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Customer Assistance Center: 1-408-428-7907

FIELD SERVICE BULLETIN

FSB #: 098-50620-83

DATE: February 26, 2016

System: BC637PCI-V2 & BC637PCIE Bus Cards

Product Identity: BC637PCI-V2 & BC637PCIE TIME & FREQUENCY PROCESSOR

Product Code(s):

BC637PCI-V2	BC637PCIE
BC637PCI-V2-OCXO	BC637PCIE-OCXO

Technical Support:	Worldwide 1-408-428-7907 (1) or USA toll free 1-888-367-7966 (1)
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Topic: GPS Receiver Lock Up

Summary:

The internal GPS receiver used in the above mentioned GPS referenced time and frequency bus cards faulted on February 13th and began to output incorrect GPS week numbers. The bus card time and frequency engine would not lock to the GPS receiver while it is receiving these incorrect week numbers. The result is that all of the above bus cards went into a flywheel/holdover/drift condition using the local oscillator in the absence of receiving corrections from GPS to keep the accuracy properly aligned to specification.

Visual indications that the card(s) are not functioning properly are a red LED on the front (more recent versions) and the view provided by the card Configurator software interface showing the tracking, phase and frequency LEDs to be red.

Recommended Actions:

Recommended action is to update the software in the bus cards to version 8. The version 8 software and update instructions can be found at:

<http://www.microsemi.com/products/timing-synchronization-systems/support/online-support>

The version 8 software update restores proper operation of the bus cards for tracking GPS satellites. In addition, the software has been adjusted accordingly to properly roll through the GPS week number rollover event that will occur on April 7, 2019. This adjustment was verified by running the card through the GPS rollover event with the use of a GPS simulator.

Microsemi Actions:

Microsemi plans to take no further action.

Any questions regarding this Field Service Bulletin, please contact Technical Support.

North and South America

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Revision History:

Revision	Date	Author(s)	Revision History
A	February 26, 2016		Initial release