

Primex XR 72MHz Synchronized Time Solution

CompuSync™ NTP-18

Install & User Guide



Legal Notice

Copyright ©2018 Primex, Inc. All rights reserved.

Printed in the USA.

Information in this document is subject to change without notice. Software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical or otherwise, for any purpose, without the prior written permission of Primex, Inc.

Primex, Inc.

Primex is a leading provider of synchronized time and environmental monitoring solutions. Our solutions automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for organizations in the healthcare, education, manufacturing and government vertical markets.

Worldwide Headquarters

965 Wells Street, Lake Geneva, WI 53147

Phone: 1-262-729-4853 | email: info@primexinc.com | www.primexinc.com

Contents

| | |
|---|----|
| About CompuSync™ | 4 |
| CompuSync Configuration Options | 5 |
| GPS Receiver (NTP-18 System) | 7 |
| Install CompuSync™ Hardware | 8 |
| Install GPS Receiver (NTP-18 System) | 8 |
| Install CompuSync Software | 10 |
| Configure CompuSync Software | 13 |
| Configure GPS Receiver (NTP-18 System) | 13 |
| Set CompuSync Time Source to use GPS Receiver | 13 |
| Set CompuSync Backup to an External Time Server | 14 |
| Set Auto Startup | 15 |
| Set CompuSync Log | 16 |
| Activate Service in CompuSync | 16 |
| Test CompuSync Receiver Connection | 16 |
| Grant CompuSync Access to Additional Personnel | 16 |
| Ways to Synchronize a Network Using CompuSync™ | 18 |
| Support | 20 |
| Warranty | 21 |

About CompuSync™

NTP-18 System (GPS Traceable)

CompuSync offers the total solution for enterprise-wide time synchronization. Precise time is acquired from GPS satellites and made available over the network using the Network Time Protocol (NTP). As a result, client computers are synchronized typically to +/- 0.02 seconds. By installing CompuSync within your network firewall, you can ensure high reliability and security in delivering precise time.

- CompuSync derives time from GPS satellites and automatically tracks up to twelve satellites simultaneously. Time derived from CompuSync NTP-18 is traceable to the NIST (National Institute of Standards and Technology). A simple user interface makes initial setup and use straightforward and effective.
-

CompuSync Configuration Options

The following scenarios list the possible ways of configuring the CompuSync software.

Scenario 1: Casual User, Manual Mode

- CompuSync is installed and runs like a regular program whenever the user thinks of it, or as part of a regular maintenance routine.
 - Profile: For this user accurate time is important when needed.
-

Scenario 2: Power User, Daily Mode

- CompuSync is installed and running in the system tray. The mode is set to daily and the time is set when the Internet connect is typically up.
 - Profile: For this user accurate time is important and CompuSync makes the setting daily.
-

Scenario 3: Mission Critical, Periodic Mode

- CompuSync is installed and running in the system tray (or as a Windows service) in the Periodic mode. The user has selected an interval that in practice has proven to keep the clock within a comfortable level of accuracy.
 - Profile: For this user accurate time is of the essence. Since the system utilization varies over the day, the CompuSync software checks that the clock is correct several times each day.
-

Scenario 4: File Server, Auto Mode

- CompuSync is installed and running in the system tray (or as a service) in the Auto Mode. CompuSync calculates when to make the next setting based on the accuracy required by the user and the traditional clock drift experienced on that system.
 - Profile: For this user accurate time is critical and system load and utilization is fairly consistent.
-

Scenario 5: Scientific, Once Mode

- CompuSync is installed and runs in the "once" mode. The time is scheduled to make a setting before the user begins a particularly critical program or test when time must be correct or when coordination without side machines or processes is critical.
 - Profile: For this user accurate time at a certain point in time is critical.
-

Scenario 6: Dial Up Desktop User, Manual Mode

- This user uses CompuSync whenever they're logged onto the network, which might be once a day or a few times a week.
 - Profile: For this user convenience and ease of use is key.
-

Scenario 7: Embedded Application, Batch Mode

- CompuSync is configured in the Windows 98 Task Scheduler or the user's System Assistant in Microsoft Plus+ profile, which is part of their regular maintenance routine. This task is set to run every night at 3 a.m. when Internet access is first available.
 - Profile: For this user accurate time is as simple as set it and forget it.
-

Scenario 8: Embedded Application, Batch Mode (NTP-18 only)

- CompuSync is configured in the Windows 98 Task Scheduler or the user's System Assistant in Microsoft Plus+ profile, which is part of their regular maintenance routine. This task is set to run every night at 3 a.m. when Internet access is first available.
 - Profile: For this user accurate time is as simple as set it and forget it.
-

GPS Receiver (NTP-18 System)

The Global Positioning System (GPS) Receiver has a sensitive antenna that receives the precise time (UTC) from the GPS satellite transmission. The receiver is required to be installed where it has an unobstructed, clear view of the sky to receive a signal.

Specifications

- Bracket Dimensions: 4.2 inches L (10.67 cm) x 3.9 inches W (9.91 cm) x 2.0 inches D (5.08 cm)
 - Mounting bracket and hardware included
 - Operating Range: -22° - 176° F (-30° - 80° C)
 - Connects to computer serial port
-

Install CompuSync™ Hardware

This section provides the procedures to install the CompuSync hardware.

Install GPS Receiver (NTP-18 System)

Location is extremely important to ensure the best operation of the system. You must consider the following:

Installation guidelines

Clear view of the sky

- GPS Receiver requires a clear view of the sky to receive the GPS signal. Typical locations of the GPS Receiver are on the inside of a window (not a Low E glass window), an exterior pole, or on rooftop.

NOTE

GPS Receiver should installed away from metal objects, satellite dishes, etc.

Protected from weather

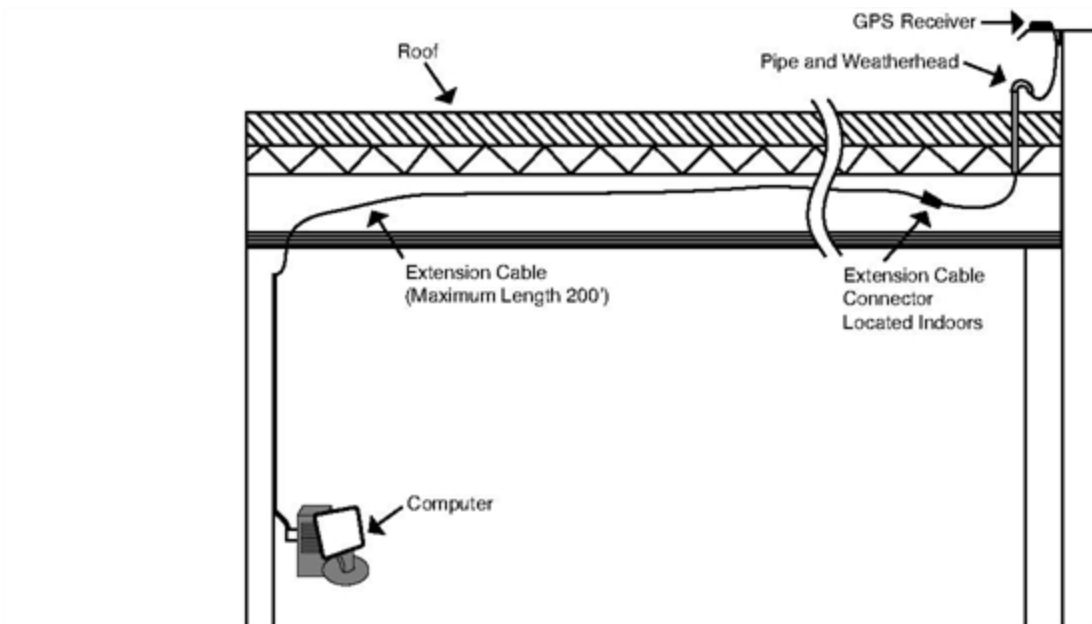
WARNING

It is imperative that the GPS Receiver and the connection to the GPS cable be above any potential standing water, snow depth, leaves or other obstructions. Connections outside must be sealed with a high quality silicone sealant.

- Refer to illustration below of the recommended installation.
- The GPS Receiver and the attached cable are weatherproof and may be mounted outside.
- If additional cable is required, the connection must be sealed with a high quality silicone sealant (such as Radio Shack Sealant 2781645 for Outdoor RF Connections) to weatherproof the connection.
- Various lengths of cable are available from Primex.

Installation steps

1. Attach the GPS Receiver to the inside of a non LowE glass window, outside pole, or rooftop that has a clear view of the sky, as shown below.



2. Route the GPS Receiver cable as needed. When attaching the GPS Receiver to the inside of a window, clean the windowpane before using the suction cups for attachment.
 3. Plug the power connection from the GPS Receiver into an AC outlet.
-

Install CompuSync Software

The section provides the procedures to install the CompuSync software.

Operating System Compatibility

- Windows 7/2003/2000/XP: May require reboot after installation. Administrator rights are required for installation. Can either run as a background service or can be started when the local user logs in to Windows.
- Windows NT 4: Service Pack 3 or above for NT v. 4.x Updating of older DLLs may be necessary. May require reboot after installation Administrator rights are required for installation. Can either run as a background service or can be started when the local user logs in to Windows.
- Windows NT/2000/XP/2003 users should consider using the service. The “service” option shows the status of the CompuSync Service and allows you to stop and start the service. In Windows, a service is a separate process that runs independently of any application and is normally active whenever the computer is running. When enabled, the CompuSync Service runs whenever the computer is running. It functions identically to the application in checking the clock and keeping the time correctly set.

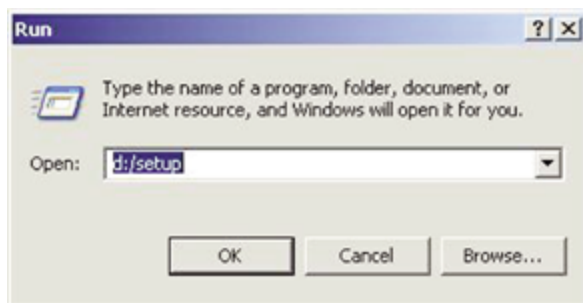
NOTE

Windows may incorrectly identify the GPS Receiver as a “Microsoft Serial” or “Microsoft Serial BallPoint” mouse. If this occurs, Windows may then install software that inhibits communication with the GPS, or which causes the mouse cursor to respond erratically. You can check for this by looking in the Windows Device Manager to see if a second “Serial” or “BallPoint” mouse is assigned to the same COM port that is utilized by the GPS Receiver. If it’s installed on the same port, disable that mouse in the Device Manager.

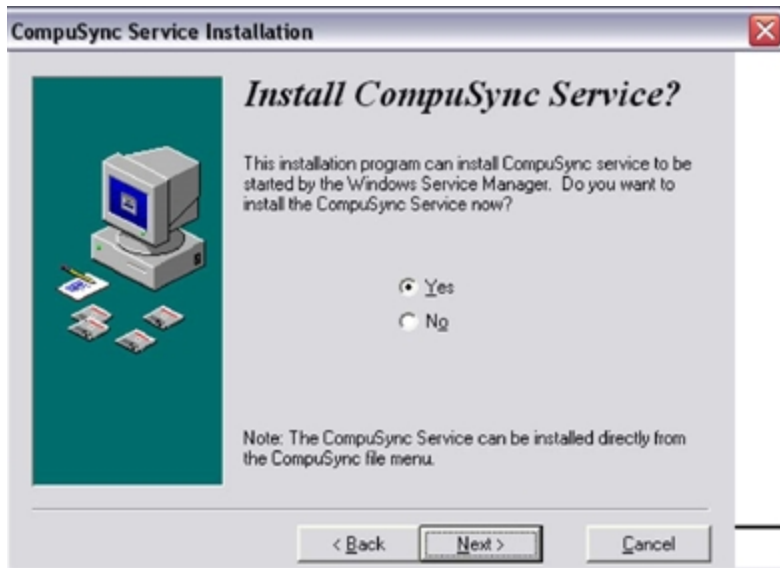
Install CompuSync Software

Prior to installation, uninstall any previous version of the CompuSync Software. Also, it is recommended to close any open applications.

1. Verify operating system compatibility.
2. Insert the CompuSync CD into your computer’s CDROM drive.
3. Click on the Start button, scroll up and select Run. Type d:\setup, where “d” is your CDROM drive letter. If “d” is not your CDROM drive letter, substitute the correct letter. Press Enter or click OK.

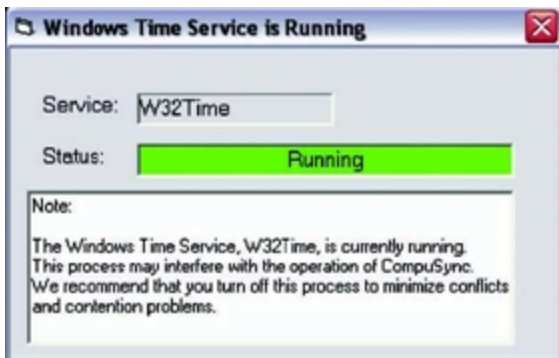


- The Install Shield Wizard opens to guide you through the program setup progress. Once the Install Shield Wizard is installed, it is ready to install the Primex CompuSync Software on your computer. Click Next.
- The software will ask if the program is to be installed for all users or just one. Select the desired option and click Next.
- The software will ask if CompuSync is to be installed as a service. Select the desired option and click Next.



- The software will ask for a key code. This code is located on the back of the CD jacket. If using the trial version, enter TRIAL as the Key. Type in the key and click Next.





8. A Registration Information screen will appear with the option to enter a User Name and Organization. Type in the Name and Organization and click Next.
9. Verify that all information is correct and click Next.
10. The Setup will ask you where to install the CompuSync files. Click Next to accept the default directory or click Browse to select a different directory.
11. The software will ask if you want to backup replaced files. To back them up, click Yes. If backup files are not required, click No.
12. If the backup option is selected, the setup will place the files in the location listed on the screen. Click Next to continue.
13. Setup will now begin installing the CompuSync Software. Click Next to continue. The Install Shield will copy the CompuSync files to your computer.
14. If Windows Time Service is running, the software will recommend that you stop it. This is a required step if you plan to use CompuSync as an NTP timeserver.
15. When installation is completed, the following screen will appear. Click Finish to exit Install Shield.
16. On certain versions of Windows you may be asked to restart to complete the installation. If so, click Yes to restart your computer. CompuSync is now installed on your computer.

NOTE

When installing on a Windows 2000 or XP computer, the GPS Receiver may be incorrectly identified as a "Microsoft Serial BallPoint" mouse. If asked, do not install the "Serial BallPoint Mouse" when prompted.

Configure CompuSync Software

This section provides the procedures required to configure the CompuSync software settings.

The CompuSync configuration procedure is dependent upon the system Transmitter model; 1-Watt Transmitters with Internal antenna or 1-Watt, 5-Watt, or 30-Watt Transmitter with an External Antenna.

Configure GPS Receiver (NTP-18 System)

Complete the steps below to configure the GPS Receiver.

1. Open the CompuSync software.
2. Select Options, and drop down to GPS.
3. Be sure the Sync time is set to Continuous.
4. Check Enable GPS as time base.
5. Click the Setup button.
6. From the drop down menu, select Garmin 18LVC.
7. Select the COM port in the GPS Setup window.
8. Click OK when finished.

Set CompuSync Time Source to use GPS Receiver

The GPS Options tab in CompuSync sets how often the computer's clock is updated from the GPS or CompuSync Receiver. It can be found from the main Options menu of CompuSync.

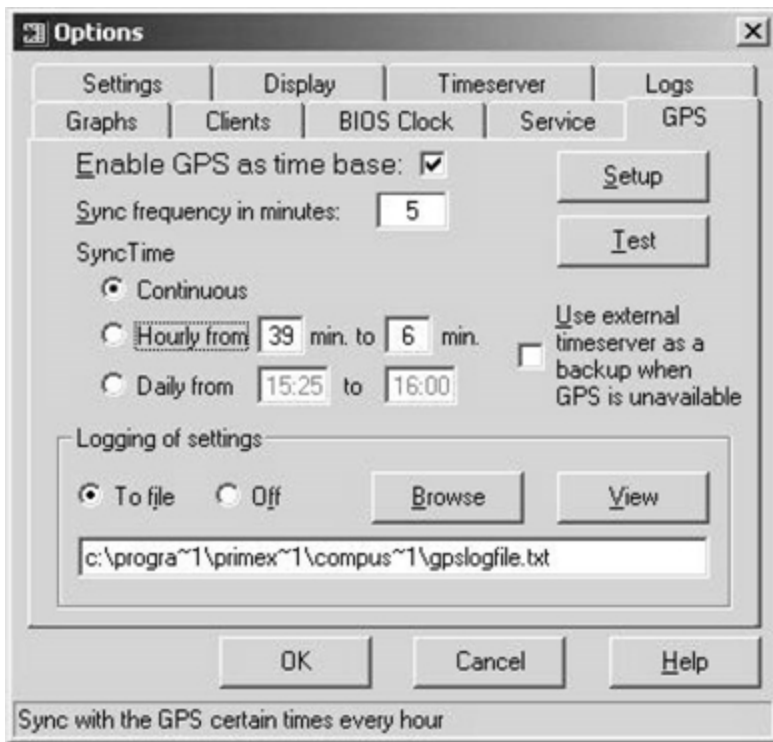
How to set GPS as its time source

Complete the steps below to set CompuSync to use GPS as its time source.

1. From the Options menu, click the GPS Options tab.
2. To set the GPS Receiver as the time source, select the check box Enable GPS as time base. When enabled, CompuSync will synchronize the operating system time to the GPS time at the interval specified.

NOTE

When this setting is enabled, CompuSync accesses the GPS at the interval specified, independent of the timserver settings selected (e.g. Manual, Periodic, Auto).



3. Set the Sync frequency in minutes. Sets the number of minutes between GPS time readings. Updating the operating system clock from the GPS stabilizes a system with erratic time keeping.
4. Set the SyncTime to continuous, as the GPS should be continuously sending data.
5. To connect to an external timeserver when GPS is unavailable, select the check box Use external timeserver as a backup when GPS is unavailable.

NOTE

This is not recommended as Internet time servers may not be synchronized to the Primex System.

- CompuSync will get the time from a backup external timeserver specified in the settings in the Timeserver tab.
- In the Timeserver tab you can choose to use either an Internet based timeserver or contact the NIST directly via modem (Direct Modem).
- Set the warning level under the Settings tab to determine when the backup timeserver should be used.

Set CompuSync Backup to an External Time Server

When GPS is not available, an external timer server can be set as a backup.

How to set a backup external time server

1. From the CompuSync software, select the "Timeserver" tab in the "Options" window to view the current server settings, including server, protocol and port number used to communicate with the timeserver.
 - The current settings are used to set the initial test conditions. The default timeserver is set to the NIST in Boulder, Colorado. A list of alternative timeservers can be accessed by clicking the "Directory" button. Default settings are also selected for "Connection" and "Protocol", but can be updated according to your preferences.
 2. Pressing the test button will verify that the communication can be established with the current settings. To test your connection, click "Test". The "Timeserver Test" screen will appear. Click the "Test" button in the lower left corner. The results are displayed on the bottom of the window.
-

Set Auto Startup

To set the CompuSync user interface to start-up automatically each time the system is rebooted, click the Display tab of the Options window and check Startup Automatically.

On Windows 98/Me machines, CompuSync starts on system boot up. On Windows NT/2000/XP/2003 machines, CompuSync is started when the local user logs on to Windows.

Set CompuSync Log

The log provides a record of all the settings made by CompuSync. Once a log file is specified, the system adds data to the log file each time the program is activated and a setting is made.

Action log: a summary view of all current time setting activity. Data is displayed in a list on the main screen and actions are added as they occur. Entries include the origination of the action and the result. Upon starting, the list shows the five most recent events (if available). After the program closes, the action detail can be found in the individual logs.

Event log: allows you to write selected action to a text file and/or the NT/2000/XP/2003 event log. This log captures major time setting activities as well as warnings for when there may be a system or time setting problem.

Activate Service in CompuSync

(Windows NT/2000/XP/2003)

From the Options window, select Service. You have the option to start, pause, or stop the execution of the CompuSync service. Select Start to activate your CompuSync system.

Start: Starts the CompuSync service that is not running.

Pause: Suspends and resumes the clock synchronization activity of the CompuSync service.

Stop: Stops a version of CompuSync that is currently running.

Test CompuSync Receiver Connection

Complete the steps below to test the CompuSync Receiver connection.

1. From the Options window, select GPS.
 2. Click the Test button.
 3. The GPS Test window will open. Click Open to connect to the GPS. You should be able to observe the data coming in from the GPS Receiver.
-

Grant CompuSync Access to Additional Personnel

You can add new CompuSync users for Windows NT/2000/XP/2003 on the same computer. Each user will have their own settings. There will be a single copy of the CompuSync application files installed on the computer.

How to add a user

1. As an administrator, first install the full application on the computer and confirm it works.
 2. Grant Change the system time right to the intended user, in the User Rights Policy section.
-

3. Login to the computer as the intended user.
 4. Run the new user program, Add New User.
 5. Use the same key code to register the software for the user.
 6. Start CompuSync.
-

Ways to Synchronize a Network Using CompuSync™

The two most common methods of synchronizing networks using CompuSync are the Client/Server mode and distributing time over a Domain Server. Due to the many variations of network topologies that exist, not all possible ways of configuring the CompuSync to synchronize a network are provided.

Synchronizing a Client Computer to CompuSync Over a Network

In Client/Server mode, the computer that the CompuSync software is installed on becomes an NTP Server. Once installed, client computers can be pointed to this NTP server for synchronization.

A remote computer can synchronize with the computer running CompuSync using the `net time` command available in Windows 95/98/Me or Windows NT/2000/XP/2003.

The syntax for this to be run from a remote computer not running CompuSync is:

```
net time \\<CompuSync> /set /yes
```

Where:

- `net time` = the network command
 - `\\<CompuSync>` = the name of the computer with the correct time. (i.e. `\\SERVER_MAIN`)
 - `/set` = synchronizes the clock on computer you are executing the command from, with the computer specified.
 - `/yes` = runs the command without verification
-

Running CompuSync Using the 'at' Command

When using CompuSync to distribute time over a Domain Server, the CompuSync software is installed on a domain server. This mode synchronizes the server's internal clock. The Domain Server can then be used to distribute synchronized time over the network. Additional information can also be found on www.microsoft.com.

Under Windows NT/2000/XP/2003 CompuSync will not run as a Network Service for the server it is installed on, however it can run automatically in the background on a Windows network by using the `at` command.

The "at" service must first be started from the `net start` command or by using the service applet in the Control panel. Syntax for the `at` command is:

```
at \\anyconnectedcomputer time /every day command option
```

Where:

- `at` = the command
 - `anyconnectedcomputer` = the computer where CompuSync is installed
 - `time` = is the time to run the command
 - `/every day` = is an option to run the command every day at the day and time specified
 - `command` = the name of the executable to run
 - `option` = the command line argument for the executable.
-

For example:

at \\primexnt 01:30 /every:Th,S c:\Program Files\Primex\CompuSync\CompuSync.exe once Runs CompuSync with the once option every Thursday and Saturday at 01:30 AM on the computer namedprimexnt.

Support

To obtain additional technical documentation for Primex products, visit the Support area on our website at www.primexinc.com

You may require Technical Support when you have questions about product features, system configuration, or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end user licenses agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

Support through Primex Certified Sales and Service Partners

Ensuring our customers experience excellent service is of utmost importance to Primex. Our network of Certified Sales and Service Partners offer technical support services for Primex products.

If you have purchased Primex products or have a service agreement with a Primex Partner, they are your primary contact for all Technical Support inquiries.

When contacting Primex Technical Support

Make sure you have satisfied the system requirements listed in your product documentation. Also, you should be at the computer or device on which the problem occurred, in case it's necessary to replicate the problem.

When you contact Primex Technical Support, please have the following information available:

- Customer ID/Account Name
- Problem description/error messages
- Device hardware information
- Troubleshooting performed before contacting Primex

Primex Technical Support

Hours: 8:00 a.m. to 5:00 p.m CST | Monday through Friday

Phone: 1-262-729-4860

Email: techservices@primexinc.com | Web: www.primexinc.com/support

Warranty

One Year Limited Warranty

Primex warrants this product to be free from defects in materials and workmanship for a standard of one year from the date of purchase. Primex will at its sole option, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the customer for replacement parts. The customer will be responsible for any transportation costs. This warranty does not cover failures due to misuse, abuse, accidental or unauthorized alterations or repairs.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express or implied or statutory, including any liability arising under any warranty or merchantability or fitness for a particular purpose, implied, statutory or otherwise. In no event shall Primex be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use this product or from defects in the product. Some states do not allow this exclusion or limitation of incidental or consequential damages so the above limitations or exclusion may not apply to you.

To obtain warranty service: If after following the instructions in the product guide, you are certain the product is defective, please contact Primex Technical Support to assist with troubleshooting the issue. If the issue cannot successfully be resolved and the product is under warranty, an RMA (Return Material Authorization) will be generated. The RMA form will be provided via email with detailed instructions for the return. All merchandise returned must be shipped to Primex, Attn: Returns Dept., N3211 County Road H, Lake Geneva, WI 53147.

Primex retains the exclusive right to repair or replace the unit at its sole discretion. All merchandise returned must be shipped to Primex, Attn: Returns Dept., N3211 County Road H, Lake Geneva, WI 53147. Primex retains the exclusive right to repair or replace the unit at its sole discretion. Such shall be your sole exclusive remedy for any breach of warranty.