



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

FIELD SERVICE BULLETIN

FSB #: 098-50620-054

DATE: January 18, 2012

System: SyncServer S100 Series Network Time Servers

Product Identity: NTP Servers

Product Code: Description:

1520R-S100	SyncServer S100
1520R-S100-RB	SyncServer S100 with Rubidium Oscillator

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

Summary

Symmetricom SyncServer S100 Software Update v2.90.5

Version 2.90.5 of the S100 SyncServer software is an important patch release for SyncServers loaded with v2.80 software. Symmetricom recommends that all S100 SyncServers running v2.80 be upgraded to v2.90.5 or later.

Recommended Actions:

Version 2.90.5 implements a specific repair to a defect in v2.80 as well as a few minor repairs.

1. Repaired a rare condition where the time server may not lock properly to GPS and may not have the correct time. Depending on how the server is configured it is possible this incorrect time may be served to NTP clients. (See **Comments** below on how to configure any NTP server to guard against serving the incorrect time).
2. Minor security issues resolved regarding postgres account password

Version 2.90.5 Download

For those customers who desire the v2.90.5 update, the software is available online at <http://www.symmetricom.com/support/online-support/> if you log in and follow the links to software downloads.

Comments:

The NTP daemon has safeguards against synchronizing to an incorrect time source by peering to other network time servers to "crosscheck" the time. By default the SyncServers ship with two other peers configured. The GPS clock in the SyncServer is considered to be a peer as well. The NTP daemon will check the time on all peers and through the use of a clustering and selection algorithm will choose the best peer as its source of time.

In normal circumstances the Stratum 0 GPS time source located inside the SyncServer is always preferred over any other Stratum source available over the network. However, if the time of the Stratum 0 source differs from the other peers by more than 128 milliseconds, and two or more other peers are in relatively close agreement, a few milliseconds for example, the Stratum 0 source will not be used. If there are one or less peers available to the NTP daemon inside the SyncServer it will choose the GPS reference source if there is a time difference with the other peer.

The best practice here when deploying any NTP server is to always have at least 2 other NTP peers configured. Having 3 or 4 would be ideal.

Contact Information:

Symmetricom Inc
3750 Westwind Blvd
Santa Rosa CA 95403

Toll Free Calls
888.367.7966 option 1, then option 2
Toll Calls
408-428-7907 (1) (2)

|