

Gateway Restart due to Clock Skew

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Tuesday, December 20, 2016

5:43 PM

	<table><tr><td>SME</td><td></td></tr><tr><td>Symptoms</td><td>Gateway restart every 20 mins due to clock skew 1. Gateway keep restarting 20 minutes 2. There're events with id (77 & 78) every 20 minutes from event viewer 3. The clock on customer's machine is 5+ minutes off</td></tr><tr><td>Cause</td><td>ServiceBus has hard limit for token refresh which rely on the time on customer's machine which should be less than 5 minutes</td></tr><tr><td>Resolution</td><td>1. Sync customer's clock 2. Add time sync server</td></tr><tr><td>More Information</td><td>Related Incident https://icm.ad.msft.net/imp/IncidentDetails.aspx?id=16980036 https://icm.ad.msft.net/imp/IncidentDetails.aspx?id=17108193</td></tr></table>	SME		Symptoms	Gateway restart every 20 mins due to clock skew 1. Gateway keep restarting 20 minutes 2. There're events with id (77 & 78) every 20 minutes from event viewer 3. The clock on customer's machine is 5+ minutes off	Cause	ServiceBus has hard limit for token refresh which rely on the time on customer's machine which should be less than 5 minutes	Resolution	1. Sync customer's clock 2. Add time sync server	More Information	Related Incident https://icm.ad.msft.net/imp/IncidentDetails.aspx?id=16980036 https://icm.ad.msft.net/imp/IncidentDetails.aspx?id=17108193	<table><tr><td>CSS Feedback</td><td>Please leave you feedback if you are using the article to help customers</td></tr></table>	CSS Feedback	Please leave you feedback if you are using the article to help customers
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