

# Time zone incorrectly displayed on...

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[Michael Pavey](#) 49 posts since

Oct 3, 2008

This appears to have broken in the upgrade to v3. On documents (e.g. [this one](#)) the time zone (aka timezone) appears not to be being taken into account. On my example document, the creation time is shown as 07:13 am (not true!) and the last update, which was about 20 mins ago from now (current time is 1043 BST), is shown as 03:26. Since I am in London (BST) the times displayed appear to be 7 hours out.

In my preferences I have my timezone set to "GMT +01:00 Greenwich Mean Time: London [...]". (On a slightly separate issue, this label is rather confusing. Clearly GMT + 0 = GMT. GMT +1 = BST.)

Oddly, this appears not to be affecting all timestamps. When I look at [this bookmark](#), the timestamp for Phil Callow's comment is shown as 04-Jun-2009 17:39, which is correct.

Tags: bugs, bug, preferences, documents, bookmarks, timezone, timestamp, time\_zone



[Curtis Gross](#) 4,164 posts since

Aug 2, 2007 1. **Re: Time zone incorrectly displayed on documents** Jun 8, 2009 2:26 PM

Michael,

I believe what you are seeing with this document is the approval delay. Documents which have to go through approval will not show the initial publish time, they will show the time at which they are approved by the document approver.

This is something we have been talking about internally, because we have run into the exact same confusion. The UI / Notifications will be updated in the future to better notify users that this was the 'approval time.' Of course the danger at that point if you actually want normal users to know that the document had to be approved 😊

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The server time is currently GMT-6, so 7 hours difference for the other timestamp is either showing the server time - or exactly when your approver got to work?

-Curtis



[Michael Pavey](#) *49 posts since*

*Oct 3, 2008* **2. Re: Time zone incorrectly displayed on documents** Jun 9, 2009 1:35 AM

Hi Curtis,

Many thanks for your helpful response.

You're quite right that the document is currently waiting to be approved. That said, the times are still wrong:

Created on: 04-Jun-2009 07:13 by [Michael Pavey](#) - Last Modified: 08-Jun-2009 03:26 by [Michael Pavey](#)

The user in question is me in both cases, and I am not ashamed to say I was certainly not working on the document at 3:26am! So perhaps it is a combination of the two: the system is forgetting to adjust for timezone, but only for documents in approval status?

Michael



[Curtis Gross](#) *4,164 posts since*

*Aug 2, 2007* **3. Re: Time zone incorrectly displayed on documents** Jun 9, 2009 5:45 AM

I believe this is the same issue. It looks like someone approved your document @ 7:26pm PST (or 10:26pm EST).

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Does that sound right? It isn't your actual time of publish, it becomes the approver's publish time.

-Curtis



[Michael Pavey](#) 49 posts since

Oct 3, 2008 4. **Re: Time zone incorrectly displayed on documents** Jun 9, 2009 6:03 AM

I'm a little confused. Are you saying that even though it says "last modified by Michael Pavey at 3:26am", what it means is "last modified by an unknown individual at 3:26am", and that the modification referred to is actually the act of approval by the unknown individual? If so this is certainly confusing.

Note also that, at this point in time, the document had not yet been fully approved, i.e. at most four of the five approvers had approved. So it had not yet been published.

Either way, however, all of the people who were collaborating on this document are based in the UK, and I am 99% certain that none of them was working on it at 3:26am!

Message was edited by: Michael Pavey



[Curtis Gross](#) 4,164 posts since

Aug 2, 2007 5. **Re: Time zone incorrectly displayed on documents** Jun 9, 2009 6:16 AM

Michael,

This is exactly why we are trying to decide the best method to show these approvals. Here are the ways we could handle this, each has it's downside.

1) **Current method:** Display the approval date / time.

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**Plus:** Your recently approved content will show up in the Recent Content / Activity / send our email notifications ASAP.

**Minus:** when the approval time looks totally off.

2) Display the user's original publish date

**Plus:** Consistent with the publisher's idea of what time it was created.

**Minus:** What if it takes 2 weeks to approve? The content will never be 'recent.' Search priority will be minimized, confusion from other users when they get an email notification for 2 week old content.

3) Display 'Approved @ this time'

**Plus:** Communication to all users that the time stated is the approval time

**Minus:** Maybe the CEO didn't want the rest of the company to know that his blog had to be approved 😊

Make a vote - I can definitely push your thoughts through to our internal discussion.

Also, I am going to mess with the time on my machine / browser and see if I can get the approval time to be off.

Best,

Curtis



[Michael Pavey](#) 49 posts since

Time zone incorrectly displayed on...

Oct 3, 2008 6. **Re: Time zone incorrectly displayed on documents** Jun 18, 2009 4:25 AM

Hi Curtis,

I think there are two quite separate issues at play here. As for the question of what time to display against documents (or blog posts) that have been published following a collaboration phase, I think option 1 is just fine. Option 2 is clearly fraught with difficulty, and option 3 not only has the downside you point out, but also requires explanation to the vast majority of users who do not understand document collaboration so will not get what is being referred to anyway -- it may just confuse them.

My real concern, however, is about times being displayed in the wrong time zone. I just observed this happening again, this time on document comments. [This](#) is the document concerned, and here is a screenshot:

The screenshot shows a comment thread on a document. The top comment is from Tom Phillips, dated 18-Jun-2009 03:30, with a UBM profile picture. It says "Hi Michael," and lists three bullet points: "Unless I am mistaken, column F shows if a user is active/inactive? 1 being active, 0 being inactive. You can filter these to show just active at the top of the column.", "I think some of the users from July 2008 are test accounts and are inactive anyway.", and "Agreed on the more columns." Below the text are icons for Edit, Delete, Report Abuse, and Reply. The bottom comment is from Michael Pavey, dated 18-Jun-2009 05:01, with a profile picture. It says "says in response to Ted Hopton:".

As you can see, my most recent comment shows as having been made at 05:01. In actual fact, it was made at 12:01pm BST, i.e. the time displayed is out by 7 hours.



[Curtis Gross](#) 4,164 posts since

Aug 2, 2007 7. **Re: Time zone incorrectly displayed on documents** Jun 18, 2009 11:50 AM

Michael,

Time zone incorrectly displayed on...

Looks like documents / document comments are using the system time. I just reproduced this on my end. Discussion and Blogs seem unaffected.

Going to file a bug report and update this case.

-Curtis



[Curtis Gross](#) *4,164 posts since*

*Aug 2, 2007* **8. Re: Time zone incorrectly displayed on documents** Jun 18, 2009 12:22 PM

Issue filed CS-13804.

-Curtis