



2300 Orchard Parkway
San Jose, CA 95131-1017
Tel: (408) 433-0910

FIELD SERVICE BULLETIN

FSB #: 098-50620-053

DATE: December 12th 2011

System: SyncServer S2xx and S3xx Series Network Time Servers

Product Identity: NTP Servers

Product Code: Description: CLEI Code: N/A

1520R-S2xxx-xxxx
1520R-S3xxx-xxxx

SyncServer S2xxx Series
SyncServer S3xxx Series

NOTE: Find a copy of this FSB in Support section of our website at <http://www.symmetricom.com>.

Behavior: Affects Firmware Versions 1.26 and 2.65 (SyncServer S2xxx and S3xxx Series respectively).

Configuration of Allowed Access List on LAN Ports other than LAN1, can cause those ports to become inactive/unresponsive. In addition, internal activity inside the unit increases to a level that effectively causes the time server to become unresponsive.

Recommended Actions:

Resetting the unit to Factory Default configuration using the Hardware Reset Method (JP4) will return the unit to normal operation.

Configuration of Access Restrictions on LAN1 works as normal without causing the observed behavior.

Do not configure any Access Restrictions for any of the other LAN Ports.

Permanent Solution: Symmetricom plans to release software updates to eliminate this issue.

Upon the release of software upgrade Symmetricom will issue a Product Change Notice (PCN).

PCN's are made available at : www.symmetricom.com.

In addition to the PCN, all SyncServer's with Port 80 access to the Internet, and Update Notification enabled in the SyncServer will notify users of update availability, via email, SNMP trap, log file entry, and / or LED depending on user settings.

Contact Information:

Symmetricom Inc
2300 Orchard Parkway
San Jose, CA 95131

Toll Free Calls
888.367.7966 option 1, then option 2

Toll Calls
408-428-7907 (1) (2)