

# Multi Time Zone

## Overview

The Multi Time Zone feature in Paxton10 enables system engineers and administrators to manage sites that operate in one or multiple time zones. This functionality is ideal for organisations with geographically distributed locations and will be available from version x of Paxton10.

## Understanding Multi Time Zone

This feature is specifically designed for systems that include sites located in different time zones. Local sites will continue to use the server's time zone. If a site is only local, event reports will be displayed with UTC offsets and time abbreviations.

## Key Capabilities

- **Accurate Event Display:** Events are shown with the correct local time and UTC offset applied.
- **Flexible Deployment:** Supports multi-site and multi-subnet installations across different time zones.
- **Clear Reporting:** Reports include site names and locations for improved clarity.
- **Device-Level Transparency:** Each device displays its associated time zone information.

## How Paxton10 Displays Time Zones

Across the Paxton10 interface, time-related information may include:

- UTC offsets
- Time zone abbreviations

## What is UTC?

**UTC (Coordinated Universal Time)** is the world's primary time standard. It is the baseline that all global time zones are measured against.

- UTC does **not** change with seasons (no daylight saving).
- Every time zone is defined as being a number of hours and minutes **ahead of** or **behind** UTC (e.g., UTC+01:00 or UTC 05:00).
- It ensures consistent timekeeping across different countries and systems.

In Paxton10, UTC is used as the reference point to ensure event times are displayed correctly for each site, regardless of where in the world they are located.

## What is a Time Zone Abbreviation?

A **time zone abbreviation** is a short, commonly used code that represents a region's time zone.

Examples include:

- **GMT** – Greenwich Mean Time
- **EST** – Eastern Standard Time
- **CET** – Central European Time

These abbreviations make it easier to identify a site's local time at a glance.

Paxton10 displays both the abbreviation and the UTC offset so users immediately understand which time zone a site or device is using.

## Configuring Time Zones

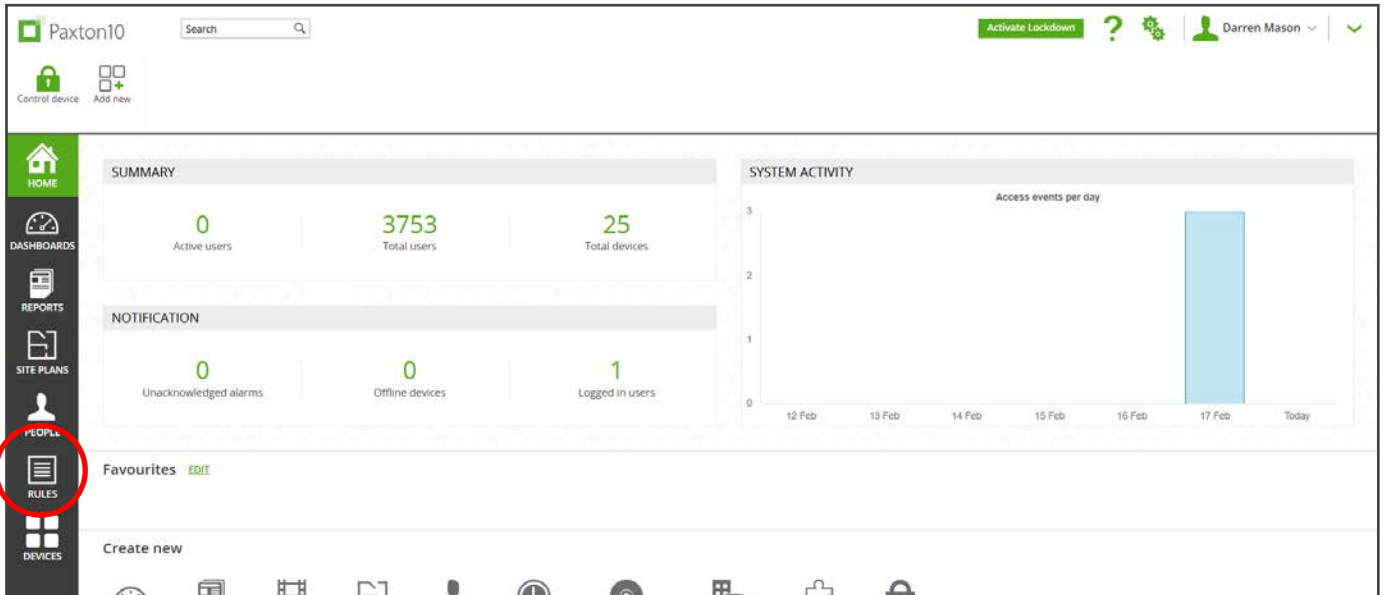
### Manage Time Zone Modal

Time zones can be configured independently for:

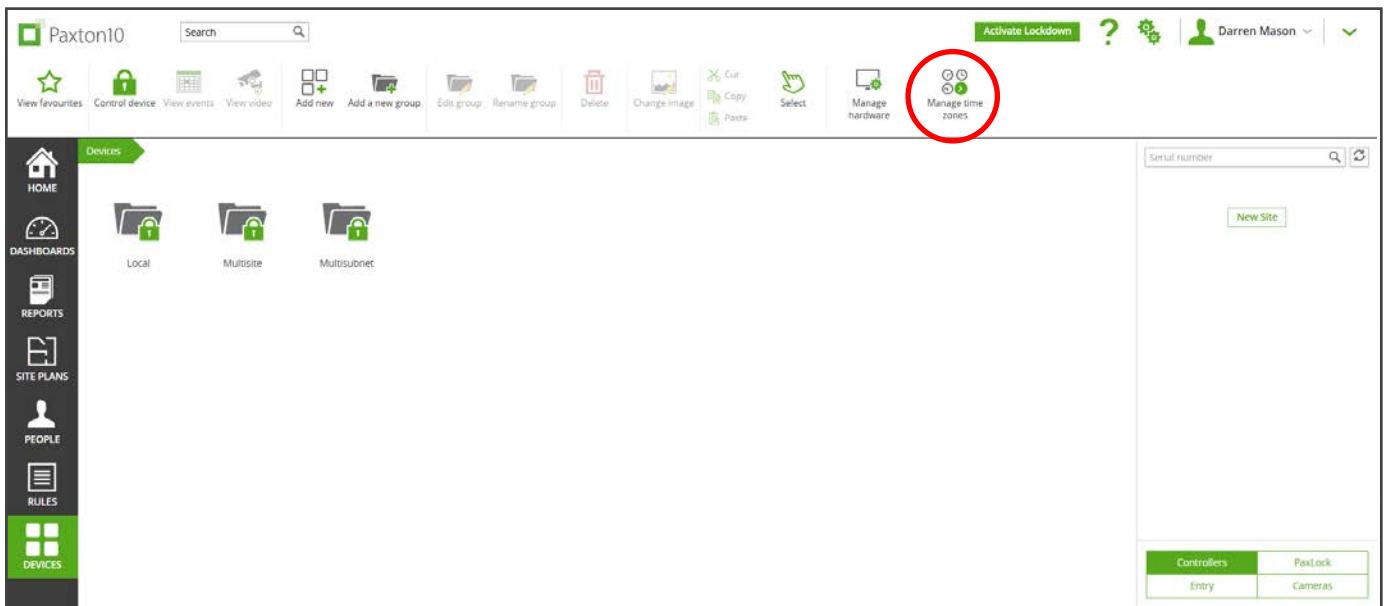
- The server
- Each multi-site
- Each multi-subnet

To configure a time zone:

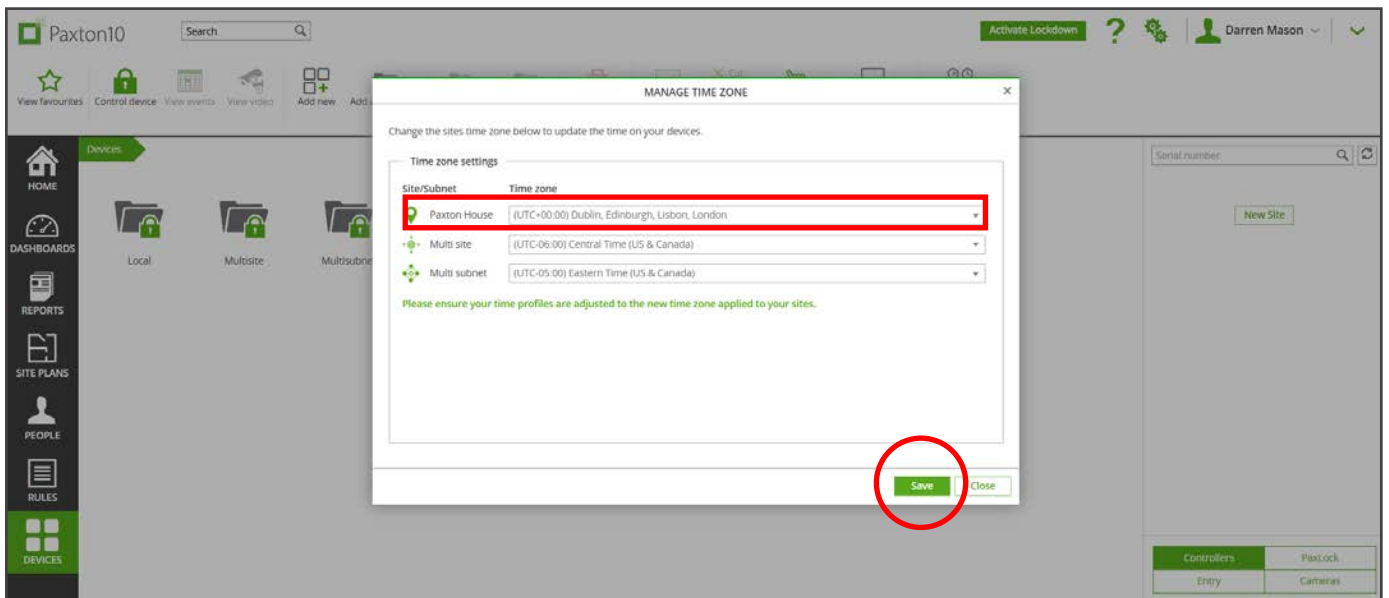
1. Navigate to **Devices**.



2. Select the **Manage time zone** tab from the top banner.



3. Choose the appropriate time zone for each site type.
  - Icons will indicate whether a site is multi-site, multi-subnet, or a local site.



4. Click **Save** when configuration is complete.

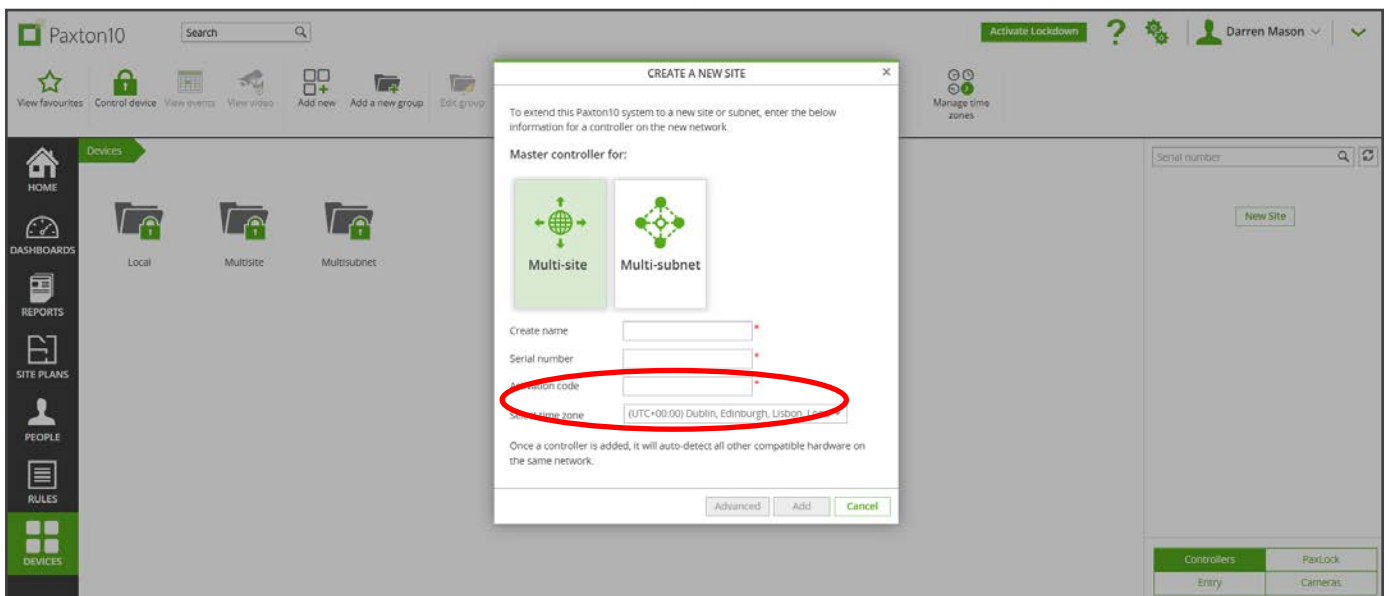
An event will be recorded in event reports confirming the applied time zone.

**Note:**

Time zone configuration cannot be edited via the Options modal. However, the server's time zone can be viewed under System > Time and Date.

## Configuring Time Zones for New multi-Sites or multi subnets

When commissioning a new multi-site or multi-subnet, the time zone can be selected from a drop-down menu during setup.



**Things to note:**

- When commissioning a new multi-site or multi-subnet ensure that the site name is allocated correctly as this will now show in the 'site' column in event reports.
- For all **new Paxton10 installations**, the server will automatically detect the local time zone.
- **Existing multi-sites and multi-subnets** will not automatically detect their time zone. A system engineer or administrator must manually configure these.
- For existing sites, review and update any time profiles that may previously have been offset to accommodate multi-site behaviour.

# Event Reports

## Device Date/Time

- Shows the exact time an event occurred on the device.
- Displays the UTC offset and time zone abbreviation.

Event report image – to be provided

## My Date/Time

- Can be enabled if the user wants event times displayed according to their own location.
- Determined by the user's browser location.

To enable the 'My date/time' column, navigate to **Field chooser** > Tick 'My date/time'

The screenshot shows the Paxton10 interface with the 'Field Chooser' menu open. The 'My Date/Time' option is highlighted with a red circle. The main table below shows event data with columns for DATE/TIME, SITE, INFORMATION, and MY DATE/TIME.

DATE/TIME	SITE	INFORMATION	MY DATE/TIME
18/02/2026 08:00:32 GMT	Paxton House	Operator logged on	18/02/2026 08:00:32 GMT (UTC-00:00)
17/02/2026 23:11:43 EST	Multi subnet	Master controller offline - 7471086	18/02/2026 04:11:43 GMT (UTC-00:00)
17/02/2026 22:10:43 CST	Multi-site bottom SDC	Controller is online [7439005]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 23:10:43 EST	Subnet top VDC	Controller is offline [6460762]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 22:10:43 CST	Multi-site top SDC	Controller is online [8890776]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 23:10:43 EST	Subnet bottom VDC	Controller is offline [7471086]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 22:10:43 CST	Multi-site bottom SDC	Controller is online [7439005]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 22:10:43 CST	Multi-site top SDC	Controller is online [8890776]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 23:10:43 EST	Subnet top VDC	Controller is offline [6460762]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 23:10:43 EST (UTC-05:00)	Subnet bottom VDC	Controller is offline [7471086]	18/02/2026 04:10:43 GMT (UTC-00:00)
17/02/2026 22:06:47 CST (UTC-06:00)	Multi site	Master controller offline - 8890776	18/02/2026 04:06:47 GMT (UTC-00:00)
17/02/2026 22:06:47 CST (UTC-06:00)	Multi-site top SDC	Controller is offline [8890776]	18/02/2026 04:06:47 GMT (UTC-00:00)
17/02/2026 22:05:47 CST (UTC-06:00)	Multi-site top SDC	Controller is offline [8890776]	18/02/2026 04:05:47 GMT (UTC-00:00)
17/02/2026 21:38:15 GMT (UTC-00:00)	Paxton House	Operator logged on	17/02/2026 21:38:15 GMT (UTC-00:00)
17/02/2026 21:37:41 GMT (UTC-00:00)	Paxton House	Operator logged on	17/02/2026 21:37:41 GMT (UTC-00:00)
17/02/2026 11:11:32 EST (UTC-05:00)	Samsung	RTSP camera online - Samsung	17/02/2026 16:11:32 GMT (UTC-00:00)
17/02/2026 11:11:32 EST (UTC-05:00)	Samsung	RTSP camera offline - Samsung	17/02/2026 16:11:32 GMT (UTC-00:00)

## Site Column

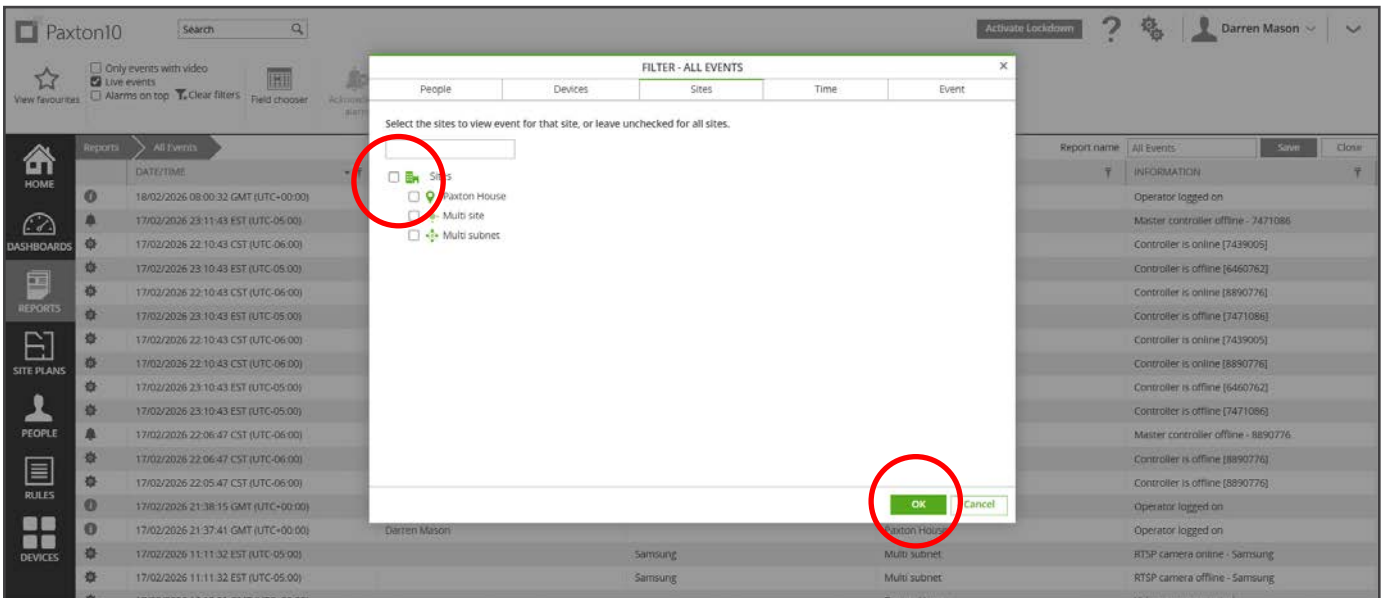
For multi-site and multi-subnet systems:

1. Use the site column to filter events by location.
2. Select the required site(s).

The screenshot shows the Paxton10 interface with the 'Field Chooser' menu open. The 'SITE' option is highlighted with a red circle. The main table below shows event data with columns for DATE/TIME, PERSON, WHERE, SITE, INFORMATION, and SITE.

DATE/TIME	PERSON	WHERE	SITE	INFORMATION	SITE
18/02/2026 08:00:32 GMT (UTC+00:00)	Darren Mason		Paxton House	Operator logged on	
17/02/2026 23:11:43 EST (UTC-05:00)		Multi subnet	Multi subnet	Master controller offline - 7471086	
17/02/2026 22:10:43 CST (UTC-06:00)		Multi-site bottom SDC	Multi site	Controller is online [7439005]	
17/02/2026 23:10:43 EST (UTC-05:00)		Subnet top VDC	Multi subnet	Controller is offline [6460762]	
17/02/2026 22:10:43 CST (UTC-06:00)		Multi-site top SDC	Multi site	Controller is online [8890776]	
17/02/2026 23:10:43 EST (UTC-05:00)		Subnet bottom VDC	Multi subnet	Controller is offline [7471086]	
17/02/2026 22:10:43 CST (UTC-06:00)		Multi-site bottom SDC	Multi site	Controller is online [7439005]	
17/02/2026 22:10:43 CST (UTC-06:00)		Multi-site top SDC	Multi site	Controller is online [8890776]	
17/02/2026 23:10:43 EST (UTC-05:00)		Subnet top VDC	Multi subnet	Controller is offline [6460762]	
17/02/2026 23:10:43 EST (UTC-05:00)		Subnet bottom VDC	Multi subnet	Controller is offline [7471086]	
17/02/2026 22:06:47 CST (UTC-06:00)		Multi site	Multi site	Master controller offline - 8890776	
17/02/2026 22:06:47 CST (UTC-06:00)		Multi-site top SDC	Multi site	Controller is offline [8890776]	
17/02/2026 22:05:47 CST (UTC-06:00)		Multi-site top SDC	Multi site	Controller is offline [8890776]	
17/02/2026 21:38:15 GMT (UTC+00:00)	Darren Mason		Paxton House	Operator logged on	
17/02/2026 21:37:41 GMT (UTC+00:00)	Darren Mason		Paxton House	Operator logged on	
17/02/2026 11:11:32 EST (UTC-05:00)		Samsung	Multi subnet	RTSP camera online - Samsung	
17/02/2026 11:11:32 EST (UTC-05:00)		Samsung	Multi subnet	RTSP camera offline - Samsung	

3. Click **Ok** and the events will be filtered by site.



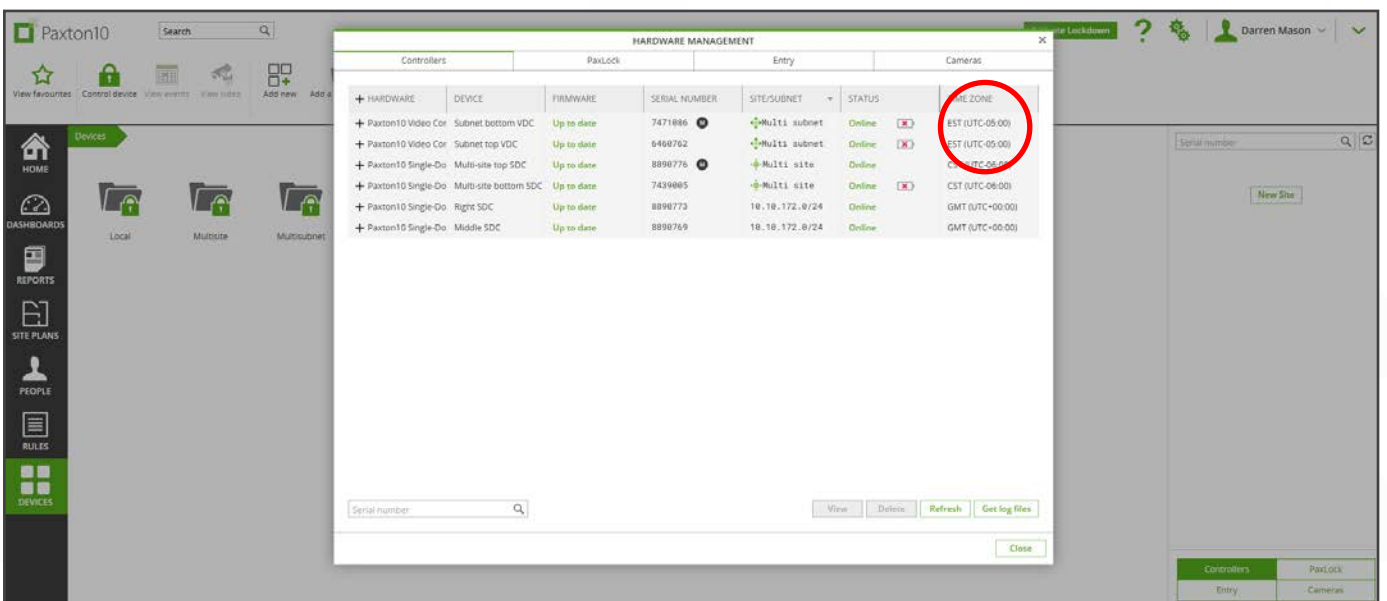
Important notes:

- Following the update, all existing events will be assigned a **historic time zone**.
- Because only one time zone was previously supported, historical events will continue to display using **the server's UTC offset** and time zone abbreviation.
- Once a new time zone is applied to a multi-site system OR subnet system, events generated from that point onward will display the new UTC offset and abbreviation.
- As the system previously contained only a single site, the **Site** column displays "**System name**".
- Following the update, the **Site** column will populate with the relevant site names.

## Viewing Device Time Zones

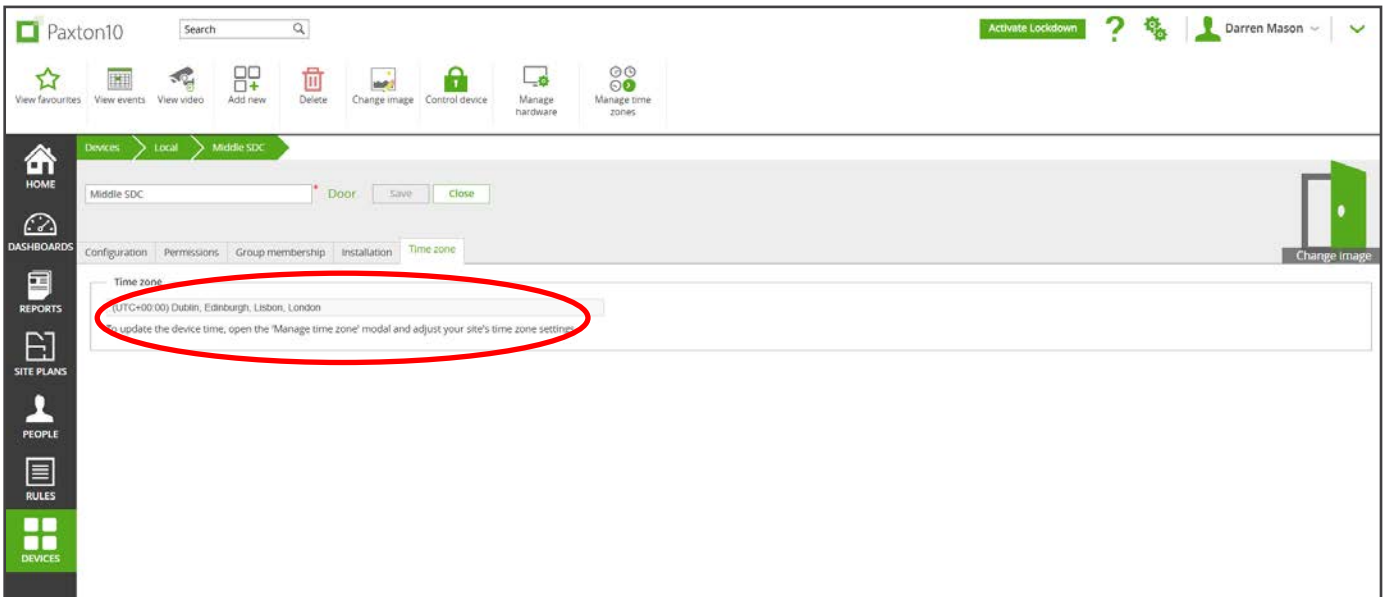
To view the time zone associated with each device:

1. Navigate to **Manage hardware**.
2. The **Time zone** column shows the UTC offset and abbreviation for every device.



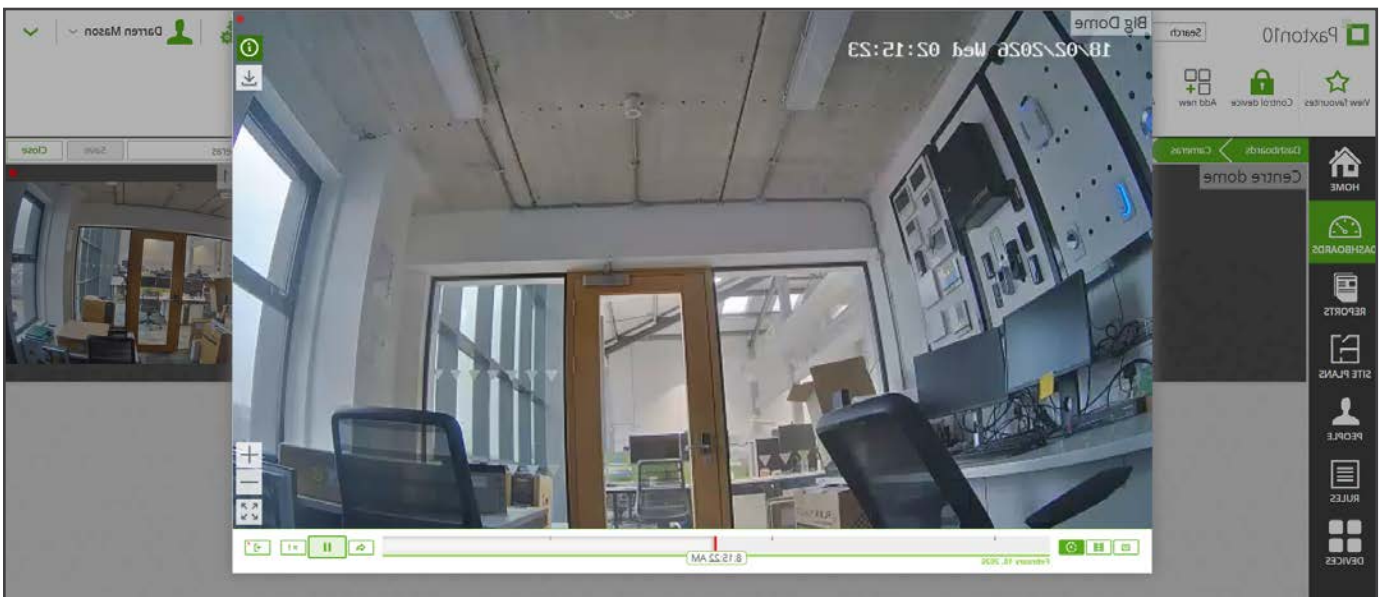
Time zone information can also be viewed within the appliance menu:

Devices > (Select Appliance) > Time Zone tab



## Time Display in Cameras

The timestamp for Paxton10 cameras reflects the time zone of the site they are associated with.



## Camera Event reports

It is recommended to use one report per time zone, with cameras grouped by the same time zone. This ensures the report timeline correctly reflects each camera's local time

## Dashboard Widget Columns

Dashboard widgets in Paxton10 use a fixed set of columns and cannot be customised.

The default columns are:

- Time
- Person
- Where
- Info

These columns are set when the widget is created and do not change.

## Behaviour After the Multi Time Zone Update

After the upgrade, newly created dashboard widgets will also include the Site Name, where applicable.

## Existing Widgets

Widgets created before the upgrade will keep their original columns. Existing widgets cannot be automatically updated to include the Site Name.

## Recommended Action

To display the Site Name, users must create new dashboard widgets after upgrading. Existing widgets will continue to work as expected but will not show the additional column.