# Synchronization Error Occurred (Time Zone)

## **Platform**

**Generic Collect** 

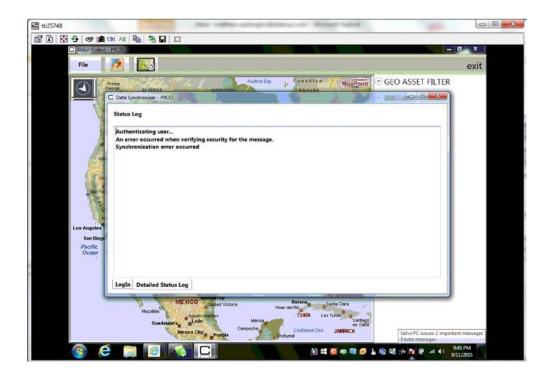
#### **Summary**

Synchronization error occurred.

Authenticating user...An error occurred when verifying security for this message.

File	6			exit
Prince George	ALMETA MANERO	Hockon Bay . Canadian	Maggoint GEO ASSET	
C Data Synchro	User Name		Password	
	mwashington	R T Y U	1 O P	
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San Fre	Caps Lock Z	C V B N	M **	
- Care	.?123	space	return	
Los Angeles		Synchronization error occurred		
San Diege Pacific Ocean			₽.	
		Synchronize		
LogIn De	tailed Status Log			
	Guadalajara Ledn		anta Cara	_





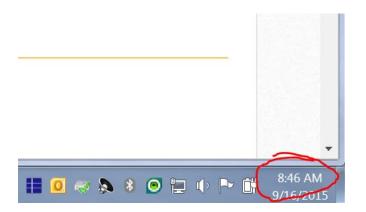
### **Description**

The above error is a result of the time/time zone on the client application differing more than 5 minutes from the server application.

#### **Troubleshooting**

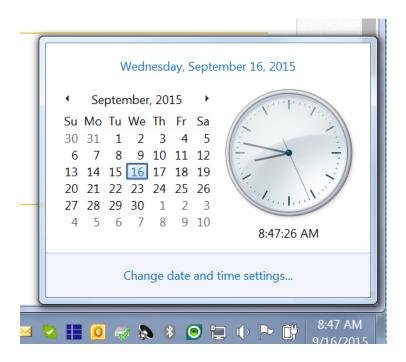
Make sure the time that is displayed is correct for the time zone selected. To do this:

1. Click on the time on the bottom-right of the screen





2. Make sure the time that is displayed is the correct time.



- 3. If it shows the correct time, then click on "change date and time settings"
- 4. Make sure the time zone is correct for where you are located. Even if the time shows correctly, the time zone may have been set incorrectly. If you need to change the time zone, click in the area shown below.



Pate and Time					
Date and Time Additional Clocks					
Date: Wednesday, September 16, 2015 Time: 8:48:53 AM	1e				
Time zone					
(UTC-06:00) Central Time (US & Canada)					
Change time zone					
Daylight Saving Time ends on Sunday, November 01, 2015 at 2:00 AM. The clock is set to go back 1 hour at that time.					
$\checkmark$ Notify me when the clock changes					
Get more time zone information online How do I set the clock and time zone?					
OK Cancel A	pply				

5. If the issue persists, contact Alden Support at support@aldensys.com

