

FIELD SERVICE BULLETIN

FSB# 130930

September 30, 2013

Affected Products:

All Tempus LX, Unison, Tycho and Meridian products.

Part Number:	Description:
3014-xxxx-xxx	Tempus LX Network Time Server (CDMA)
3015-xxxx-xxx	Tempus LX Network Time Server (GPS)
3016-xxxx-xxx	Unison Network Time Server (CDMA)
3017-xxxx-xxx	Unison Network Time Server (GPS)
3018-xxxx-xxx	Tempus LX Network Time Server (CDMA-Japan)
3019-xxxx-xxx	Meridian Precision GPS TimeBase
3020-xxxx-xxx	Tycho CDMA Frequency Reference
3021-xxxx-xxx	Tycho GPS Frequency Reference
3025-xxxx-xxx	Meridian CDMA Frequency Reference

Note: "x" is variable.

Problem:

Use of the alternate, IPV6-capable, **syslog-ng** system logging daemon can cause severe memory usage and/or leakage problems, to the extent that the Linux operating system begins shedding processes and the unit must eventually be rebooted.

Symptoms:

Typically, the failure is noted when some of the main services such as ssh, snmp or ntp become unavailable. On examination of the system log files, many entries related to failed memory allocation errors will be present. Also, entries pertaining to killing running processes by the system will be present.

Required Action:

We recommend that you do NOT use **syslog-ng**. Use the factory default **syslog** daemon instead. If you are using remote logging to an IPV6 server, you will need to configure an IPV4 address on that



2270 Northpoint Parkway, Santa Rosa, CA 95407

server to accept the syslog entries sent from the EndRun product. The factory default **syslog** daemon is not IPV6 capable.

To revert from using **syslog-ng** to the factory default **syslog** do the following:

```
rm /boot/etc/syslog-ng.conf
```

If needed, edit */etc/syslog.conf* to add a remote server, or to make any other modifications to the default configuration. After saving the edited file, copy it to the non-volatile memory area:

```
cp /etc/syslog.conf /boot/etc
```

Finally, you will need to reboot the system:

```
reboot
```

Contact Information:

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

EndRun Technologies

2270 Northpoint Parkway

Santa Rosa, CA 95407

1-877-749-3878 (toll-free)

support@endruntechnologies.com