



## Workaround for Time Synchronization Issue in Windows® 10

By John Lindberg

Recently, a customer had an issue trying to synchronize their computer clock to UTC time. While the Support group was scratching their heads trying to figure out what could be the problem, the customer finally mentioned that they were using a computer running Windows® 10. Windows® 10? Why should it behave any differently than Windows® 7?!? Well, guess, what? We confirmed that Windows® 10 will not synchronize the computer clock without a little goosing of a few executables.

For those customers (willingly or unwillingly) using Windows® 10, we thought this should be an important article to post, as Microsoft is seemingly forcing Windows® 10 on Windows® 7 users. Be careful, Windows® 7 users! You may wake up tomorrow and find that your PC updated to Windows® 10! I have seen this happen!!

So here is the issue and how to fix it:

When using the “Synchronize Clock” option in some of the HYPACK® position system drivers, HYPACK® SURVEY will synchronize the proprietary “Veritime” clock model to the UTC time. Once Veritime is stabilized, the computer clock will be synchronized, too. In Figure 1, you will notice that the time in the Data Display (Veritime) is different from the computer time.

**FIGURE 1.** *Veritime vs Computer Time*

This, for the most part, is fine for HYPACK® timing, although there may be some older device drivers (or third-party software) that may require the synchronization of the computer clock.

**To force Windows® 10 to synchronize the computer clock** follow these steps:

1. **Open the Windows® User Account Controls.** In the Search box next to the Windows® icon, type UAC.
2. **Move the slider all the way down to NEVER NOTIFY and click [OK].**

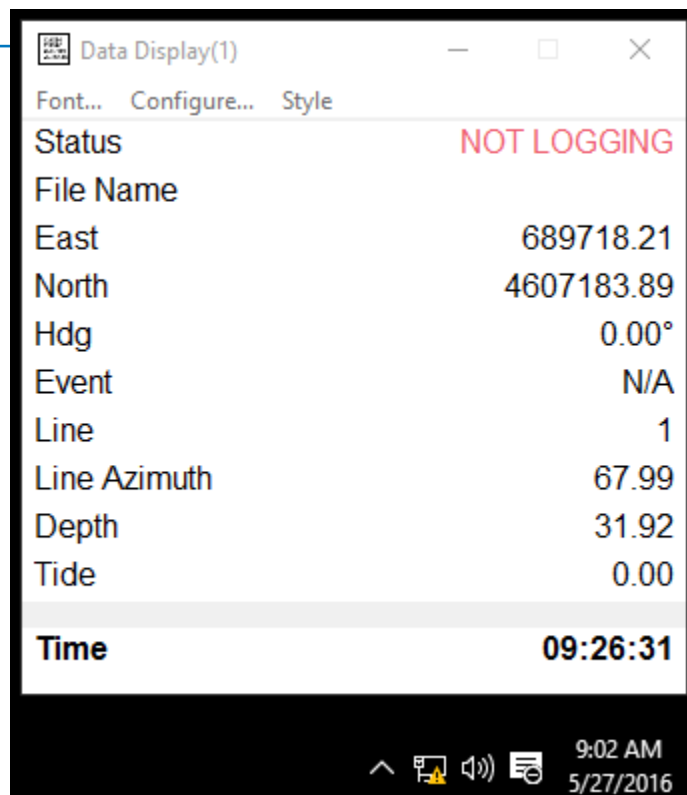
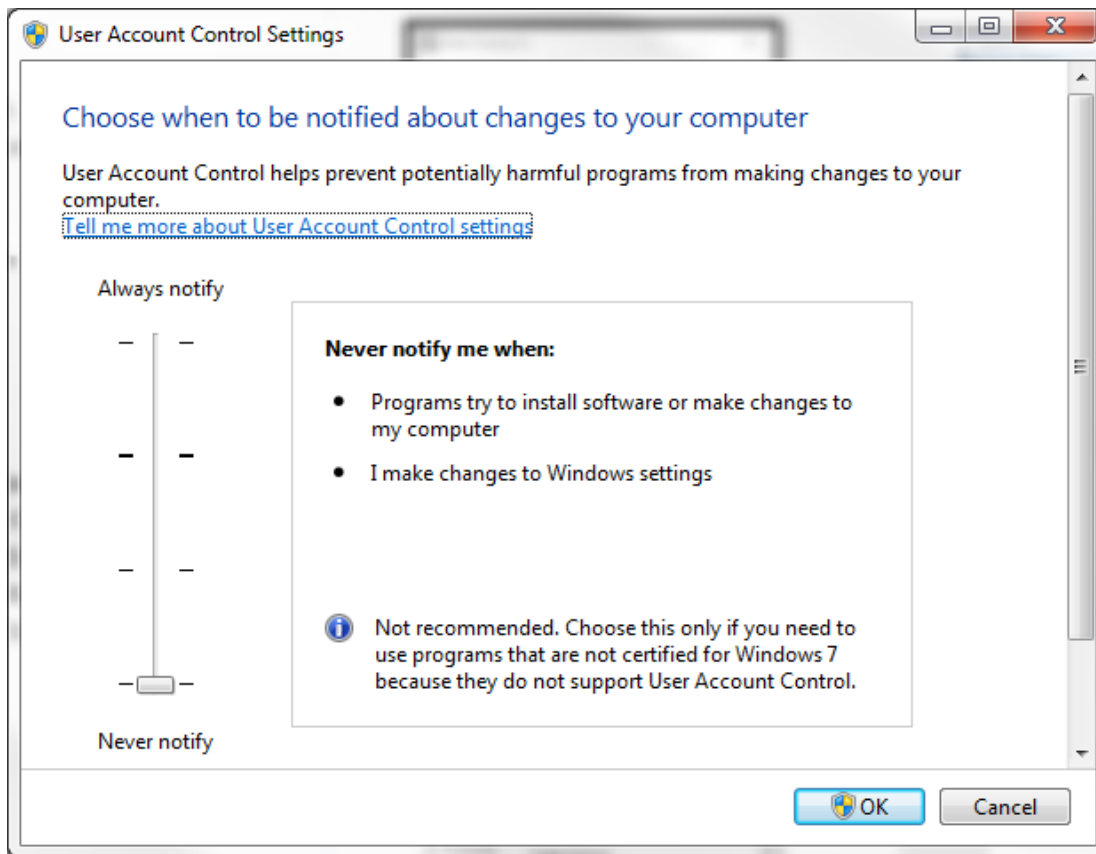
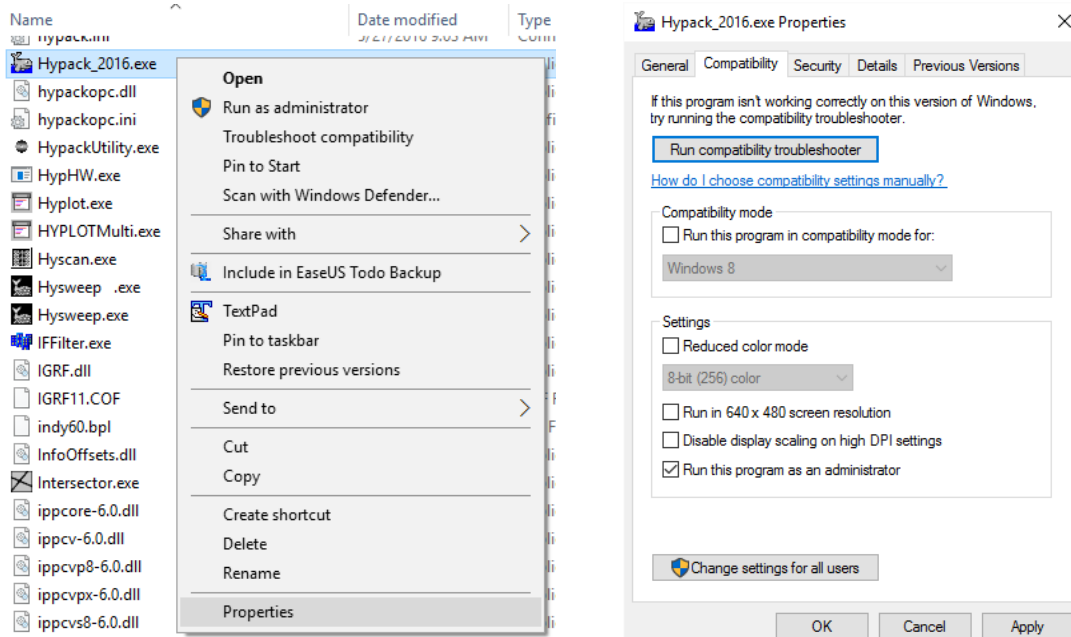


FIGURE 2. User Account Control Settings



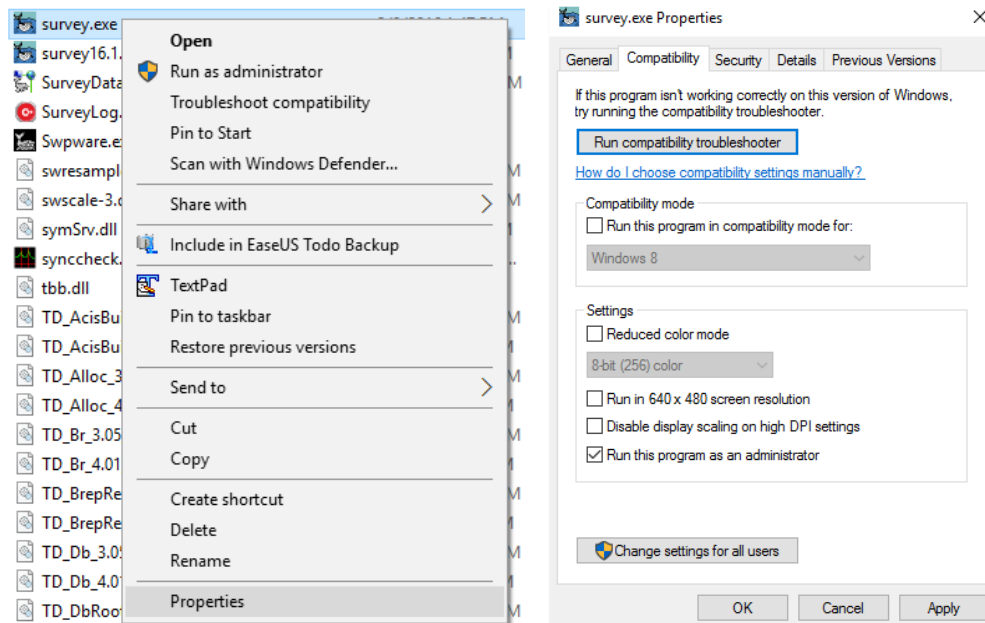
3. **Open File Explorer (renamed from Windows® Explorer in previous versions of Windows®) and navigate to the HYPACK® 2016 folder.**
4. **Right-click on the Hypack\_2016.exe executable and select Properties.**
5. **In the Compatibility tab, check RUN THIS PROGRAM AS AN ADMINISTRATOR and click [OK].**

FIGURE 3. Running HYPACK® as an Administrator



6. Right-click on the Survey.exe executable and select Properties.
7. In the Compatibility tab, check RUN THIS PROGRAM AS AN ADMINISTRATOR and click [OK].

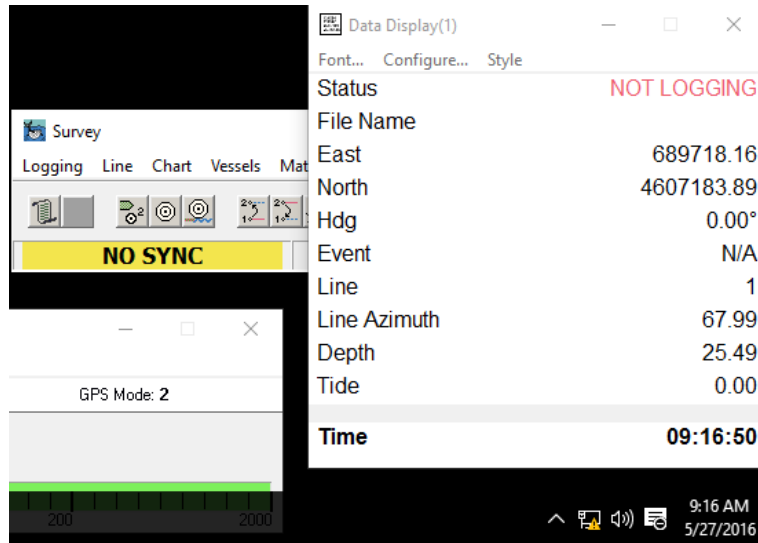
FIGURE 4. Running HYPACK® SURVEY as an Administrator



8. Open HYPACK® and run HYPACK® SURVEY.

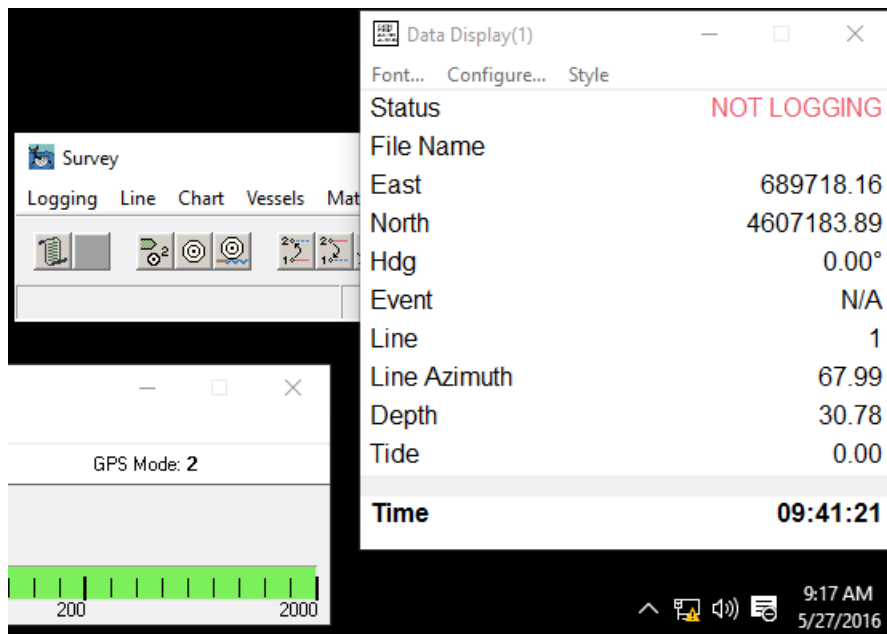
When you first start SURVEY, you will notice the NO SYNC warning, and the PC time matches the SURVEY time. These are still the incorrect times, as it takes about 30 seconds for Veritime to begin to synchronize properly.

FIGURE 5. No Sync in HYPACK® SURVEY



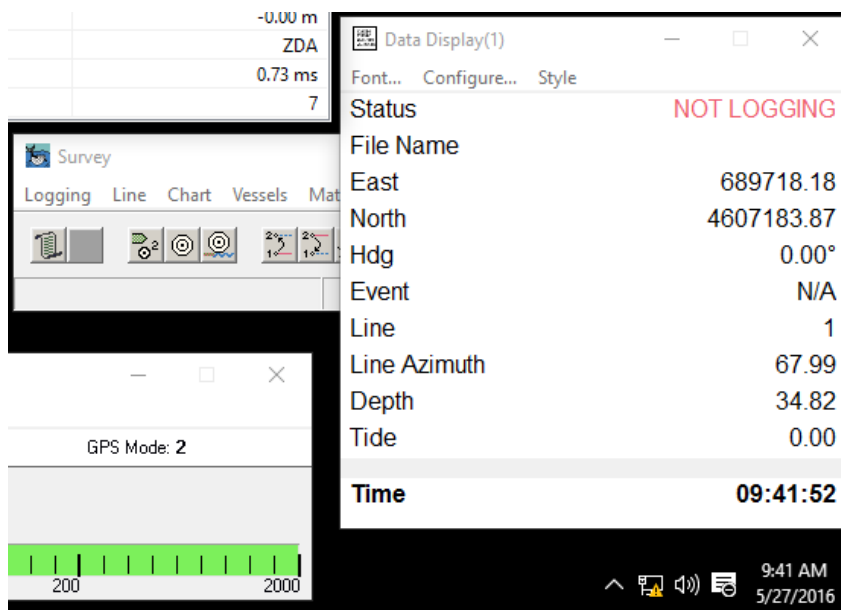
When the NO SYNC alarm goes away, the Survey time will change, but notice that the PC time has not changed yet.

FIGURE 6. Only Survey Time is Synchronized with GPS Time



Wait another 30 seconds or so and you will see the PC clock change to match Survey time.

FIGURE 7. PC Time Synchronized with Survey (UTC)Time



Now you should be good to go and your PC will be synchronized to UTC time.

We will post any new updates to this issue once we work out the Windows® 10 quirks. In the meantime, this workaround will get you going.