PSN#	PSN001197u			
Original publication date: 19-Feb-2007. This is Issue #2, published 23-Feb-2007.		Severity/risk level	Medium	Urgency	When convenient

Name of problem	IP Office and the new 2007 Daylight Saving Time in USA and Canada

Products affected

IP Office

Problem description

Starting in March 2007, Daylight Saving Time in the United States and Canada will begin on the second Sunday in March and end on the first Sunday in November. This document explains how to ensure that IP Office is ready for the change.

How the IP Office System Receives Time

The IP Office control unit contains a battery backed clock which is used to maintain system time during normal operation and when mains power is removed. The time is obtained using Time Server protocol (RFC868) requests. Note that this is different from Network Time Protocol (NTP).

Following a reboot the IP Office control unit sends out a time request on its LAN1 interface. It first makes the request to the Voicemail Server IP address in its configuration and, if it receives no reply, then makes a broadcast request.

The Voicemail Lite Server, Voicemail Pro Server/Service and the Manager program can all act as Time Servers, giving the time as set on their host PC's. If you are running Manager when the Voicemail Server starts, then Voicemail does not start as a Time Server. It is therefore highly recommended that you do not have a copy of Manager running when you start or restart the Voicemail Server.

A specific address for the Time Server that should be used can be set in the IP Office configuration (System | System | Time Server IP Address). Setting this address to 0.0.0.1 also disables the IP Office's time update requests.

When using a Time Server located in a different time zone from the IP Office, there are two mechanisms for applying an offset to the time. If Manager is acting as the Time Server, the time offset for each can be specified through the BOOTP entry for the system. Alternatively, the offset can specified in the IP Office configuration (System | System | Time Offset).

Resolution

To ensure complete synchronization of the time on IP Office phones it is recommended that IP Office systems running Release 3.0 through 3.2 software be upgraded to the 3.2 February Maintenance Release when available at: http://support.avaya.com/japple/css/japple?PAGE=ProductArea&temp.productID=129487&temp.bucketID=108025
IP Office systems running Release 2.1/3.0DT or 4.0 software do not suffer from a phone time update problem.

For systems using a Time Server:
If the IP Office is configured to use a Time Server this server may be running Microsoft Windows or a Unix variant. An update to Microsoft Windows, to cater for the DST changes, was pushed out by Microsoft through Microsoft/Windows Update in February and is available at http://support.microsoft.com/kb/931836/

If you are unsure where the phones are getting their time and date information, check the Time Server IP Address setting within Manager.

PROCEDURE
To check the Time Server IP Address setting:
Log onto Manager and open the IP Office configuration.
From the Configuration Tree, click System and double-click the IP Office system you are configuring.
On the System tab, look at the information in the Time Server IP Address field. Go to the PC that is acting as the Time Server and check the following:
The correct time and date is set.
The time must be set in 24 hour format.

If the Manager or Voicemail Pro is acting as the Time Server, ensure that the application is running.

If the Time Server IP Address field is blank or set to 0.0.0.0, it means Voicemail Pro will be used as the default Time Server if the service is running.

Check the Time Offset (hours) field. This field is used to compensate for the time difference between the Time Server and the IP Office if they are in different time zones. For example, if the Time Server is 5 hours ahead of the IP Office, then this field must be configured with -5 to make the adjustment.

For systems not using a Time Server:
Changing the System Date and Time by telephone set is only possible with 4400 and 6400 Series sets, otherwise the IP Office Manager craft interface must be used to set the system time and date. One 4400 and 6400 series phone with a Menu key can be allocated as a "System Phone" by the system administrator. The user of that phone can then change the date and time displayed on all phones.

Note, There will be a short delay before some phones will update their displayed date and time.

To change the date/time:
Press Menu twice.
Press Func.
Press Next and then press Setup.
Press either Date or Time. Enter the new value, in the following format:
Date must be 2 digits for the month and day and 4 digits for the year.
Use the # key to enter a /. For example: 06/04/2007.
When all ten characters have been entered, Next is displayed.
To select the day of the week, press and Next/Prev.
Time must be 2 digits for the hour and 2 digits for the minutes.
Use the * key to enter a colon. For example: 10:15.
After entering the day or time, press Done.
Press Exit.

Workaround or alternative remediation

Remarks

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	
IP Office systems running Release 3.0 through 3.2 software only: Upgrade to the 3.2 February Maintenance Release when available at:	
http://support.avaya.com/japple/css/japple?PAGE=ProductArea&temp.productID=129487&temp.bucketID=108025	
Patch install instructions	Service-interrupting?
If needed use the IP Office Manager to install.	No
Verification	
The IP Office system can verify firmware upgrade images downloaded to it and it recommended that this ability is taken advantage of when upgrading a system.	
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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