

## FIELD SERVICE BULLETIN

**FSB# 100105-01**

**January 5, 2010**

### **Affected Products:**

All products listed below that shipped on or before January 4, 2010:

<b>Part Number:</b>	<b>Description:</b>
3014-00xx-00x	Tempus LX CDMA Network Time Server
3015-00xx-00x	Tempus LX GPS Network Time Server
3016-00xx-00x	Unison CDMA Network Time Server
3017-00xx-00x	Unison GPS Network Time Server
3018-00xx-00x	Tempus LX CDMA Network Time Server (Japan)
3019-xxxx-00x	Meridian Precision GPS TimeBase
3020-xxxx-00x	Tycho CDMA Frequency Reference
3021-xxxx-00x	Tycho GPS Frequency Reference
3025-xxxx-00x	Meridian CDMA Frequency Reference
3204-xxxx-00x	RTM3204 GPS Timing Module

Note: "x" is variable.

### **Problem:**

The unprivileged user on all listed products expired at the end of 2009.

### **Symptoms:**

You will be able to log into your unit as **root** but if you attempt to login as the unprivileged user you will be told that the name has expired. The unprivileged user login name depends on your product. It will be either: **cntpuser**, **gntpuser**, **csysuser**, or **gsysuser**.

### **Required Action:**

You will need to edit a file and delete the expiration date for the unprivileged user. You will need to login as **root** in order to do this. The file is **/etc/shadow**. Here is an example for **cntpuser** using the resident editor:

```
edit /etc/shadow
```

This file contains lines for each user on the system. You need to edit the line for your unprivileged user login name (e.g. `cntpuser`). Your encrypted password field will be different than the sample shown below. The expiration date is at the end of the line (14609) and this needs to be removed.

```
cntpuser:$1$1jKcu23T$.KHAtYBBYq4BiN1qn3h/e1:11274:0:99999:7:::14609:
```

After deleting the expiration date, it should look like this:

```
cntpuser:$1$1jKcu23T$.KHAtYBBYq4BiN1qn3h/e1:11274:0:99999:7:::
```

Now exit the editor and save the file:

```
Control-k x
```

Then copy the file to `/boot/etc`:

```
cp -p /etc/shadow /boot/etc
```

Done. You do not need to reboot your system. This is a permanent fix unless you reset your password to the factory default by removing `/boot/etc/shadow`. In this case you will need to perform the procedure again.

## Permanent Solution:

This problem has been eliminated in the software for all products shipped after January 5, 2010. Corrected software is Linux file system version 6010-0042-000 v5.11 and 6010-0044-000 v5.11. For products shipped before January 5 - if you have ever changed ANY password on your unit then you must perform the file edit described above. Upgrading software to v5.11 is not necessary.

## Contact Information:

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

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