



FIELD SERVICE BULLETIN

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

FSB #: 098-50621-026

DATE: November 13th, 2009

Product Identity: DVB SyncSource

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

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)

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

Caution: Due to an anomaly in the GPS receiver leap seconds file downloaded from GPS (see FSB 098-50620-016), the 4370A DVB SyncSource **must be updated** or on January 1, 2010 the DVB SyncSource will not automatically recover from a power cycle.

NOTE: On units that are currently up and using GPS, the unit will not be able to recover from a reboot unless the update is done before January 1st, 2010.

Recommended Actions: **All 4370A DVB SyncSources need to have firmware updated.**

Go to the link below for download instructions and download the [dvb.dvb-1-6-0.2009-10-22.iso](#) update file:

[Click here](#)

If the DVB SyncSource is currently locked to GPS, download the new software release prior to 23:59:59 UTC on December 30 2010. If the unit has been power cycled after this date, the [dvb.dvb-1-6-0.2009-10-22.iso](#) file must be updated to allow the DVB SyncSource to lock to GPS.

A new release of the manual is also available at:

[Click here](#)