Application Note:
NTP server access via SiteManager

This guide describes how to set up a Server Relay to be used as NTP (Time) server connection for a device connected to a SiteManager.

This guide will be applicable for users on hosted GateManagers and for customers having their own GateManager.

Version: 1.2, January 2017
Introduction

Certain devices in a production network may rely on being able to synchronize time with a public time server using the Network Time Protocol (NTP).

Devices that are isolated in a machine network behind a SiteManager, may therefore assume the SiteManager to be used as NTP server, or gateway to an NTP server.

Currently the SiteManager does not have a native NTP server option, so the solution is to make a Server Relay on port 123 (NTP) that can be used for devices attached to the SiteManager. The Server Relay will be associated with a NTP server IP defined on the GateManager.

Prerequisites

- You have a spare Server Relay definition on the SiteManager (Number of configurable Server Relays, corresponds to the number of agents on the SiteManager)
- The SiteManager is either
  - connected to a Secomea hosted GateManager server, or
  - connected to a GateManager on which a Server Relay Target has been defined to point a public NTP server (see Appendix A)
- You use this feature as-is. Secomea A/S shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the use of this feature. (Also refer to our general Terms of Use)

Configuration of the SiteManager

In the SiteManager GUI create a Server Relay with the settings shown below:

Required fields:

- Type = UDP
- Server Address = NTP
- Server Virtual Address = DEV1:123
  - Or Server Virtual Address = DEV1 IP address ex. 10.0.0.1:123
- Idle = 5
Troubleshooting

For troubleshooting you can monitor the Status > GateManager page in the SiteManager GUI and check that there is Tx and Rx data.

No Tx data on the relay indicates that your device does not use the SiteManager’s DEV1 IP address as NTP server address.

You may need to set the device to use the SiteManager as default gateway.
Appendix A, NTP on your own GateManager server

If you are not connected via a Secomea hosted GateManager, you need to manually define access to an NTP server on your GateManager.

Log on to your GateManager using a Server Administrator Account

Locate the Domain you want to enable the NTP service on. Enabling it in the ROOT domain, will make the NTP option applicable for all sub-domains:

Select Relays → Server Relay Target Names and add a record with the text:

NTP=x.x.x.x:123

Where x.x.x.x denotes the IP address of the NTP server you want to target. This server could be a public server on the Internet server, or an internal server. If defining an Internet based server you might have to open port UDP:123 from GateManager to the Internet.

A good place to start looking for an NTP server is this site: http://support.ntp.org/bin/view/Servers/NTPPoolServers

NOTE: The Server Relay Target name must be entered as an IP address. You may find the IP address of your preferred public DNS pool, by pinging the DNS name and see what IP address is resolves to. Also note that there may be no guarantee that public NTP servers will retain the same IP address, so you may check on a regular basis that your NTP services are functioning.
Notices

Publication and copyright

© Copyright Secomea A/S 2017. All rights reserved. You may download and print a copy for your own use. As a high-level administrator, you may use whatever you like from contents of this document to create your own instructions for deploying our products. Otherwise, no part of this document may be copied or reproduced in any way, without the written consent of Secomea A/S. We would appreciate getting a copy of the material you produce in order to make our own material better and – if you give us permission – to inspire other users.

Trademarks

SiteManager™, LinkManager™ and GateManager™ are trademarks of Secomea A/S. Other trademarks are the property of their respective owners.

Disclaimer

Secomea A/S reserves the right to make changes to this publication and to the products described herein without notice. The publication of this document does not represent a commitment on the part of Secomea A/S. Considerable effort has been made to ensure that this publication is free of inaccuracies and omissions but we cannot guarantee that there are none.

The following paragraph does not apply to any country or state where such provisions are inconsistent with local law:

SECOMEA A/S PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

SECOMEA A/S SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGE ALLEGED IN CONNECTION WITH THE FURNISHING OR USE OF THIS INFORMATION.