



PSN# PSN001148u

Original publication date: 23-Jan-2007. This is Issue #1, published 23-Jan-2007.

Severity/risk level High

Urgency Immediately

Name of problem DST Update for the Meeting Exchange CS7000 Platform

Products affected

CS7000 Conferencing Server, all versions

The DST Update (OS patch and SQL Script) is supported on Suite 9.3, 9.4 and 9.5 CRS, XMS, the Demand Master server requires a Microsoft OS patch. The CRS requires a SQL patch script.

Problem description

Beginning in 2007, the U.S. starts observing DST the second Sunday in March and stops the first Sunday in November, this requires operating system updates and patches for certain software components.

If the DST changes outlined in this notice are not implemented, conferences that are scheduled during the period from March 11 to April 1 and conferences scheduled between October 28 and November 4 will start at the wrong time.

Any system events or log messages will be reported with the wrong time.

Resolution

Summary of Basic Steps

There are two basic steps to resolving the problem:

1. Application of an Microsoft operating system patch to all the servers running CS7000 applications (including CRS, CMS, XMS, Demand Master application). In many cases the XMS, CMS and Demand Master are run on the same server.
2. Running a script to modify conference schedules stored in the CRS database

Releases Supported by the OS Patch and SQL Script

The U.S. DST Changes affects all suites and related systems, however the DST update is being provided only for the suite releases listed below.

- CS7000 Conference Bridge Suite Release 9.5, 9.4 and 9.3
- All versions of the CRS associated with the suite releases (listed above) are affected

Steps to Complete the DST Update

1. Application of the Microsoft OS Update

Information on how to apply the MS updates to Windows 2003 or Windows XP machines can be found at:

<http://support.microsoft.com/kb/928388>

CRS Systems running on Windows 2000 will require a manual edit of the OS time zones using "TZEdit" tool which can be found at:

<http://support.microsoft.com/kb/927229/en-us>

2. Running the SQL script on the CRS

An Avaya provided SQL patch script called 2.8.4.2_UpdateDST.sql, will need to be run on the CRS SQL database Server. This script will need to be modified to include any customer-specific time zones before it is executed.

Once modified, the script can be run on the BSRes2 database in order to update the CRS Time Zones and to correct any existing conference bookings that are affected by the new DST changeover times. Instructions for script modification and use will be included in an accompanying text file: "UpdateDST.txt".

Note: The BSRes2 Database should be backed up prior to running the script.

Workaround or alternative remediation

There is no workaround.

Remarks

Application of the Operating System patch requires root access and thus you must contact AGS for assistance in applying the patch and having your systems updated correctly.

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
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