SyncServer Software Support and Extended Hardware Warranty

Software Support Equals Network Protection

Features

- Ongoing security hardening to keep SyncServers secure
- Security vulnerability hardening against known and yet-to-be-identified vulnerabilities
- Continuous evaluation/implementation of CVE mitigations
- Implement updates to open-source software
- Timely response to US-CERT alerts
- Assurance of behavior through future high-profile timescale events such as leap second and GNSS rollover events
- Access to 24/7 technical support

Staying Current Is a Best Practice in Network Security Strategies

It is no secret that security is likely the most critical aspect of networking so far in this decade. Any device connected to the network can become a target for exploitation and needs to be kept as secure as possible. Microsemi SyncServer network time servers are no different because they provide essential time services to the network and need to remain as security-hardened as possible.

Security-hardening is an ongoing process due to the constant publication of new Common Vulnerabilities and Exposures (CVEs). Microsemi regularly evaluates CVEs and roadmaps in software updates to address the most relevant ones. The severity of a CVE relevant to the operation of the SyncServer determines the timeliness of the response, and US-CERT alerts get top priority.

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As a service to Microsemi SyncServer customers in the form of Software Support, we track the thousands of new CVEs added to the National Vulnerability Database each year. In addition, we conduct ongoing port scans with regularly updated port scanning techniques. A cross-functional team meets regularly to triage CVEs, respond to specific CVE inquiries from customers, plan responses in the form of informational security bulletins, and roadmap changes into future software releases. This results in timely software releases that harden the SyncServer to applicable vulnerabilities.

Direct Access to Technical Support

SyncServer Software Support also includes access to technical experts in SyncServer operation. Call centers in the US, Asia, and Europe are available to assist as needed. Emergency assistance is available 24 hours a day, 365 days a year.

Futureproofing Software Behavior

One benefit of tracking GNSS constellations is that simulators can be used to verify proper behavior through as yet unpublished events. In particular, the International Earth Rotation Service is responsible for determining when a leap second adjustment is inserted into UTC. These events are typically announced less than six months before the actual event. In response to a leap second announcement, Microsemi simulates the leap event on the most current version of software to assure proper behavior through the event. Customers on Software Support can download and install the verified version into their SyncServers and have peace of mind that time service operations will perform smoothly through the event.

Comprehensive Software Support, Technical Assistance, and Hardware Warranty

Microsemi makes it easy to combine the standard warranty with Software Support and Extended Hardware Warranties. Easy-to-understand part numbers and coverage allow for easy ordering.

Software and Hardware Support Protects Your Investment and Your Network

The network security threat environment changes every day. Microsemi encourages you to be proactive and as prepared as possible for the inevitable network security challenges where you will need accurate, reliable, and secure time to help defend the network and the SyncServer.

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SyncServer S600/S650 models include a two-year Hardware Warranty. Microsemi recommends adding an extra year of Extended Hardware Warranty and three years of Software Support for a comprehensive three years of Software Support protection and Hardware Warranty coverage.

SyncServer S80 models include a one-year Hardware Warranty. Microsemi recommends adding two years of Extended Hardware Warranty and three years of Software Support for three years of comprehensive protection.

Part Numbers for Software Support and Technical Support (per unit)

Product	1-Year	2-Year	3-Year	4-Year	5-Year
SyncServer S600	999-72012-01	999-72012-02	999-72012-03	999-72012-04	999-72012-05
SyncServer S650	999-72013-01	999-72013-02	999-72013-03	999-72013-04	999-72013-05
SyncServer S80	999-72014-01	999-72014-02	999-72014-03	999-72014-04	999-72014-05
SyncServer S650 SAASM	999-72017-01	999-72017-02	999-72017-03	999-72017-04	999-72017-05

Part Numbers for Extended Hardware Warranty (per unit)

Product	1-Year	2-Year	3-Year	4-Year	5-Year
SyncServer S600	999-72010-01	999-72010-02	999-72010-03		
SyncServer S650	999-72011-01	999-72011-02	999-72011-03		
SyncServer S80	999-72015-01	999-72015-02	999-72015-03	999-72015-04	999-72015-05
SyncServer S650 SAASM	999-72016-01	999-72016-02	999-72016-03		

Stay Informed

Microsemi encourages all customers to register on the Microsemi Online Support Portal at my.microsemi.com. A broad collection of information is available here, and Microsemi can keep you informed of important updates once you have registered.

Get Protected

Please contact your local Microsemi representative or Microsemi directly to receive a quote on Software Support and Extended Warranty for your SyncServer(s).

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