

PSN# PSN001097u

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Severity/risk level Medium

Urgency When convenient

Name of problem 2007 Daylight Savings Time (DST) for Intuity Audix LX Release 1.1.

Products affected

Intuity Audix LX Release 1.1

Problem description

For Intuity Audix LX Release 1.1, there is a software change to support the 2007 DST change.

Resolution

The software update for the Daylight Savings Time 2007 changes is available. Please contact the Avaya Technical Support Center for assistance.

The following information has been updated on March 14, 2007.

The IALX product requires 2 patches to complete the update for the new DST dates:

1. L6041rf+j
2. A6039rf+g

If L6041rf+i is already implemented, only the new A6039rf+g is required to complete the update. Implementation of A6039rf+g requires a brief interruption of service (a stop/start of the audix application usually takes less than 15 minutes). If both the patches need to be implemented (because L6041rf+i was not already implemented), a full reboot of the system is required.

Note: The patches must be implemented in the following order: first L6041rf+i, followed by A6039rf+g.

It is not necessary to reboot between patch implementations. If both patches are implemented together, a single reboot will suffice. Implementation of both the patches and a subsequent reboot can normally be completed in approximately 30 minutes. Service is only interrupted during the reboot or stop/start of the audix application.

Download times can vary greatly, depending on the quality of the modem connection and other factors. Both patches can be downloaded without interrupting service; only implementation of the patches results in a service interruption (due to the reboot or stop/start of the audix application). A typical download time in ideal circumstances is 20 to 30 minutes. Total time to download both the patches and implement them is typically around an hour. Total service interruption time is between 10 and 20 minutes typically.

Q1: If I don't get the DST update on my system, can I manually change the time the night of DST?

A: Yes. Please see the following link for Instructions [here](#) or use this quick DST guide.



Intuity audix lx
dST.doc

For Customers that do not get the software update, Avaya suggest changing the Time Zone to GMT when you change the clock.

Q2: What will happen if I only change my time and not the Time Zone to GMT?

A: you will have to change the system clock four times a year, the 2nd Sunday of March, the 1st Sunday of April, the last Sunday of October and the 1st Sunday in November.

Q3: If I change my Time Zone to GMT for now and get the update after the spring DST change, do I need to change my Time Zone back?

A: Yes

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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