FIELD SERVICE BULLETIN
FSB# 100118
January 18, 2010

Affected Products:

All GPS products shipped between Feb 1, 2008 and Jan 14, 2010 that are being operated without a GPS antenna for long periods of time. A GPS Time Server being operated in NTP Stratum 2 mode is the most common example. Affected products will have serial numbers between 08020015 and 10010034.

Part Number:	Description:
3015-00xx-00x	Tempus LX GPS Network Time Server
3017-00xx-00x	Unison GPS Network Time Server
3019-xxxx-xxx	Meridian Precision GPS TimeBase
3021-xxxx-00x	Tycho GPS Frequency Reference
3204-xxxx-00x	RTM3204 GPS Timing Module

Note: "x" is variable.

Problem:

The FLASH memory chip on the main circuit board wears out after about one year of continuous operation.

Symptoms:

There will be a red alarm light on the front panel. When you enter the `gpsstat` command via the network/serial ports you will see that the very last digit of the `gpsstat` response will be any one of the following characters: 8, C or E. If your product has a front-panel display, the Faults Display will show an error for FLASH.

Required Action:

If your unit has not yet displayed the symptoms described above please take immediate action to download new software from the EndRun website and upgrade your unit to the latest version of software. You will need version 5.04 (or later) of the GPS Subsystem software. If your unit has NTP Subsystem (Linux) software older than version 5.00 then you will also need to upgrade the NTP

Subsystem software. Go to http://www.endruntechnologies.com/download.htm to get the latest software and upgrade instructions.

If your GPS Time Server already displays the symptoms described above then return the unit to EndRun for repair at your convenience. In the case of Stratum 2 operation – the Time Servers will continue to operate and serve Stratum 2 time even with this fault so there is no hurry.

Permanent Solution:

This problem is the result of a software "bug" in the GPS Subsystem. This bug has been eliminated for all products shipped after January 14, 2010. Corrected software is 6010-0020-000 version 5.04.

Contact Information:

Feel free to contact us if you have any questions or need help:
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