



FIELD SERVICE BULLETIN

2300 Orchard Parkway
 San Jose, CA 95131-1017
 Customer Assistance Center: 1-408-428-7907

FSB #: 098-50620-045

DATE: May 6, 2011

System: DVB Sync Source

CLEI Code: N/A

Product Identity: 4370A-140, 4370A-141, 4370A-142, 4370A-150, 4370A-151, 4370A-152

Product Code:	Description:
4370A-140	GPS IN, OCXO, AC/AC, INCLUDING 1 AC PS
4370A-141	GPS IN, OCXO, AC AND DC, INCLUDING 1 AC PS
4370A-142	GPS IN, OCXO, DC/DC, INCLUDING 1 DC PS
4370A-150	GPS, FIBER IN 2 MHZ IN, OCXO, AC
4370A-151	GPS, FIBER IN 2 MHZ IN, OCXO, AC AND DC
4370A-152	GPS, FIBER IN, 2MHZ IN, OCXO. DUAL DC

Technical Support: Worldwide 1-408-428-7907 (1) (1) or USA toll free 1-888-367-7966 (1) (1)
Customer Relations: Worldwide 1-408-428-7907 (2) (1) or USA toll free 1-888-367-7966 (2) (1)

Summary

This FSB is to alert customers of a possible issue within the DVB Sync Source. Most common behavior is you cannot get status back. In some cases the front panel (digits) will freeze, and after a power cycle it does not recover.

This behavior is caused with a specific manufacturer of SD memory cards.

Recommended Actions:

Run the SDcheck-1-0.iso program found at the following link to determine if the memory is good or if it has a flash that may fail prematurely. This program loads through the web page under "Upload new software image" but does not upload new system software; it specifically just runs the SD check. Please go to the link below and download the SDcheck-1-0.zip (unzip prior to uploading) which contains the SDcheck-1-0.iso file.

<http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/>

```
common_updater.sh: Extracting new updater from /updates/src/cpio-image
common_updater.sh: New updater extracted, launching it now.
sdcheck: Checking SD card ID info [no updates will be performed]...
sdcheck:
sdcheck: SD ID string: SD 5 1.0 SN 7447 Mfg 09/2007 by 111 0x0000
sdcheck:
sdcheck: This SD card may fail prematurely, please request a new one from Symmetricom and
replace at your earliest convenience.
sdcheck:
sdcheck: Completed successfully
```

Symmetricom Actions:

If the memory check shown above responds with a failed, contact technical support at the below link for an updated SD card. Please reference this FSB.

<http://www.symmetricom.com/support/online-support/technical-support-request/tm-tech-support-request/>

Contacting Technical Support

If you encounter any difficulties installing or using the product, contact Symmetricom Global Services:

USA and Canada

Symmetricom, Inc.
 2300 Orchard Parkway
 San Jose, CA 95131-1017
 Toll-free in North America: 1-888-367-7966
 Telephone: 408-428-7907
 Fax: 408-428-7998
 email: us_canada_sales@symmetricom.com
 Internet: www.symmetricom.com

Europe, Middle East, and Africa (EMEA)

Symmetricom Global Services EMEA
 Altlaufstrasse 42
 85635 Hoehenkirchen-Siegersbrunn Germany
 Telephone: +49 700 3288 6435
 Fax: +49 8102 8961 533
 E-mail: emeasupport@symmetricom.com
emea_sales@symmetricom.com

Revision History:

Revision	Date	Author(s)	Revision History
A	May 6, 2011	Jim Kline	Initial Release