

FIELD SERVICE BULLETIN

FSB# 100105-02

January 5, 2010

Affected Products:

All products listed below:

Part Number:	Description:
3003-000x-00x	Praecis Cntp Network Time Server
3005-000x-00x	Praecis Gntp Network Time Server
3007-000x-00x	Praecis Cntp Network Time Server
3009-000x-00x	Praecis Gntp Network Time Server
3012-00xx-00x	Tempus Gntp Network Time Server
3013-00xx-00x	Tempus Cntp Network Time Server

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** or **gntpuser**.

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.

Permanent Solution:

The procedure described above is a permanent solution 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.

Contact Information:

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

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