Installing Tardis Time Service

Customer Service

Support.

By Phone in Europe.

• Service is available from CloudCast Systems in the United Kingdom at +44 808 196 0362.

By Phone in the United States.

• Service is available from CloudCast Systems in the United States at +1 844 967 2157.

By Phone in Australia.

• Service is available from CloudCast Systems in the Australia at +61 7 5606 8211.

By E-Mail.

• The address is **support@cloudcastsystems.com.au.**

Online.

• The CloudCast Systems Web site has a variety of information which may be useful for product selection and support. The URL is **http://www.cloudcastsystems.com.au**.

Feedback

We welcome feedback on any aspect of CloudCast Systems products or this manual. Please contact us with your comments.

Updates

All of our products are undergoing constant improvement. Periodic updates may become available - to determine if this is the case, visit our web site periodically, or contact us for advice concerning whether a newer release is more suitable to your needs

Warranty

Please see Appendix C.

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Date	Revision	Description	Initial
14/01/2020	1.0	Initial	

Installation

Accurate time is critical to Time zone Delay Service, Large time jumps cause issues with the average sample rate calculation, this error in averaging can apply an incorrect sample rate correction. A Local GPS NTP is recommended and as close to the source as possible, we do not recommend using the Domain as the time reference.

- 1. Make sure any previous versions of Tardis are Uninstalled. Restart server to completely remove any Registry entries.
- 2. Run Installer file (tardis2000.exe) -> Run As Administrator
- 3. Choose the "Service Installation (recommended)"

lect Components Which components should be installed?	
	; clear the components you do not want to
Install. Click Next when you are ready to c Service installation (recommended)	ontinue.
Service Program Files	500 KE
Application Program Files	344 KE
Service Help File	318 KE
Application Help File	318 KE
✓ Tardis Manual	560 KB
K9 zip file	192 KE
Current selection requires at least 2.2 MB	of disk space.

- 4. Restart Server
- 5. Go to Windows Services and confirm:

"Tardis time service" has started and is set to running in Automatic startup mode:

Tardis time servio	e Properties (Local Computer)	X
General Log On	Recovery Dependencies	
Service name:	Tardis	
Display name:	Tardis time service	
Description:	Synchronizes the time on this PC and provides time services to other computers, Linux, Windows, Etc.	
Path to executab C:\Windows\Sys	le: WOW64\tardisnt.exe	
Startup type:	Automatic	
Help me configur	e service startup options.	
Service status:	Started	
Start	Stop Pause Resume	
You can specify t from here.	he start parameters that apply when you start the service	
Start parameters:		
	OK Cancel Apply	

Make sure "Windows Time Service" is STOPPED and DISABLED from starting up:

Windows Time Proj	perties (Local Computer)	X
General Log On	Recovery Dependencies	
Service name:	W32Time	
Display name:	Windows Time	
Description:	Maintains date and time synchronization on all clients and servers in the network. If this service is stopped,	
Path to executable C:\Windows\syste	e: m32\svchost.exe +k LocalService	
Startup type:	Disabled	
Help me configure	service startup options.	
Service status:	Stopped	
Start	Stop Pause Resume	
You can specify th from here.	e start parameters that apply when you start the service	
Start parameters:		
	OK Cancel Apply	

If this has not occurred, the service version of Tardis has not installed correctly, uninstall and restart server before attempting installation again.



Run the Tardis 2000 control panel applet

If this window appears:

Windows Time Service Active	X
Warning The Default Windows Time Service is running. It may interfere with the normal operation of Tardis. Disable the Windows Time Service if possible. Note: The Windows Time Service may be required if this PC is part of domain. If this is the case you should allow it to run.	OK Cancel
Vour option: we O	
Allow NTP protocol if Windows XP SP2 freewall active	

Make sure "Disabled the Windows Time Service" is checked and set to "Don't warn me again" and confirm in Windows Services that Windows Time is not running and Set to Disabled.

Remove any default NTP servers and replace with your local GPS plus at least one other backup GPS

	-1
Server details X	ļ
Time Source	ł
Protocol SNTP/NTP	I
Address 50.100	
Name GPS	
Options Last contacted Reject unsynchronized NTP	
OK Cancel	
Add Clear All Import Export Default	
OK Cancel Apply Help	

Tardis 2000 Service V1.6	×
Broadcast NTP/NTP HTTP Proxy settings GPS D Main General Setting the time Image:	Dialup Alerts Information
Adjust clock frequency if below 2 seconds	
Maximum correction allowed 1 second	
Allow correction of maximum size if larger How often the time is set Every 5 minutes Adjust automatically Adjust clock frequency	
Adjust automatically Adjust clock frequency	
OK Cancel Apply	Help

Tardis 2000 Se	ervice V1.6				×
Broadcast NT Main	P/NTP HTTP General	Proxy settings Setting the	GPS	Dialup Inform	Alerts lation
	er applications wh		et		
Automatic	cally change serve art at the top of th	ers on success			
	rdis Website debug info				
	ОК	Cancel	Apply		Help

Broadcast from Tardi	s is not	required,	set for your	needs:
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Tardis 2000 Service V1.6
Main General Setting the time Information Broadcast NTP/NTP HTTP Proxy settings GPS Dialup Alerts Broadcast addresses
OK Cancel Apply Help

 Setup the following tabs if required:

 HTTP Proxy settings
 GPS
 Dialup

Setup alerts to email:

Tardis 2000 Se	rvice V1.6				×
Main Broadcast NT	General P/NTP HTTP	Setting the Proxy settings	× ×	Inform Dialup	Alerts
Time before	erts loss of synchroni	sation is reporte After 30 min			
Alert method	1				
E-Mail detai SMTP Serve To Address		-			
Message tex	t Time synchr	ronisation lost			
	ОК	Cancel	Apply		Help

Setup Logging to your syslog server:

Tardis 2000 Se	rvice V1.6					×
Broadcast NT Main	P/NTP H Genera	- N	xy settings Setting the			Alerts
Statistics Estimate of Last time co Last correct Time source Logging To file	brrected tion	Unknov Never None None	wn			
To Even	Image: To Syslog Image: To Syslog Image: To Event Log Image: Log information messages Image: Log warning messages Image: Cancel Apply Help					

Once configuration is complete and you have applied it, if you see "None" / "Never" (as above) in the Information tab, restart the "Tardis time service".

Tardis 2000 Service V1.6	×					
Broadcast NTP/NTP H Main Genera	HTTP Proxy settings GPS Dialup Alerts I Setting the time Information					
Statistics						
Estimate of clock drift	Unknown					
Last time corrected	Thu May 07 23:24:21 2015					
Last correction	-2.243 seconds (Clock stepped)					
Time source	Adelaide GPS					
Logging To file log.txt To Syslog	To file log.txt ✓ To Syslog 252					
✓ Log information messages ✓ Log error messages ✓ Log warning messages ✓ Log debug messages						
OK	Cancel Apply Help					

