

User Timezone Discrepancy in Gantt and Jira

What causes the discrepancy?

Jira displays dates and in particular Date Time fields adjusted to User's time zone settings. BigPicture unfortunately does not. This is due to the fact that our plugin uses Jira API which returns (to our plugin) the date which is based on Jira "Default user time zone" Time Zone settings. Consequently, the differences can appear between what Gantt displays and what Jira shows in the detailed Issue View.

What are the consequences of this discrepancy?


Let's discuss an example to explain what exactly happens. If the "Default user time zone" is set in Jira to (GMT-03.00) then by default all users will see dates according to this time zone and our plugin will display dates also according to this time zone.

Default language	English (United States)
Default user time zone	(GMT-03:00) Argentina / Buenos Aires
Options ?	
Allow users to vote on issues	ON
Allow users to watch issues	ON

In case the users accessing your project have different time zone settings in their Profile settings, like in the image example (GMT +04.00) Samara then there will be a discrepancy between Date Time field displayed in Gantt and Jira detailed issue view.

Summary

Details

Avatar: 
GRAVATAR
Username: test
Full name: test
Email: test@test.pl
Password: [Change Password](#)
Remember My Login: [Clear All Tokens](#)
Groups: jira-software-users

Activity Stream

No activity was found

Preferences

i Your preferences have been updated.

Page Size: 50
Email Type: HTML
Language: English (United States) [Default]
Time Zone: (GMT+04:00) Samara
My Changes: Do not notify me
Filter and Dashboard: Unshared
Sharing:
Keyboard shortcuts: Enabled
Autowatch: Inherit from global settings

The Jira Detailed issue view will display Date Time field according to User's settings (GMT +04.00) but BigPicture will display it according to Jira "Default user time zone" (GMT-03.00).

Evaluate Gantt I / PI-1
Rescue the princess

Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin Export

Details

Type: ■ Story Status: **OPEN** (View Workflow)
 Priority: ↑ Highest Resolution: **Unresolved**
 Labels: None

Description

Click to add description

BigGantt - Work Breakdown Structure

Evaluate Gantt I Show Program on Gantt Program overview

KEY	SUMMARY	STATUS	ASSIGNEE
PI	Evaluate Gantt I		
PI-1	Rescue the princess	OPEN	admin

People

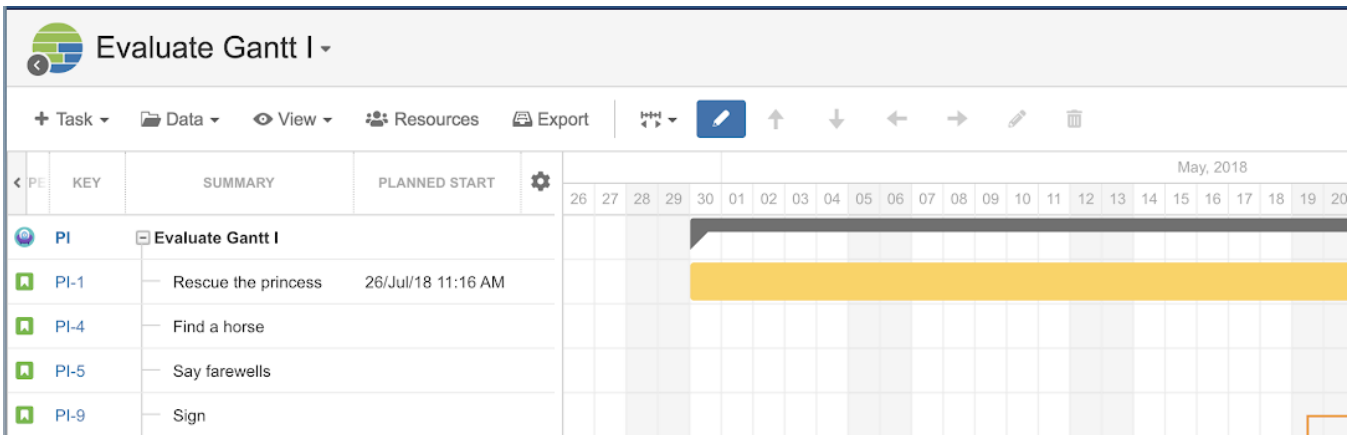
Assignee: admin
 Reporter: admin
 Votes: 0
 Watchers: 1 Stop watching this issue

Dates

Created: 3 days ago
 Updated: 9 minutes ago
 Planned start: 26/Jul/18 6:16 PM

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.
Connect Dismiss



The 7 hour difference results from the User's settings (GMT +04.00) plus "Default user time zone" (GMT-03.00) which makes it 7 hours. Unfortunately there's now way to implement a satisfactory work-around for the time being. We are sorry for the inconvenience.

In case of further questions

If you are having trouble in consequence of the time discrepancy or your problem is more complex you are always welcome to contact our helpful Support Team via the [Service Desk](#). We are always more than happy to help.

HIGHLIGHTS

- [What causes the discrepancy?](#)
- [What are the consequences of this discrepancy?](#)
- [In case of further questions](#)