

FIELD SERVICE BULLETIN

FSB# 110825-03

August 25, 2011

Affected Products:

Eventually all CDMA products operating in South Korea. This Field Service Bulletin pertains to these particular products:

Part Number:	Description:
3014-000x-00x	Tempus LX Network Time Server (CDMA)
3016-000x-00x	Unison Network Time Server (CDMA)

Note: "x" is variable.

Problem:

Our CDMA-Synchronized products acquire & decode time from CDMA cellular and PCS frequencies that are used for CDMA cell phones (voice) throughout the world. Different countries use different frequencies and in South Korea the only carrier providing these frequencies is SK Telecom. SK Telecom is now beginning to implement LTE throughout the country and as part of the LTE roll-out, it is shifting the CDMA cellular frequencies. This is happening gradually throughout Korea, starting in Seoul in July 2011.

Symptoms:

Since the LTE roll-out is gradual, depending on where your Time Server is installed, you may or may not see a problem yet. Symptoms are that your Time Server will not be serving Stratum 1 time and the CDMA receiver will be unlocked (see the `cdmastat` command in your User Manual).

Required Action:

We recommend that you upgrade your Time Server with new software, even if you do not yet see a problem. This software combines both the old and new CDMA frequencies so that as SK Telecom continues its LTE roll-out through Korea, your Time Server will operate properly anywhere in Korea that it is installed.



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Instructions on how to perform the CDMA Subsystem upgrade are in Appendix B of your User Manual. If your Linux/NTP Subsystem version is prior to 5.00 then you will also need to upgrade the Linux/NTP Subsystem. Here are links to the User Manuals:

Tempus LX: <http://www.endruntechnologies.com/pdf/USM3014-0000-000.pdf>

Unison: <http://www.endruntechnologies.com/pdf/USM3016-0000-000.pdf>

To download the latest software version so that you can upgrade your Time Server go to one of these links:

Tempus LX: <http://www.endruntechnologies.com/upgradetemplx.htm>

Unison: <http://www.endruntechnologies.com/upgradeuni.htm>

After the upgrade is complete make sure your Time Server is set to operate in Korea using this command:

```
cdmachannelset
```

Your Time Server should respond:

```
channelset is South Korean Cellular
```

If it does not, then use this command to fix it:

```
setcdmachannelset SKC
```

Now make sure your antenna is connected and wait for the time server to start serving Stratum 1 time again.

Permanent Solution:

This problem has been eliminated in the software for all products shipped after August 2011. For products shipped before September 2011 – please upgrade your software at your earliest convenience. Corrected software is for the CDMA Subsystem 6010-0020-000 v5.07 or later.

Contact Information:

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

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