# System Release Notice

TimeCraft
Network Element Craft Software
Release 2.6.5

## Introduction

This System Release Notice (SRN) describes the new features of Microsemi's *TimeCraft Network* Element Craft Software, version 2.6.5. It includes system requirements, new platform features, resolved and known issues, supported network elements for Microsemi products, procedures for install, uninstall, and firmware upgrade, and technical support contact information. In addition to this release notice, the TimeCraft Release 2.6.2 User's Guide (PN 098-00641-262) is located in the downloadable zip file

⚠️ **Caution:**

Please read Installing TimeCraft Application, on page 6 and Uninstalling TimeCraft Application, on page 14 before attempting to install this version 2.6.5 release.

1. If earlier versions of TimeCraft (2.2 or earlier) exists on the target system, the user should backup the connections and properties files and then uninstall the existing installation. After uninstallation of the earlier version, TimeCraft 2.6.5 can be installed as a full installation.
2. If no installation of TimeCraft exists, the setup installs TimeCraft 2.6.5.
3. If TimeCraft 2.3, 2.3.1, 2.4, 2.5, 2.6, 2.6.1, 2.6.2, 2.6.3 or 2.6.4 exists, then the setup upgrades to TimeCraft 2.6.5.

**Note:** Use the following steps to backup connections:

1. Open Windows Explorer and browse to the TimeCraft installed location (Default is "C:\Program Files\Symmetricom\TimeCraft").
2. Copy the connections folder to another location.
3. Uninstall earlier version of TimeCraft.
4. Install TimeCraft 2.6.5.
5. Copy the Connections folder to the TimeCraft installed location (Default is "C:\Program Files\Microsemi\TimeCraft" on 32 bit OS, and "C:\Program Files (x86)\Microsemi\TimeCraft" in case of 64 bit OS).

> **Note:** To migrate the connections created in TimeCraft 2.2 and earlier version, you can use Windows Explorer to create the directories with the following steps:
>
> 1. Open Windows Explorer and browse to the Connections folder in the TimeCraft installation location (Default is "C:\Program Files\Symmetricom\TimeCraft").
> 2. Create sub folders to reflect site/location as desired.
> 3. Move the connection files in the connection folder created in TimeCraft 2.2 or earlier to the created sub folders.
>
> To verify that the connections were properly created, start the TimeCraft application, select the **Connection** menu item and click **Open Connection**. The connections should appear in the folder trees.

# System Requirements

The following are the recommended minimal requirements to support this product:

- Operating Systems:
    - Windows® XP
    - Windows 7 32-bit and 64-bit
    - Windows 8 64-bit
- 1 GHz Pentium Processor
- 512 MB RAM
- 1 GB Free Disk Space
- 8x CD-ROM drive
- SVGA display (minimum screen resolution set at 1280 x 1024)

# New Platform Features

The following changes and additions were made in this release.

- SSU 2000 Stratum 2E RB Clock (23413016-001-0) physical panel display

# Resolved Issues

There are no resolved issues with this release

# Known Issues

- A user newly created by TimeCraft could not access SSU-2000 with TimeCraft using the serial port.

  *Workaround:* Use Ethernet connection or Procomm or equivalent to set up user.

- *10848*: PTP Client list from a PTP Blade in SSU-2000 is not displayed with TimeCraft 2.5 with SSU-2000 users level 2 and 3.

  *Workaround:* Use TL-1 or ICS commands to get PTP client list instead of TimeCraft.

- *10246*: It is not possible to open a TimeCraft telnet session with Windows 7.

  *Workaround:* By default, Windows 7 does not enable telnet client utility. Users needs to turn on telnet features manually. Follow below instruction to enable telnet client utility on Windows 7:

  1. Click **Start**, and then click **Control Panel**.

  2. On the **Control Panel Home** page, click **Programs**.

  3. In the **Programs and Features** section, click **Turn Windows features on or off**.

  4. If the **User Account Control** dialog box appears, confirm that the action it displays is what you want, and then click **Continue**.

  5. In the **Windows Features** list, select **Telnet Client**, and then click **OK**.

- When a number of autonomous (AO) events/alarms are reported from the TimeHub system, TimeCraft will temporarily suspend activity retrieving NTP/PTP card information. Once the autonomous outputs have stopped, TimeCraft will recover from the suspended state.

  *Workaround:* Wait until all the autonomous events/alarms from TimeHub have stopped. TimeCraft will retrieve the required user data after recovering from the suspended state. This may take a few minutes.

- SSU 2000 6.2 - After opening the connection, the SNMP v2 and v3 manager information is displayed incorrectly.

  *Workaround:* Click **Refresh** to update the SNMP v2/v3 manager details.

- SSU 2000 6.2 - While restoring the incorrect configuration file, the "Restore Successfully" TimeCraft prompt displays.

- On the Help page, printing cannot be cancelled by clicking the **Cancel** button.

- The SSU 2000/2000e module's removal or insert status is not shown properly.

  *Workaround:* To minimize this issue, manually refresh the module and avoid multiple removal and insertion cycles.

- 23791: After TimeCraft is connected to an SSU 2000/2000e with a TCP/IP connection for a long period of inactivity (24 hours), TimeCraft is slow to update changes. However, the TL1 commands continue to work.

- *Workaround:* Restart TimeCraft so that response time returns to normal and commands are executed and updated quickly. If an open connection is needed for a long period of inactivity, use a serial port connection.

- User may observe that TimeCraft is slow in connecting to the SSU 2000/2000e NE because the auto refresh interval is 1 minute by default.

  *Workaround:* Change the auto refresh interval to 5 or 10 minutes. Click on the System Configuration tree node, then click the **Edit** button in the Refresh panel to bring up the Edit Refresh Configuration dialog box. Change the Refresh Interval to 5 or 10 minutes, then click the **OK** button to finish.

- The user may sometimes notice that TimeCraft does not appear to communicate with the SSU 2000 correctly.

  *Workaround:* Refresh the NE connection by clicking on the Refresh Connection menu item in the Connection menu.

- During TimeCraft firmware legacy upload for SSU 2000/2000e, the module option "all" should only select all likely modules with related firmware. For example, all DS1 output modules should be selected when the firmware upload is 01700E00.dn1. However, the TimeCraft upload process will go through all modules in the shelf.

- TimeCraft does not have option to configure output PQL

  *Workaround:* Use CLI command (OUTPUT xAy PQL {0| {1-16}}) or use below appropriate TL1 command to set output PQL
  - SET-PRMTR-OUTPUT
  - SET-PRMTR-OUT422
  - SET-PRMTR-OUTE1208
  - SET-PRMTR-OUTSINE

## Manufacturing Discontinued Products

- (OT-21) The SID is reported by the OT-21 in quotes even though quotes haven't been entered which is reflected by TimeCraft. A new SID should be entered without quotes.

- (TSG3800) In the Security Window, pressing "Enable Security" requires closing the connection, editing the connection with login information, then connecting to the unit again.

- (TSG3800) It is recommended that the information in the Help File be supplemented with information in the TSG3800 User Manual as in certain cases information in the Help File is brief.

- (TSG3800, PRR10) In certain cases graphics are incomplete.

- (PRR10) Parameters can be configured from the primary module only.

- (TSG3800) 23823: No TSG-3800 serial port connectivity after userid is added

   *Workaround:* Use a TCP/IP connection.

## Supported Network Elements – Support Matrix

The following table provides a list of the current supported hardware and firmware revisions. Refer to the System Release Notice (SRN) for firmware versions and compatibility for the product and particular release version you are using.

*Table 1-1. Hardware and Firmware Support Matrix*

| System | Versions |
|---|---|
| TimeProvider 1000/1100 | 1.0, 2.1, 2.2, 3.0, 3.1, 3.1.1, 3.2, 3.3, 3.4 |
| SSU 2000 | 4.1, 4.2, 5.1, 6.0. 6.1.1, 6.2, 6.3, 6.4, 7.0, 7.1, 7.2 |
| TimeHub | R4209C, R4315C, R4328E, 3.2.2, 4.1.3, 5.0.5, 6.0, 6.1 |
| TimeSource 3500/3000 | 1.06.06, 1.06.07, 1.06.10, 1.07.02, 1.07.04, 1.07.06 |
| TimeSource 3600/3100 | 1.06.04, 1.06.09, 1.06.11, 1.07.05 |
| ePRTC/TimeSource 3x50 | 1.0, 2.0 |

# Installing TimeCraft Application

**Notes:**

Administrative privileges may be required to install this product.

Please read this procedure and Uninstalling TimeCraft Application, on page 14 before attempting to install this release.

TimeCraft 2.3, TimeCraft 2.4, TimeCraft 2.5 or TimeCraft 2.6 can be upgraded using TimeCraft 2.6.5. TimeCraft 2.6.5 is not upgradable for TimeCraft 2.2 or earlier versions. If earlier versions of TimeCraft (2.2 or earlier) exists on the target system, before installing TimeCraft 2.6.5, save the connections folders and then ensure that all earlier versions of TimeCraft have been uninstalled.

Follow the procedure for uninstallation in Uninstalling TimeCraft Application, on page 14.

**Note:** If TimeCraft 2.3, 2.2, 2.1, or 2.0 is to be re-installed for some reason, TimeCraft 2.6.5 must be uninstalled first. Refer to Uninstalling TimeCraft Application, **on page 14**. This helps avoid registry or directory conflicts due to known issues with the TimeCraft Installer.

Use the following procedure to install TimeCraft:

1. Insert the CD-media into the CD-ROM drive.

2. Open the CD-ROM folder and double-click on "Setup.exe".

3. When the installer Welcome screen appears, click **Next**.



4. Click the "I accept the terms of the license agreement" radio button and then click **Next**.
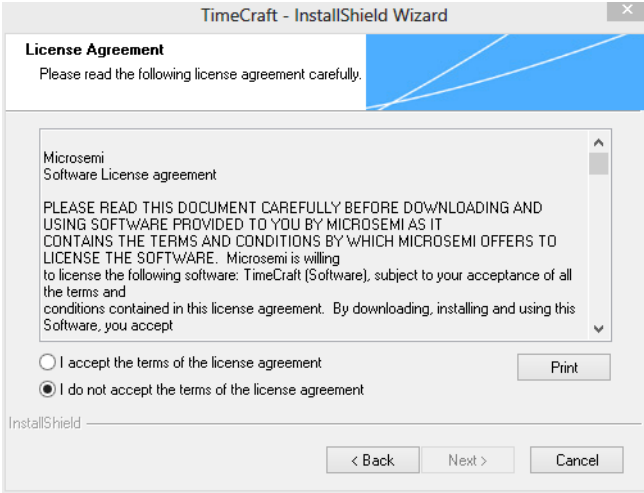
a. SynCraft/TimeCraft Previous Version File Located:

If the Installer detects that a previous version of TimeCraft or SynCraft prior to version 2.2 is already installed, a message dialog appears stating that the application must be uninstalled before you can continue. Refer to the procedure Uninstalling The TimeCraft Application, on page 14.

If the SynCraft or TimeCraft Installer can't be located in the programs list, please go to the directory C:\Program Files\Symmetricom\ (or any directory where TimeCraft/SynCraft was installed) and locate the TimeCraft/SynCraft folder(s). The folder should include a "TimeCraftUninstall.exe" file, which can be used to uninstall the directory. Double-click on the "TimeCraftUninstall.exe" file to run it.

If the "TimeCraftUninstall.exe" file can't be located, manually delete the TimeCraft/SynCraft folders by dragging them to the Recycle Bin. Then follow the procedure Removing SynCraft / TimeCraft Files From System Registry, on page 17 to remove the SynCraft/TimeCraft files from the system registry.

b. TimeCraft 2.2 or later is present:

If the Installer detects that a previous version of TimeCraft or SynCraft later than or including version 2.2 is already installed, a message dialog appears prompting you to upgrade.

c. TimeCraft 2.6.5 Already Present:

If the installer detects that TimeCraft 2.6.5 is already present on the system, the following screen appears. Click the radio button for the appropriate task: Modify, Repair, or Remove. Click **Next** and follow the instructions on the screen.

5. Click the radio button for the appropriate task: Modify, Repair, or Remove. Click Next and follow the instructions on the screen.
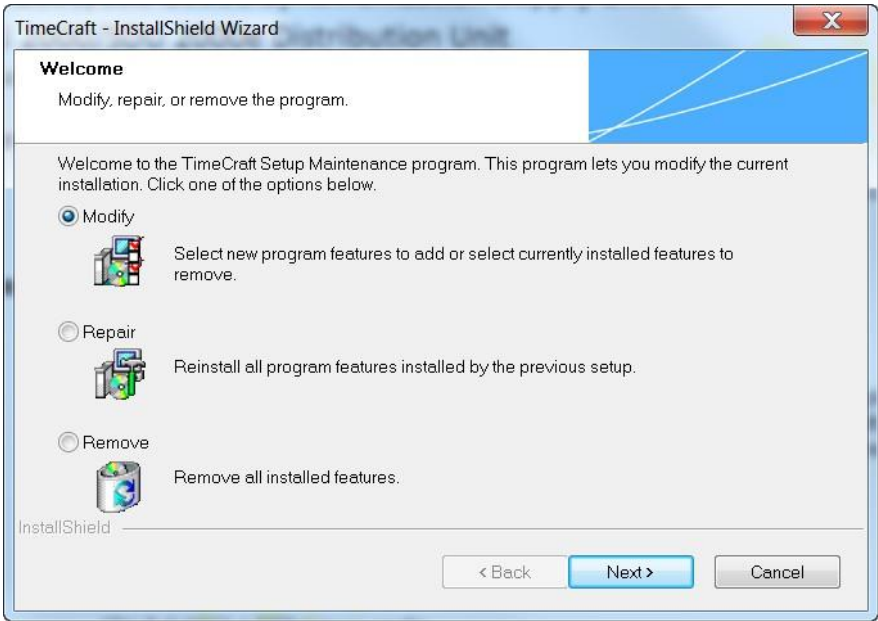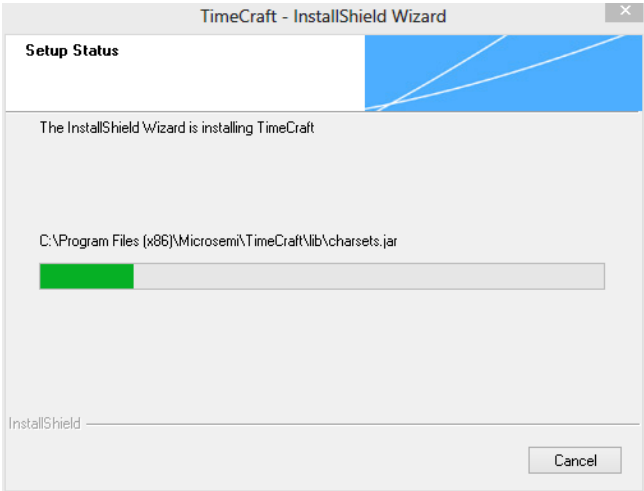
6. Click **Browse** to navigate to a desired directory, or click **Next** to install TimeCraft in the default directory. The default directory is "C:\Program Files" on 32 Bit OS and "C:\Program Files (x86)" on 64 bit OS and the installer automatically creates the \Microsemi\TimeCraft directory.
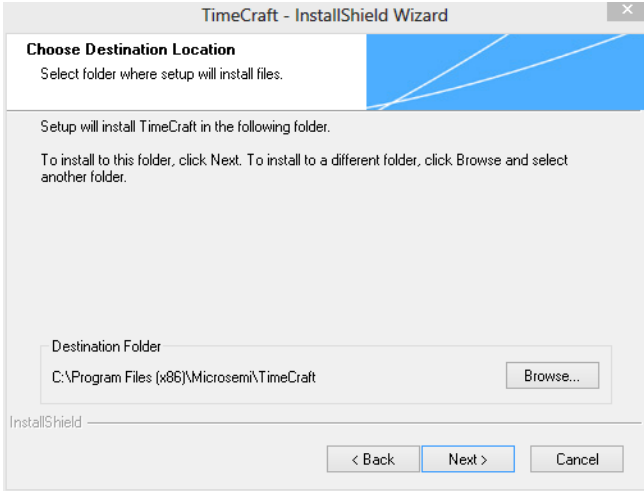
7. Click **Install** to continue.
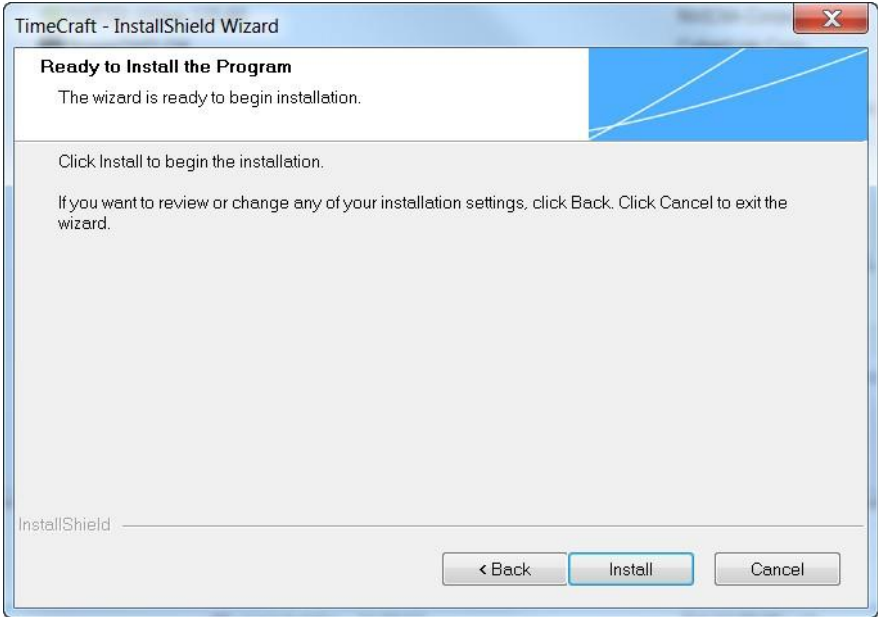


8. During installation, a status bar indicates the installation progress.

9. Select the Enable Advanced Security radio button, or the Disable Advanced Security radio button to enable or disable advanced security. If advanced security is enabled, the user is required to provide a username and password with each attempt to open a connection to a device. If advanced security is disabled, this information is stored on the computer so the user does not need to enter the username and password with each attempt to open a connection to a device.

Then click the **Next** button.



10. The InstallShield Wizard Complete screen appears when the installation is finished. Click the **Finish** button.
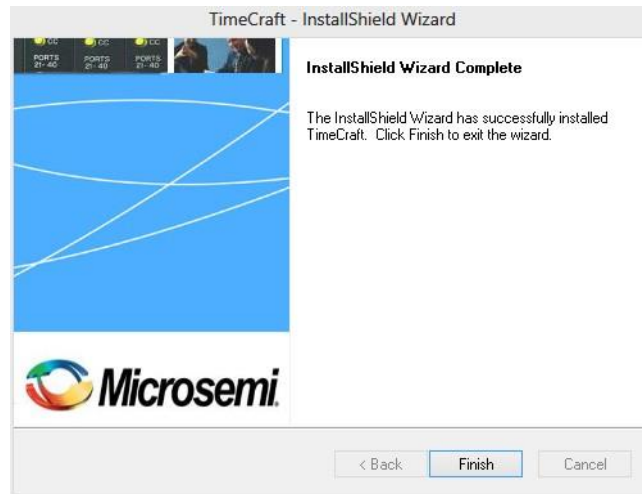
**Note:** After upgrading an existing installation of TimeCraft with 2.6.5 on Windows 7, copy the connection details which are stored in the user virtual store directory to the new installed location. The default directory is "C:\Program Files" on 32 Bit OS and "C:\Program Files (x86)" on 64 bit OS.
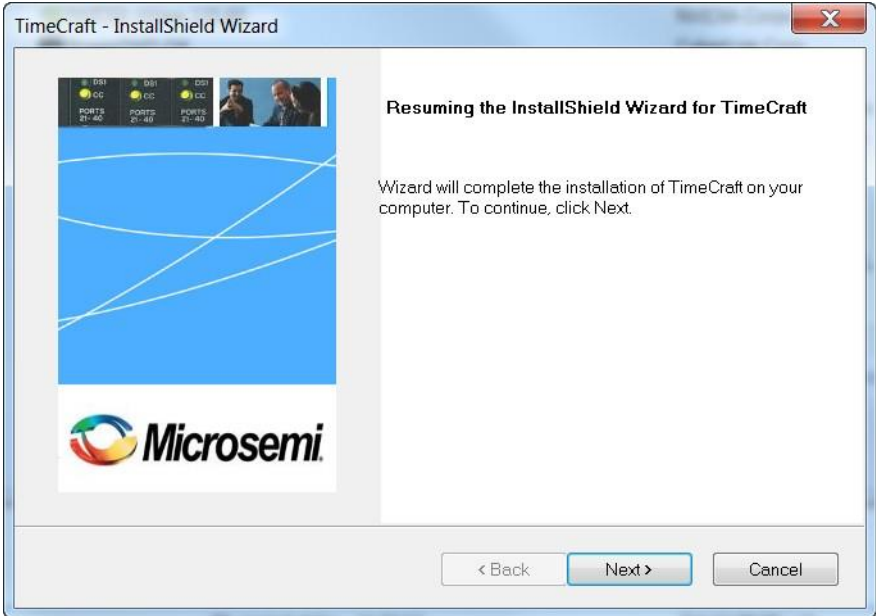
# Upgrading from TimeCraft 2.3/2.4/2.5 or 2.6 to TimeCraft 2.6.5

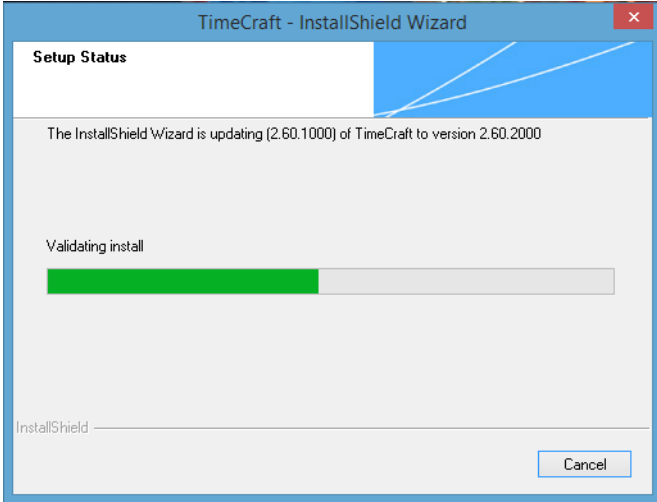Use the following procedure to upgrade TimeCraft 2.6.5:

1. Insert the CD-media into the CD-ROM drive.

2. Open the CD-ROM folder and double-click on "Setup.exe".

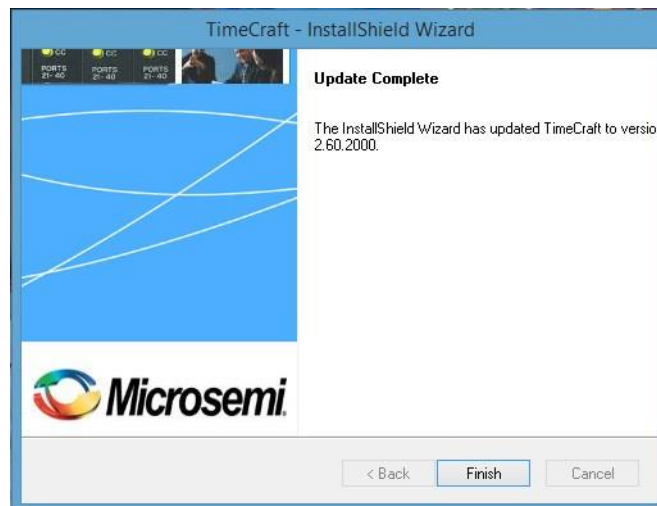3. When the upgrade confirmation dialog appears, click **Yes**.



4. When the installer Resume screen appears, click **Next**.

5. During upgrade, a status bar indicates the upgrade progress



6. The InstallShield Wizard Update screen appears when the update is finished. Click the **Finish** button.

**Note**: After upgrading the existing TimeCraft application with 2.6.5 on Windows 7, copy the connection details which are stored under the user virtual store directory to the new installed location. The default directory is "C:\Program Files" on 32 Bit OS and "C:\Program Files (x86)" on 64 bit OS.

# Uninstalling TimeCraft Application

**Note:** Before you uninstall either SynCraft or TimeCraft, if you want to retain your list of connections make a copy of the connections folder located in the \Program Files\Symmetricom\SynCraft or \TimeCraft directory. Move the copy of the connections folder out of the application directory so that it is not deleted during the uninstall. After you install TimeCraft, copy the connections folder to the "C:\Program Files\Microsemi\TimeCraft" directory on 32 Bit OS or "C:\Program Files (x86)\Microsemi\TimeCraft" directory on 64 Bit OS.

Ensure that all TimeCraft window are closed before uninstalling TimeCraft.

Use the following procedure to uninstall the applications associated with TimeCraft:

**Note:** Use the standard Windows procedure for uninstalling a program. This should be repeated individually for every program.

There are two methods for uninstalling TimeCraft 2.6.5 as shown in Step 1. and Step 2.

1. Users can uninstall TimeCraft 2.6.5 by clicking "setup.exe" from the CD-ROM and choosing the **Remove** option in the TimeCraft Maintenance window and clicking **Next**. Then continue with Step 3.
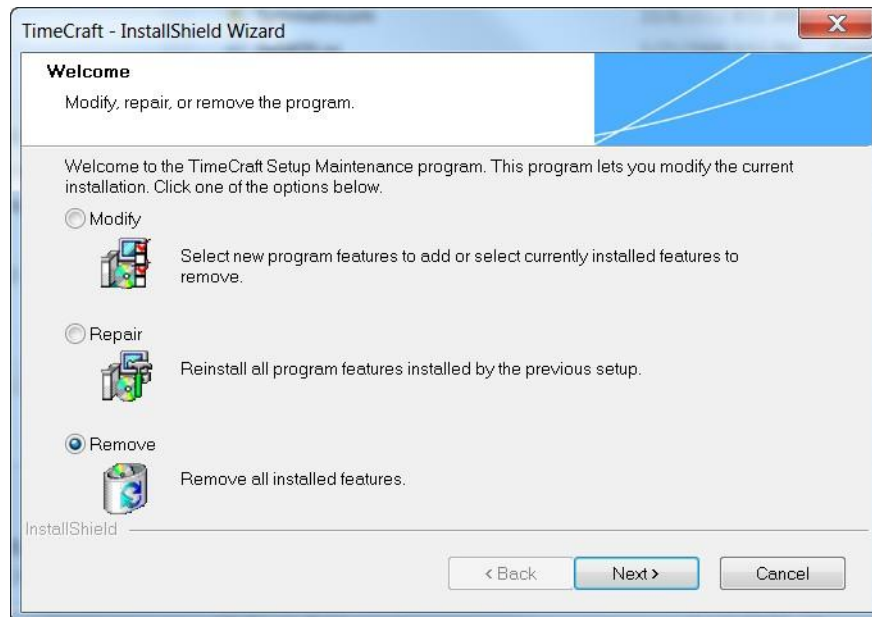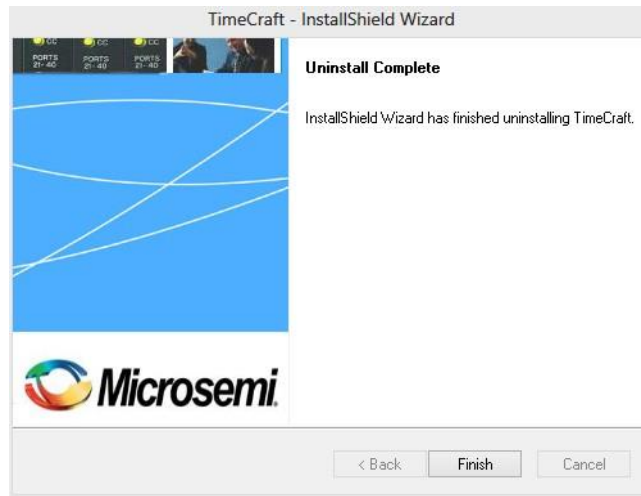


Or

2. From the **Start** menu, select **All Programs**->**Symmetricom**->**TimeCraft**->**UnInstall TimeCraft**. Then continue with Step 3.

3. In the InstallShield Wizard screen, click **Yes** to remove the application and all features.
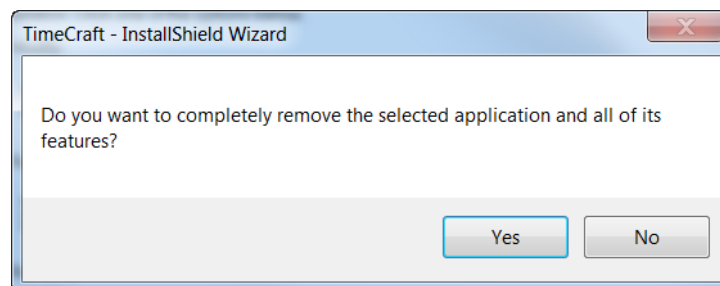


4. When the uninstall is complete, click **Finish**.

5. Repeat these steps to remove any other installed applications.

6. Ensure the \Program Files\Symmetricom or \Program Files\Microsemi directory is empty after uninstallation. If a TimeCraft/Syncraft directory remains, open it. The directory should include a "TimeCraftUninstall.exe" file, which can be used to uninstall the directory. Double-click the "TimeCraftUninstall.exe" file to run it.

   If you can't locate the "TimeCraftUninstall.exe" file, manually delete the TimeCraft/SynCraft folders by dragging them to the Recycle Bin.

**Note:** On Windows 7, after uninstalling TimeCraft some application files may still be present in the virtual store directory. This may cause TimeCraft to "remember" settings from a previous installation which has already been uninstalled. Therefore, for a clean uninstall, open the C:\Users\User_name\AppData\Local\VirtualStore\MyApp folder, and then delete any obsolete application data.

# Removing SynCraft / TimeCraft Files from System Registry

⚠️ **Caution:**

Microsemi recommends that the following procedure only be performed by Network/PC System Administrators.

Be very careful when removing SynCraft or TimeCraft files from the registry. Please follow the instructions below very closely and carefully. Microsemi is not responsible for any unintended deletion of registry files.

If you have any questions or concerns about this procedure, please call Microsemi for assistance. See Contacting Technical Support.
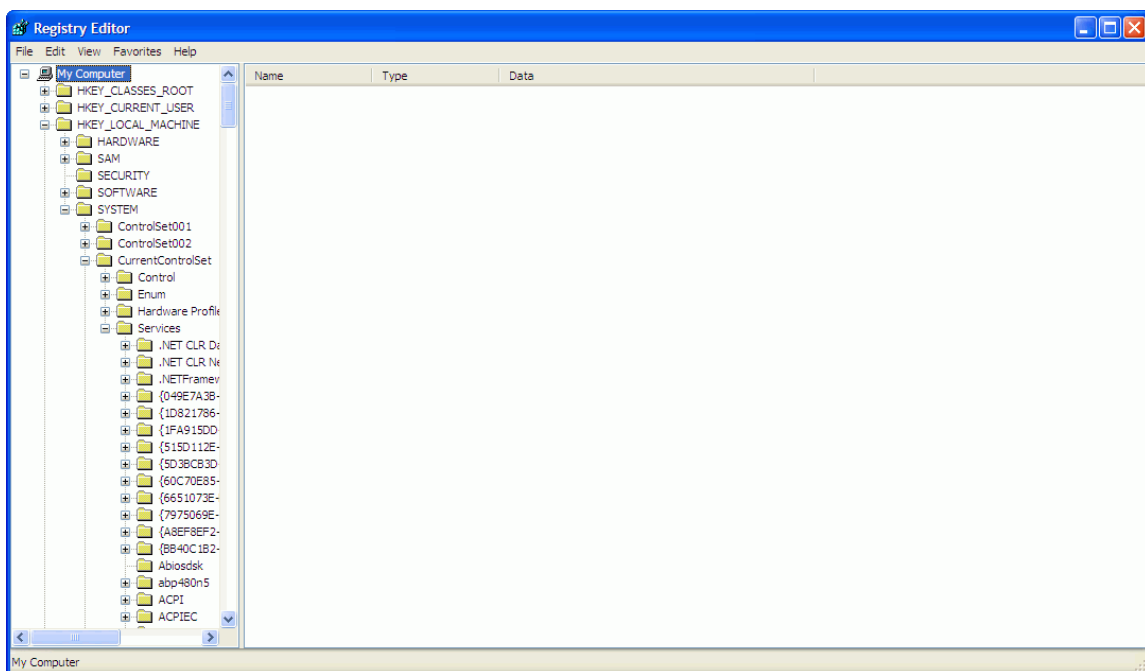
1. Click the **Start** button.

2. Select **Run...**
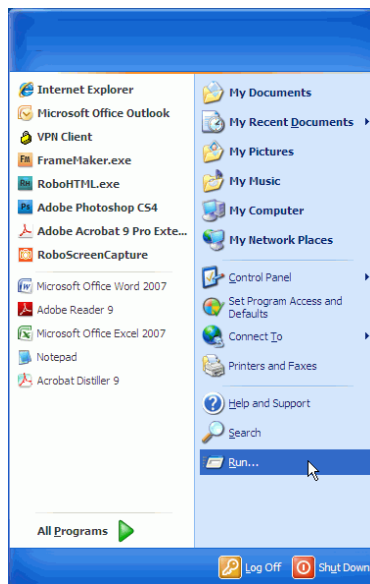


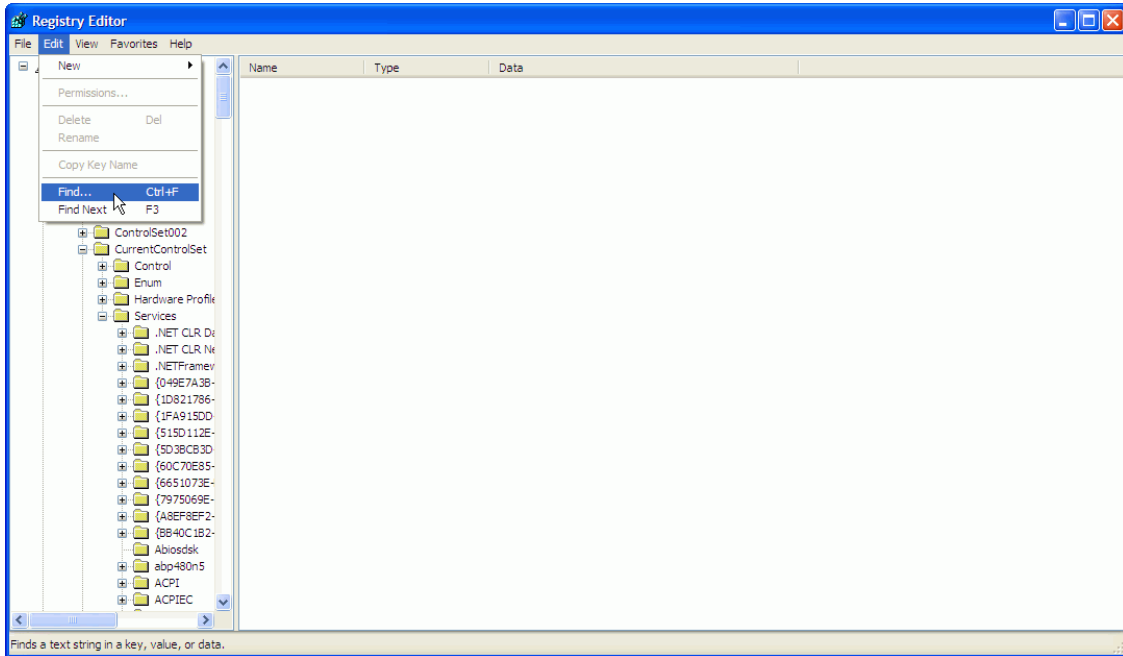3. Type in "regedit" and then click the **OK** button.
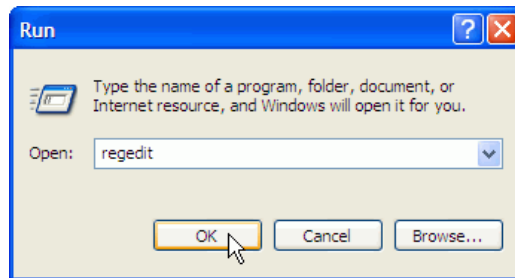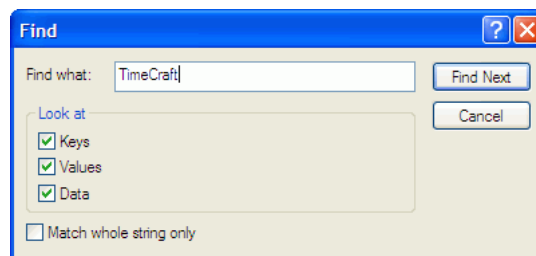
The Registry Editor window appears.

4. Select **My Computer** from the left tree. Then select **Find** from the **Edit** menu.

My Computer > Edit > Find

5. Enter "SynCraft" or "TimeCraft" in the "Find what" field. Click the **Find Next** button and wait for the search result.



6. If any SynCraft or TimeCraft files are found, select them. Then right-click on the selected files and select **Delete** to remove them from the registry.

⚠️ **Caution:**

Be very careful when selecting SynCraft or TimeCraft files and deleting them from the registry. Microsemi recommends that this process only be performed by Network/PC System Administrators. Microsemi is not responsible for any unintended deletion of registry files.

7. Press **Find Next** (or F3) to continue the search, delete all findings. Repeat Steps 6 and 7 until all TimeCraft/SynCraft files are found and deleted.

# Contacting Technical Support

If you encounter any difficulty installing the update or operating the product, contact Microsemi Frequency and Time Division (FTD) Services and Support at:

**U.S.A. Call Center:**
including Americas, Asia and Pacific Rim
Microsemi FTD Services and Support
3870 N. First Street
San Jose, CA 95134

Toll-free in North America: 1-888-367-7966 (1-888-FOR-SYMM)
Telephone: 408-428-7907
E-mail: ftd.support@microsemi.com
Internet: www.mircrosemi.com/ftdsupport

**Europe, Middle East, and Africa (EMEA) Call Center:**
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ftd.emea_sales@microsemi.com