

# Technote 85 – Time Server Change

This document discusses the address change for the default time server used by AcquiSuite and AcquiLite systems, and the effects on Obvius customers.

## Time Server Address Change:

As of July 1, 2013, Obvius will migrate away from offering a public time server. Many other time servers are now available on the internet that provide reliable service, pools of servers, and more accurate operation than our current time server. Customers should update AcquiSuite and AcquiLite systems to use the following time servers:

Sites using rdate: **time.nist.gov**

Sites using NTP: **pool.ntp.org**

Both ntp.org and NIST operate pools of time servers that are available today. Customers who are using the old address time.buildingmanageronline.com or time.obvius.com will need to change to a new server address listed above as soon as possible. The old time server will continue to operate as long as possible, however it is expected that the old server addresses will not run beyond September 2013.

## Who is affected:

Any customer who is currently using the default AcquiSuite or AcquiLite time server configuration should update their configuration by the end of September 2013 to avoid interruptions of service.

Note: this change affects only Ethernet enabled Obvius products.

## Impact of the change:

The AcquiSuite and AcquiLite data acquisition server (DAS) uses the time server to synchronize its clock with an internet time server. This keeps the DAS clock as accurate as possible. If a time server is unreachable or unavailable, the DAS internal clock will drift slightly over time.

## Recommended solution:

For customers with current products, simply update your AcquiSuite or AcquiLite device to the currently available firmware.



## Firmware Update Details:

Firmware revision v02.13.0712 (A8812, A8810, A7810) and later will provide an automatic fix for this issue. Upon startup, if the firmware detects the old time server address in the configuration file, it will automatically be replaced with time.nist.gov, and set the protocol option to “automatic”.

Older devices (A8801, A8811, A7801) must have their configurations updated manually.

## Manual Configuration Changes Required:

The following steps should be used to manually change the time server address on any AcquiSuite or AcquiLite data acquisition server.

- 1) Using a web browser, connect to the IP address of the AcquiSuite or AcquiLite. This address will be shown on the LCD console of the device. Login as “admin”.
- 2) Select the System option in the left menu on the left of the screen. Select “Date & Time”
- 3) Locate the edit field for “Time Server”. If the address in this field is the old server buildingmanageronline.com OR obvius.com, update it to the new address.

Use **pool.ntp.org** for NTP protocol or,

Use **time.nist.gov** for RDATE protocol\*.

- 4) Click the “Apply” button to save your changes.
- 5) Click the “Sync Time Now” button to confirm the time server configuration is working.

\* Note: NTP is the preferred time sync protocol, however it may not work if your network firewall blocks UDP traffic. Systems using cellular connections may block NTP, and may require RDATE protocol. Obvius recommends trying NTP first, and switch to RDATE only if NTP does not work.

**Update Oct 1, 2013:** Obvius is planning to extend operation of time.buildingmanageronline.com temporarily, however the IP address of this server will change on or around November 1. This will extend the time allowed for customers to migrate off the server to one of the public servers noted above. When this system is finally decommissioned, the domain name will likely be pointed to a public server such as nist.gov. Most public servers are discontinuing support for RDATE protocol, so a redirection of the domain name may only work for NTP users. Customers are advised to update systems to NTP as described above.

### Revisions to this document:

July 16, 2013: initial publication.

October 2, 2013: revised.

