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CSCtf02842 has been superseded by CSCtb03932 displayed below.

CSCtb03932 Bug Details

IDSM - loses clock sync with the NTP server

Symptom:

In some situation IDSM loses the clock sync with the NTP server

Conditions:

If the sensor time offset (from the NTP server) becomes greater than 1000 secs then ntpd will abort (according to NTP design).

Workaround:

none

Further Problem Description:

The sensor can be recovered (ntpd restarted and synched to the NTP server) by:
1) Reboot the sensor
2) In svc acct, "su" to root (same PW as svc acct PW), run "/etc/init.d/cids restart"
3) Re-enter or change NTP config and then save

Status
Open (Postponed)
Severity
3 - moderate

Last Modified
In Last Year

Product
Cisco IPS 4200 Series Sensors

Technology

1st Found-In
6.0(1)
6.1(2)
7.0(1)
7.0(1)S1
7.1(0)B1

Component(s)
other

Related Bug Information

ntp daemon may lose synchronization with server

Symptom: When ntp is enabled, the sensor's clock may intermittently lose and regain synchronization with the server, or it may lose synchronization permanently. In addition the time required to synchronize with an ntp server is unnecessarily long. **Conditions:** Loss of synchronization may occur if the ntp server is configured with a stratum value of 5 or greater. **Workaround:** Use an ntp server with a stratum value less than 5 or change the configuration on the ntp server to fudge it's stratum to a value less than 5. Note: the cause of the problem is an error in the values that mainApp writes to the file /etc/ntp.conf. However editing the /etc/ntp.conf file on the sensor using the service account is not a good workaround because mainApp will overwrite the changes to that file each time mainApp starts up.

Interpreting This Bug

Bug Toolkit provides access to the latest raw bug data so you have the earliest possible knowledge of bugs that may affect your network, avoiding un-necessary downtime or inconvenience. Because you are viewing a live database, sometimes the information provided is not yet complete or adequately documented. To help you interpret this bug data, we suggest the following:

- This bug has a **Moderate** severity 3 designation. Things fail under unusual circumstances, or minor features do not work at all, or things fail but there is a low-impact workaround.
- This is the highest level for documentation bugs. (Bug Toolkit may not provide access to all documentation bugs.)
- Severity levels are designated by the engineering teams working on the bug. Severity is not an indication of customer priority which is another value used by engineering teams to determine overall customer impact.
- Bug documentation often assumes intermediate to advanced troubleshooting and diagnosis knowledge. Novice users are encouraged to seek fully documented support documents and/or utilize other support options available.

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Excellent Good Average Fair Poor

Were the bug details provided in your search results effective in solving your problem?

Yes No Just browsing

Please provide us with suggestions to improve the Bug Content Details or the Bug Toolkit experience:

You may contact me regarding my feedback

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