

[V7] ISSUE: Cannot configure timezone setting with GMT+/-xx:30 or GMT+13:00 using the AddUser.do API

Article ID: 5184

Reviewed: 2016-08-17

Product Version:

AhsayCBS: 7.7.2.0 - 7.7.2.6

OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

When creating a backup account with the following timezone settings, using the AddUser.do JSON API:

GMT-04:30 (VET)

GMT-03:30 (NST)

GMT+03:30 (IRST)

GMT+05:30 (LKT)

GMT+13:00 (TKT)

API call: AddUser.do

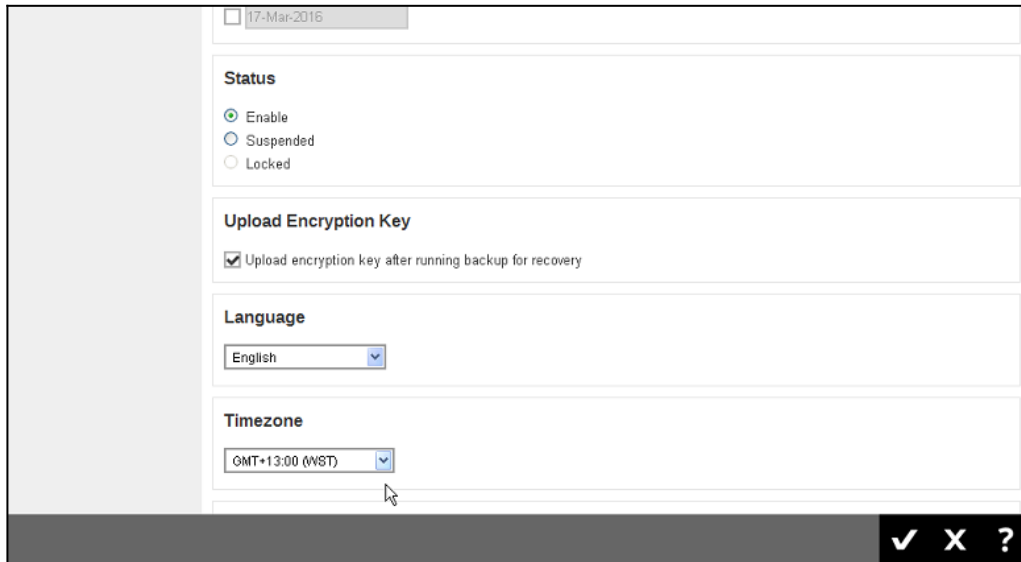
JSON Post:

```
{
  "SysUser": "system",
  "SysPwd": "system",
  "LoginName": "username",
  "Password": "password",
  "Email": "email_address",
  "Quota": "quota",
  "Timezone": "GMT-04:30 (VET)"
}
```

JSON Return:

```
{
  "Status": "OK"
}
```

The timezone setting is incorrectly set to "GMT+13:00 (WST)":



The screenshot shows a configuration window for AhsayCBS. At the top, there is a date selector set to '17-Mar-2016'. Below this, the 'Status' section has three radio buttons: 'Enable' (selected), 'Suspended', and 'Locked'. The 'Upload Encryption Key' section has a checked checkbox for 'Upload encryption key after running backup for recovery'. The 'Language' section has a dropdown menu set to 'English'. The 'Timezone' section has a dropdown menu set to 'GMT+13:00 (VST)'. A mouse cursor is pointing at the Timezone dropdown. At the bottom right of the window, there are three buttons: a checkmark, an 'X', and a question mark.

Cause

This is a known issue with AhsayCBS version 7.7.2.0 - 7.7.2.26.

Resolution

To resolve the issue, patch the AhsayCBS application to version 7.9.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

AddUser.do, adduser, create, add, creating, account, time, timezone, time-zone, zone

From:
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Last update: 2021/12/16 03:14