



PSN# PSN001237u

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Severity/risk level Medium

Urgency Immediately

Name of problem NICE Products Daylight Savings Time (DST) Application Advisory

Products affected

NICE Perform R1, R2, R3

NICE 8.7, 8.8, 8.9

Problem description

On Monday August 8, 2005 President Bush signed into law a broad energy bill that will extend Daylight Saving Time in the US by four weeks in 2007. The provisions of the bill call for Daylight Saving Time (DST) to begin three weeks earlier on the second Sunday in March and end one week later on the first Sunday in November. Currently DST starts on the first Sunday in April and ends on the last Sunday in October. In 2007 when the provisions take effect DST will begin on March 11 and end on November 4, 2007.

Resolution

Avaya recommends that Avaya/NICE Customers call Avaya Maintenance Support to log a trouble ticket for their DST change. Avaya support will then hand-off that trouble ticket to NICE Maintenance Services, who will then contact the customer for resolution of the ticket. It is important that Customers call Avaya Maintenance Support so that the ticket is logged and tracked by Avaya.

Note: All NICE Perform systems utilize Universal Time Conversion and are preset when installed. No further adjustments are required.

NICE Perform operates using UTC (Universal Time Conversion). All servers and loggers are preset when installed as follows:

On all machines hosting NICE Perform servers (applications suite, NICE Interaction center, databases, CLS, ScreenLoggers, Playback server, etc.) automatically adjust clock for daylight saving changes is marked.

On all Voice Loggers, Automatically adjust clock for daylight savings changes is not marked. No further adjustments are required!

You can confirm the proper daylight saving settings.

To confirm the proper daylight saving settings:

1. On each server/logger, open the Date and Time Properties and click the Time Zone tab.
2. On all machines hosting NICE Perform servers, confirm that the **Automatically adjust clock for daylight savings changes** checkbox is **marked**.
3. On all Voice Loggers, confirm that the **Automatically adjust clock for daylight savings changes** checkbox is **cleared**.

Workaround or alternative remediation

Remarks

Regions affected: United States and Canada.

All contact centers which operate on US time zones (for example, offshore outsourcers)

Note: Releases of any product prior to those mentioned in the table above, including Service Pack levels, are not being tested and customers are strongly advised to conduct their own tests or upgrade to a current release.

For further information please contact your Avaya account manager or the Avaya ATAC.

Patch Notes

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

Backup before applying the patch

See table above.

Download

See information above.

Patch install instructions	Service-interrupting?
See information above.	No
Verification	
See information above.	
Failure	
See information above.	
Patch uninstall instructions	
See information above.	

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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