

## **Times for IMS Waveform Data Requested/Queried from the CTBT Secure Web Portal (SWP) Different from the Time Specified in the Query/Request**

In November 2014 during routine access of the IMS waveform data from the secure signatory account at the Kenyan National Data Centre (KE-NDC), it was noted that the times of the IMS waveform data requested/queried was different from that displayed on the actual waveforms. This was rather intriguing since the understanding is that the times for all stations of the CTBT network are in Coordinated Universal Times (UTC). Again this posed a significant challenge to accurate access of the correct waveform data for specific seismic events. This problem was raised to CTBT Support and a Support Ticket ID SHD-29357 created. The problem was finally resolved within a duration of about one year. During the CTBT SnT 2017 conference an excerpt of the communication between myself at KE-NDC and CTBT Support Team will be presented. This excerpt of the communication is intended to demonstrate the challenges in trying to resolve this issue/problem since the error was not being replicated at the IDC but the same was persistent at KE-NDC. A sample of the IMS waveforms showing the time shifts before the problem was resolved will also be presented.

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