Incorrect session or participant duration

Problem Summary	Track, participant, or session duration is incorrect or negative (for example: "sessionDuration":-4776).
Error Message	from /var/log/active/syslog/messages: Aug 23 02:51:05 pauems01 user 6 ilog_impl: Restarting NTP as time offset is -185.215 Aug 23 02:51:07 pauems01 user 6 ilog_impl: NTP servers list: 10.192.254.11 10.192.25 Aug 23 02:51:07 pauems01 user 6 ilog_impl: ntpdate query response: server 10.192.254 stratum 1, "'offset -185.225332'", delay 0.04140 23 Aug 02:51:07 ntpdate[17992]: step time server 10.192.254.11 "offset -185.225332 sec" (rc=0). Aug 23 02:51:07 pauems01 user 6 ilog_impl: ntpdate query response: server 10.192.254 stratum 2, "'offset 0.054938'", delay 0.02736 23 Aug 02:51:07 ntpdate[18001]: adjust time server 10.192.254.1 offset 0.054938 sec (rc=0).
Possible Cause	Incorrect duration could have several causes, unsynchronized NTP servers is a known possibility. The Cisco MediaSense publisher server uses two NTP servers to synchronize time. However, the time or servers may not be synchronized. As a result, Cisco MediaSense servers switch their times based on the currently-synchronized NTP server.
Recommended Action	Verify that both NTP servers provide synchronized times.
Release	Release 8.5(1), Release 8.5(2), Release 8.5(3), Release 8.5(4), and Release 9.0(1).
Associated CDETS #	None.