

“utc_time is expired” Error Processing EFT in SedonaOffice

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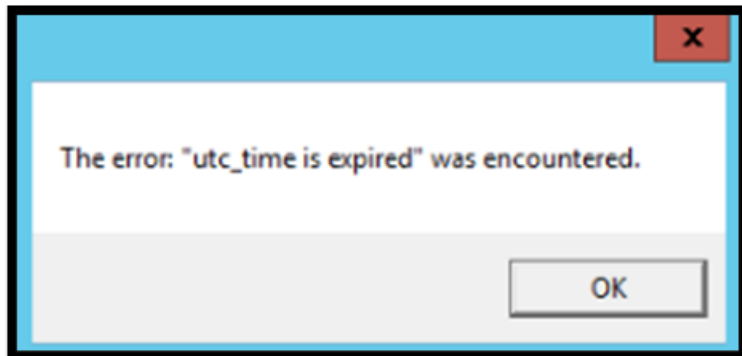


Internal only.

Description of Issue:

In this scenario, the user is experiencing an issue where when they attempt to add a new Payment Method to a customer, they encounter an error, see below:

The error: “utc_time is expired” was encountered.



Fixes:

This needs to be resolved by adjusting the time within the Server itself. According to the customer I worked with who experienced this, they noticed that the Sedona Server clock was off by 14 minutes so their IT reset it. This resolved the issue.