

Product Support Notice

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PSN# PSN001162u

Original publication date: 30-Jan-2007. This is Issue #3, published 6-Mar- Severity/risk level Medium Urgency W 2007

urgency When convenient

Name of problem 2007 Daylight Savings Time (DST) for Intuity Audix Release 5.1

Products affected

Intuity Audix 5.1

Problem description

For Intuity Audix Release 5.1, there is a software change to support the 2007 DST change.

Resolution

The DST update is now generally available and there are 2 methods to acquire it. For both methods, Avaya GSD must be contacted at 800-242-2121.

- 1. The DST update can be applied remotely by Avaya GSD to any R5.1.53 system.
- Any customer whose system is at a lower release than R5.1.53, can request PCN 1268B to obtain the latest release which includes the DST update. This is a customer installable PCN and when applied will update the system to R5.1.55. R5.1.55 contains the DST update.

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

A: Yes. Please see the following link here for instructions, or use this quick DST guide.



Intuity r5 DST.doc

Q: So does that mean I do not need to do anything else to set the clock for DST?

A: No. If you do not disable the automatic DST time changes, the time will be changed on the night of the old DST date. Please follow directions at the following link <u>here</u> to turn DST to "no".

Q: Do I need to reboot the system?

A: Yes. Please follow the directions here.

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

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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