

RE: Unable to start Security Service

Ringel, David

Sent: 22 April 2015 10:14

To: Merkle, Peter; Eisenhardt, Philip; Teichert, Kai-Uwe; Eichhorn, Yvonne; Eckardt, Volker; Legat, Roman

Question

The machine that hosts the Integrity server has changed time zones and now the server does not start up.

The error message in the server.log file is:

Problem starting service mks:name=ServerTimeZone

java.lang.Exception: Timezones and/or daylight savings settings don't match. Database:

America/Chicago, server: America/New_York

Alternately, the Integrity server is attempting to use a test or customer database that was created in a different timezone.

Answer

This is expected behaviour. If the server's time zone were to change, all of the dates will be offset by the number of hours the time has gone ahead/behind. There is a consistency check of the Integrity Server's time zone with the time zone value in the database. If these differ, the Integrity Server will not start up, keeping date/time entries consistent to insure data integrity.

Workaround:

Hard code the server time zone in the mksservice.conf file. Add a mks.java.additional like the following with the original time zone specified.

```
mks.java.additional.23=-Duser.timezone=America/Chicago
```

Then it is possible to change the system time zone and start the server.

Issues:

As per KB [5588](#) moving the database to another timezone is not supported if the customer is using MSSQL or DB2. Customers may experience odd behavior where some triggers may include incorrect time stamps. Customers experiencing this issue should be attached to RFC 149553.

Mit freundlichen Grüßen / Kind regards,

David Ringel

Section Manager Integrity Technical Support

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From: Merkle, Peter

Sent: Mittwoch, 22. April 2015 09:37

To: Eisenhardt, Philip; Ringel, David; Teichert, Kai-Uwe; Eichhorn, Yvonne; Eckardt, Volker; Legat, Roman

Subject: Unable to start Security Service

Hallo zusammen.

hat jemand von euch schon mal folgende Fehlermeldung gesehen:

```
2015-04-22 08:11:24,505 INFO [mksis.IntegrityServer] ApplicationState(0): Unable to start mks:name=ServerTimeZone due to error.
```

```
2015-04-22 08:11:24,521 INFO [mksis.IntegrityServer] ApplicationState(0):
```

```
Unable to enter LOCKED mode for Security: Service mks:name=ServerTimeZone not started due to errors:
```

```
Timezones and/or daylight savings settings don't match. Database: America/New_York, server: Europe/Berlin
```

Wir haben bei Conti eine alte Datenbank als Dump eingespielt und versucht, den Integrity Server zu starten. Die Datenbank selbst läuft ...

Noch eine Frage: wie kann ich (z.B. über SQL) auf der Datenbank nachschauen, ob dort bestimmte SI Projekte existieren? Ich möchte herausfinden, ob der Dump wirklich die "richtige" Datenbank ist.

Danke und viele Grüße,

Peter

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