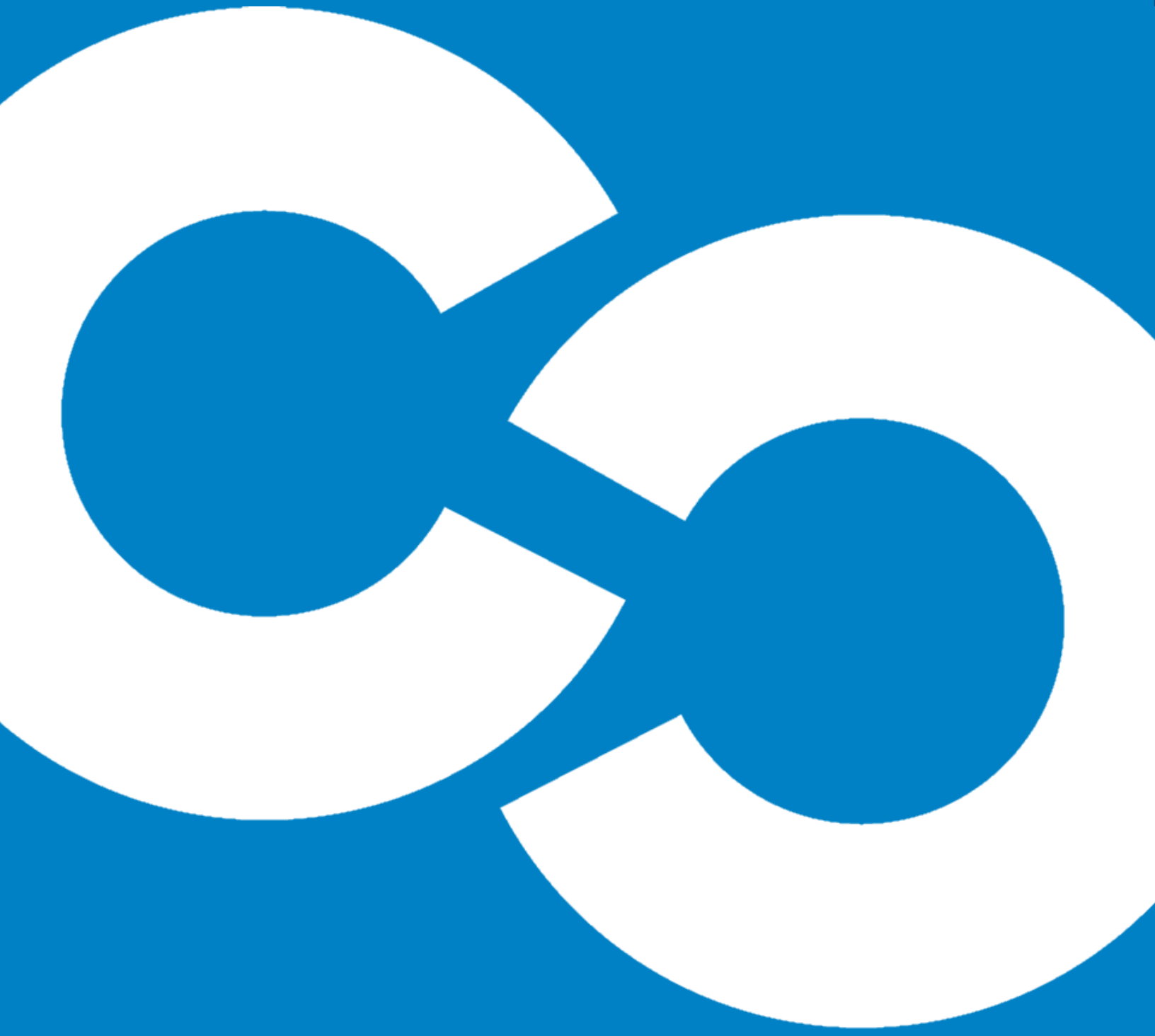

Installing Tardis Time Service

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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Installation **6**

Tardis 2000 v1.6 Configuration **8**

Date	Revision	Description	Initial
14/01/2020	1.0	Initial	

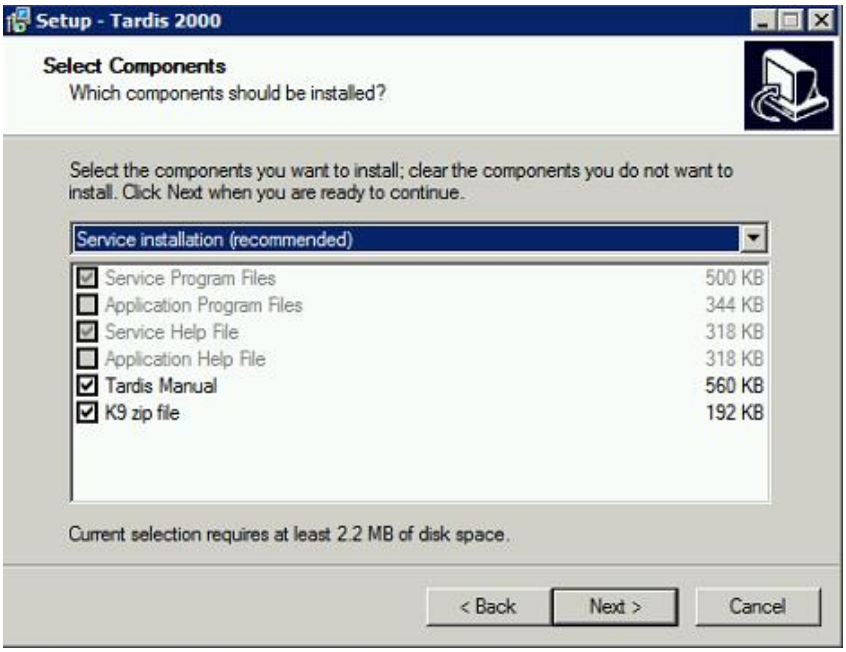
Installation

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.

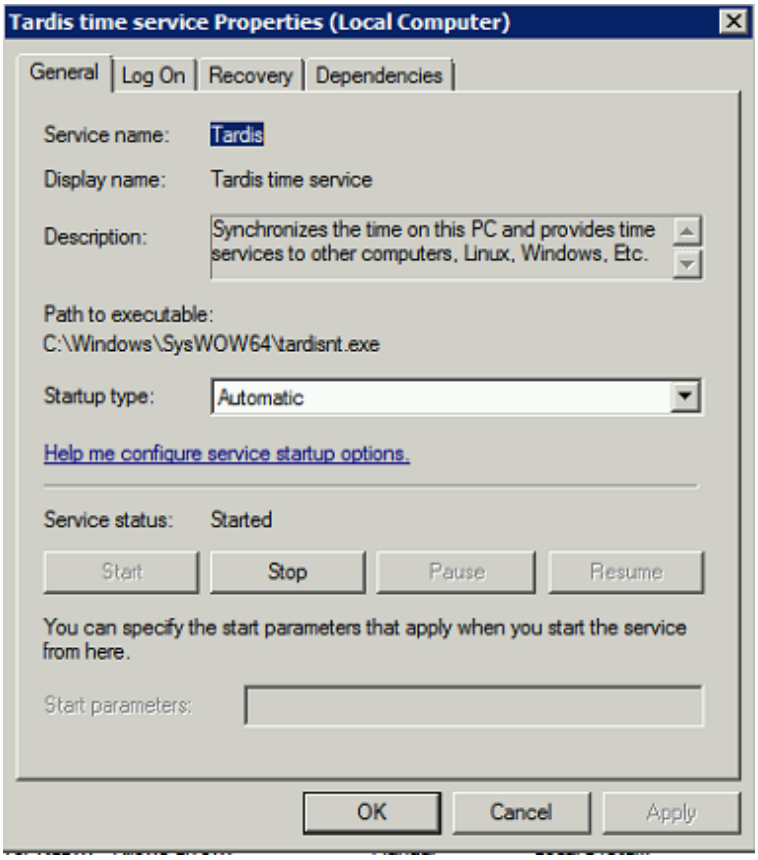
2. Run Installer file (tardis2000.exe) -> Run As Administrator

3. Choose the "Service Installation (recommended)"

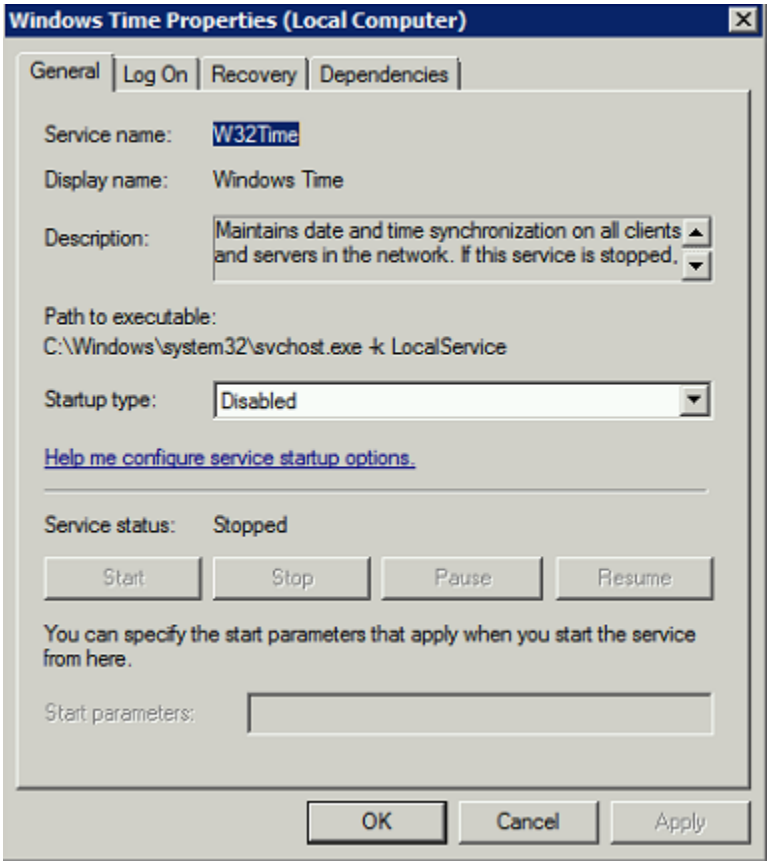


4. Restart Server
5. Go to Windows Services and confirm:

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



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

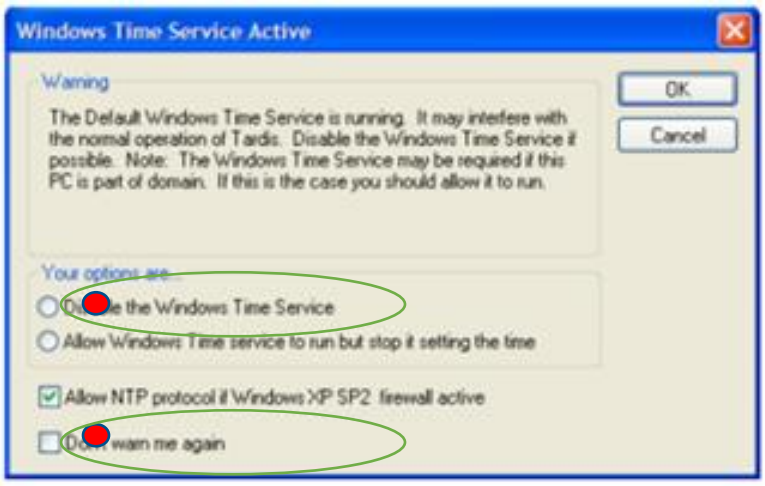


If this has not occurred, the service version of Tardis has not installed correctly, uninstall and restart server before attempting installation again.

Tardis 2000 v1.6 Configuration

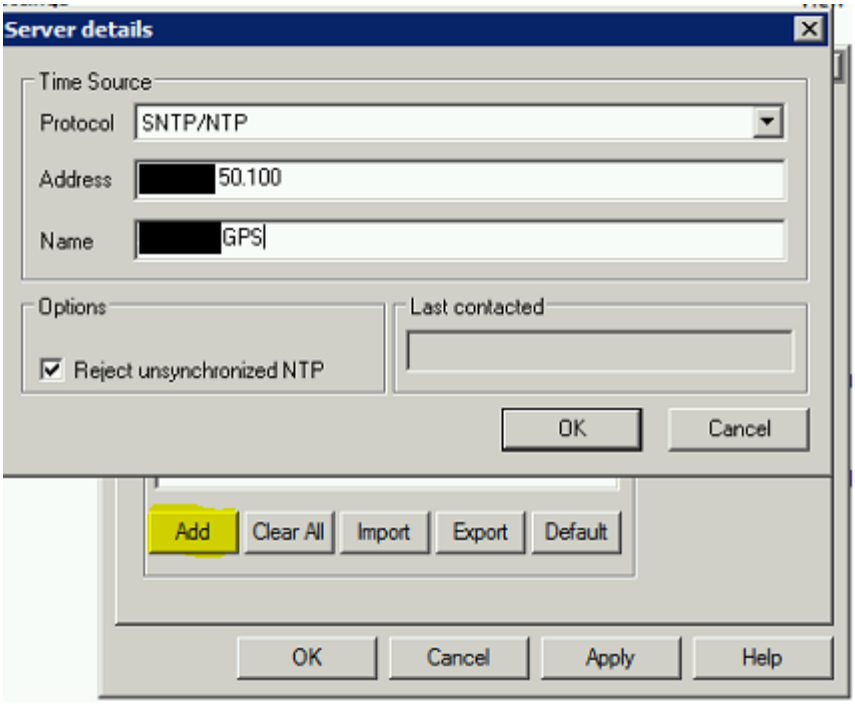
Run the Tardis 2000 control panel applet

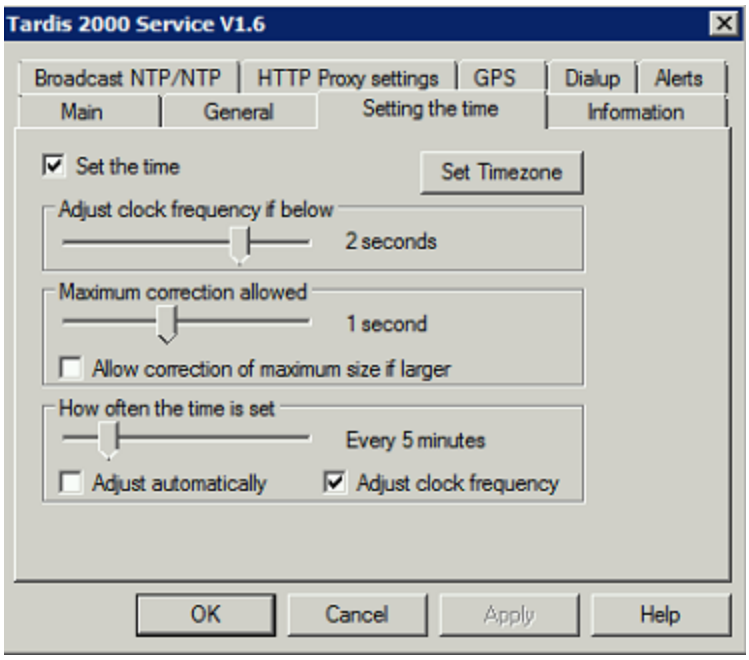
If this window appears:

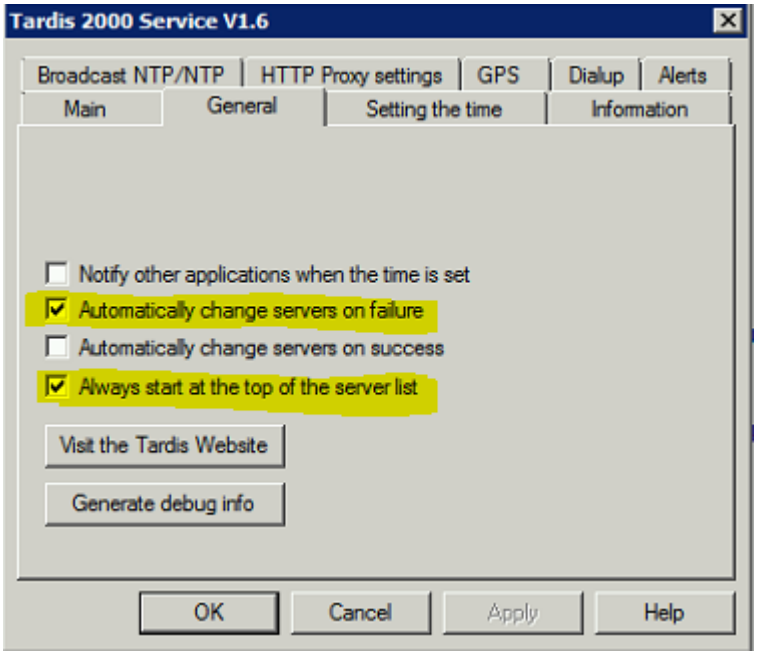


Make sure "Disabled the Windows Time Service" is checked and set to "Don't warn me again" and confirm in Windows Services that Windows Time is not running and Set to Disabled.

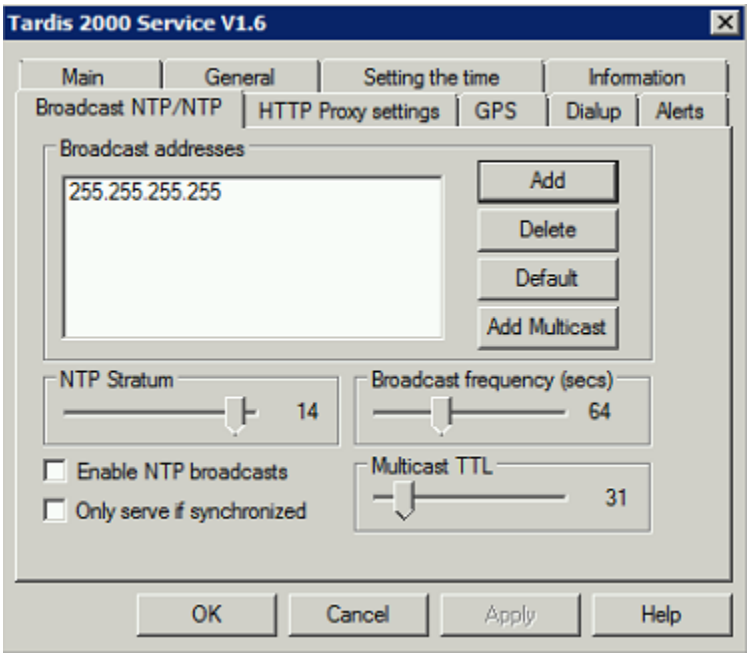
Remove any default NTP servers and replace with your local GPS plus at least one other backup GPS



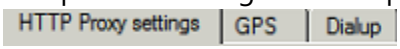

Tardis 2000 Service V1.6
Broadcast NTP/NTP
HTTP Proxy settings
GPS
Dialup
Alerts
Main
General
Setting the time
Information
Set the time
Set Timezone
Adjust clock frequency if below
2 seconds
Maximum correction allowed
1 second
Allow correction of maximum size if larger
How often the time is set
Every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


Tardis 2000 Service V1.6
Broadcast NTP/NTP
HTTP Proxy settings
GPS
Dialup
Alerts
Main
General
Setting the time
Information
Notify other applications when the time is set
Automatically change servers on failure
Automatically change servers on success
Always start at the top of the server list
Visit the Tardis Website
Generate debug info
OK
Cancel
Apply
Help

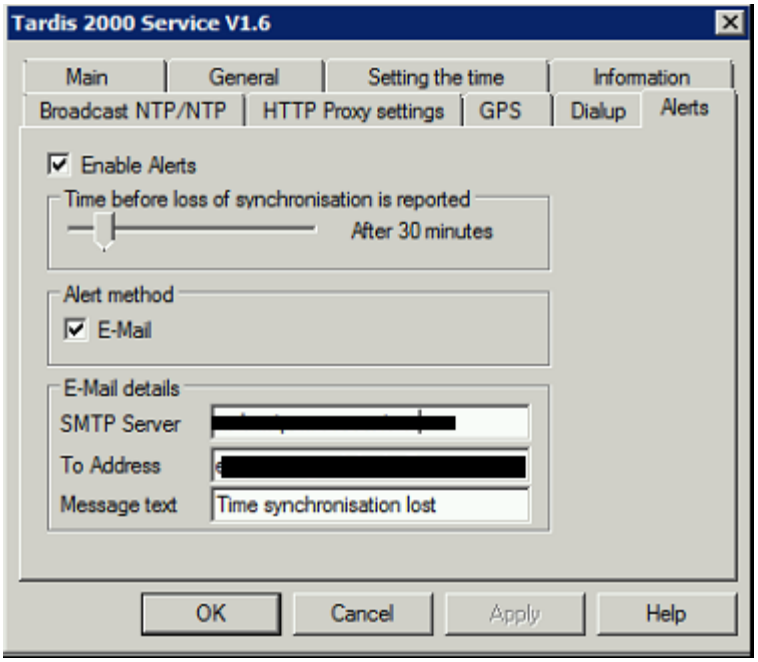
Broadcast from Tardis is not required, set for your needs:



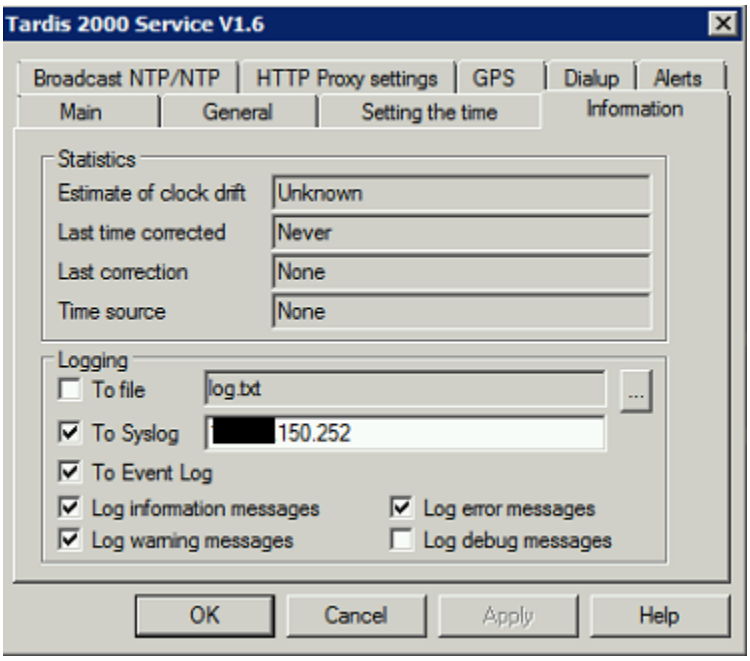
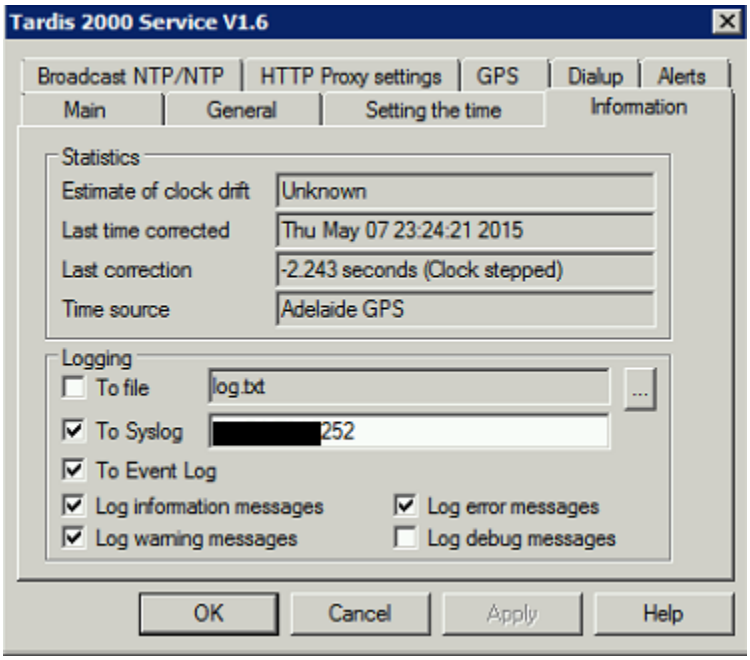
Setup the following tabs if required:



Setup alerts to email:



Setup Logging to your syslog server:



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”.