

Time Synchronization not working

Introduction

The proper synchronization of time between all components in a jtel installation is vital for basic system function. Public time servers or the internal time servers of customers are generally used to synchronize time across all components of the installation.

Warning

A live telephony system will not be able to function as specified while time synchronization services are not working properly on all components of the installation, including external systems like a PBX. Severe impacts to functionality ranging from statistical errors to informational display errors can occur if time synchronization is impaired.

Components and Dependencies

To ensure basic system functionality, all components of the live telephony system will synchronize with the same time server. Components can be listed as follows:

Virtualization Hosts

Virtualization Hosts must never assume control of the time synchronization of jtel installation virtual machines, as the services synchronizing time on these machines can be impacted by this.

If there is more than one Virtualization Host running jtel virtual machines, for example in a redundant system, these two hosts as well as the underlying virtual machines need to synchronize with the same time servers.

PBX

Ideally, the customers PBX will use the same time servers as all other components to ensure proper communication via SIP in VoIP Telephony Systems. SOAP Monitoring Services may also be impacted if time synchronization is incorrect.

jtel Installation

All components must use the same time server to ensure basic functionality. An example:

The following servers use ([ptbtime1.ptb.de](#), [ptbtime2.ptb.de](#), [ptbtime3.ptb.de](#)) as their time servers:

- Database
- Telephony Servers
- Load Balancers
- Web Servers
- Chat Servers