Universal Time Conversion utility may not convert the date/time fields of some OnGuard database records

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Symptom

After a successful execution of the Universal Time Conversion utility there may be records in the database that were never converted. These records contain UTC date/time columns with a value of NULL.

Resolution

There are three possible scenarios where this may happen.

Scenario 1:
The corresponding local time column for a given database record is also NULL.

Scenario 2:
In an OnGuard Enterprise system the replication tables (where the names contain **_REPL**) contain records whose corresponding records in the parent table no longer exist. An example is a record in the EVENTS_REPL table that has no corresponding record in the EVENTS table due to archiving. The record in the EVENTS_REPL table was not converted.

There are two options to resolve this:
1) Complete an entire replication cycle prior to running the Universal Time Conversion utility.

2) Restore any archived events or restore a database backup prior to running the Universal Time Conversion utility so that the Universal Time Conversion utility can properly convert such data.

Scenario 3:
The time contained within a given database record becomes invalid when converted to UTC. If this occurs the record is not converted. This may occur if there is a world time zone change and there are database records with a time that is within the time zone that changed.

To resolve this:
1) The date/time value can be manually changed by adding or subtracting one hour. The Universal Time Conversion utility can then be run again. If the time is now valid the record is converted.

Applies To

OnGuard 2009 (6.3.249) or newer

Additional Information

The Universal Time Conversion utility can be run at any time following the initial run. This will convert new or remaining data that had not previously been converted.