites drops to zero instead of two.

**Do you need to upgrade?**

Symmetricom strongly recommends this upgrade be performed by for NTS-150, NTS-200 and TimeVault models purchased prior to January 15, 2003, or with a firmware version prior to v008.. Customers with firmware versions prior to v007 will need to first upgrade to v007, then upgrade to v008. See ***Determining Your Firmware Version*** below.

**Determining Your Network Time Server Firmware Version:**NTS-200 & TimeVault via the Network Time Server web interface

From the home page in the server, press the **[Network]** button. Under the **General** heading you will see the following:

Bootloader:	182-9005vxxx
Software Build:	182-9004vxxx
File System Version:	182-9003vxxx

NTS-150, NTS-200 & TimeVault

Via the Telnet or Serial Interface, use the Version Request, F100 VER command to obtain the software version numbers of the time server. An example command and response would be:

```
f100 VER <Enter>
Bootloader 182-9003Vxxx
Software 182-9004Vxxx
File System 182-9005Vxxx
Serial # 102578
```

**What is the cost for this upgrade?**

Customers may download the software v008 and perform the upgrade at no charge.

**Obtaining Your Upgrade:**

TrueTime NTS firmware v008 can be downloaded from: <http://www.truetime.net/downloads.html>

\*On October 4, 2002 TrueTime merged with Symmetricom, Inc.

Complete details and information can be found at [www.truetime.com](http://www.truetime.com), [www.truetime.net](http://www.truetime.net), or [www.symmetricom.com](http://www.symmetricom.com).