



# TECH NOTES

FROM THE BLACK CREEK SERVICE TEAM

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**Subject: Server Time Synchronization**

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As Black Creek continues to expand its installed system remote monitoring capabilities from its home office in Irondale, we have observed that the server clocks in numerous facilities are not in synch with Coordinated Universal Time (UTC).

Server clocks can normally drift up to several seconds per day and the accumulated error over a long period can be significant when the server time is not periodically corrected.

An improper time stamp on a Black Creek system transaction can potentially open up your agency to liability.

Black Creek provides time synchronization of all its various integrated subsystems (Touchscreen, CCTV, Watch Tour, Shift Log, etc.) through its main detention server.

Free-standing applications such as SallyPort<sup>®</sup> or Watch Tour Manager<sup>®</sup> that may not be connected to a Black Creek security network are synchronized to the time reflected on the server of the network to which they are connected

It is the responsibility of the individual tasked with any Black Creek system or application maintenance oversight to assure that the time reflected on the server clock is accurate and to adjust the time setting when it is not.

If you are the responsible party and you are unclear on how to manually adjust your server clock, call the Black Creek Service Line and one of our technicians will walk you through it.

In response to requests for an alternative to periodic manual time adjustments, Black Creek can provide a relatively inexpensive hardware solution (<\$2,500.00) that automatically synchronizes the server clock to UTC with nanosecond accuracy via GPS satellites.

Contact the Black Creek Service Department if you would like to receive a quotation.

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## The Takeaway

**An improper time stamp on a Black Creek system transaction can potentially open up your agency to liability. You should take immediate steps to assure that your server clocks read the correct time and continue to do so on an ongoing basis.**

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Black Creek Support Team

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