Troubleshooting time discrepancies

This solution may be useful if you observe time discrepancies such as the Duration status column for a service (incorrectly) showing +364 days or a graph displaying a time that is several hours in the future.

This type of discrepancy may be caused by inconsistent time zone configurations between the OS, database, PHP and the JVM.

- Verify the time of the OS on the Uptime Infrastructure Monitor Monitoring Station and Database Server.
- Login as the Uptime Infrastructure Monitor user and verify the time configuration of the Uptime Infrastructure Monitor database.
    - On MySQL:

      ```
      select now()
      ```

    - On SQL Server:

      ```
      select current_timestamp;
      ```

    - On Oracle:

      ```
      select current_timestamp() from dual;
      ```

- To verify the PHP time configuration:
    - Browse to your /<uptime dir>/GUI directory.
    - Create a file named time.php with the following content:

      ```
      <?php echo "current timestamp:" .time(); echo " current time: " .date("F j, Y, g:i a");?>
      ```

    - Save the file and browse to time.php to verify:

      ```
      http://<impactedhostname>:9999/time.php
      ```

If all time zones tested above match your desired time zone and you continue to experience a time discrepancy, the issue is likely with the JVM. To force the JVM to a specific time zone, make the following change to the wrapper.conf (Windows) or uptime.lax (Linux) file:

- Append the following values to the additional parameters:

  ```
  # Java Additional Parameters
  wrapper.java.additional.1= -Duser.timezone=<time/zone>
  ```

  > ⓘ **JVM Time Zone**
  >
  > Where <time/zone> is a standard Java Time Zone value (click here for an alphabetical list).