



PSN# PSN001178u

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Severity/risk level High

Urgency Immediately

Name of problem US and Canada Daylight Savings Time Extension beginning March 2007 - Patch DST_2007_PDS12

Products affected

Predictive Dialing System 12.0

Problem description

The USA's Energy Policy Act of 2005 extended Daylight Saving Time (DST) by making it start earlier and end later. Beginning in 2007, the USA and Canada will enact those changes. Customers with systems in EMEA and APAC which make calls to the US, Canada, and Mexico should also install this patch.

The new start and stop times are as follows:

Switch to Daylight Saving Time:	Second Sunday in March
Switch back to Standard Time:	First Sunday in November

Note: This patch will only work with Avaya Predictive Dialing System 12.0 SP5.

Resolution

Apply patch DST_2007_PDS12 so that Avaya Predictive Dialing System 12.0 SP5 will conform to USA's Energy Policy Act of 2005 daylight savings time extension.

This patch updates the files on the system that are affected by the new start and stop times. It will first install the appropriate HP-UX patch that is required to get the latest version of the tztab file. The tztab file is used by the operating system to determine when the system switches to and from DST. After installing the operating system patch, it will run a script that modifies the appropriate application files. It will also modify some operating system files.

Changes Specific to Mexico

Prior to 2007, Mexico observed the same start and stop times for DST as the USA and Canada. Starting in 2007, the USA and Canada will change but Mexico will continue to use the pre-2007 DST start and stop times. Therefore, if the country code for the system is set to 52 (the country code for Mexico), it is necessary to create new time zone codes for Mexico to enable the system to distinguish between the time zones for the USA and those for Mexico. The patch will add a prefix of "MX" to the existing zone codes to accomplish this. The following table shows what the old and new time zone codes will be for Mexico.

OLD		NEW
-----		-----
EST5EDT	→	MXEST5MXEDT
CST6CDT	→	MXCST6MXCDT
MST7MDT	→	MXMST7MXMDT
PST8PDT	→	MXPST8MXPDT

Workaround or alternative remediation

None

Remarks

Patch Notes

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

Backup before applying the patch

Yes

Download

DST_2007_PDS12 (Note: Contact your Avaya support representative to perform this update. Do not install the patch without Avaya support.)

Patch install instructions

See patch readme file.

Service-interrupting?

Yes

Verification

n/a

Failure

n/a

Patch uninstall instructions

See patch readme file.

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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BusinessPartner Notes

Additional information for BusinessPartners

In addition to changing the time zone codes for Mexico, information will be added to files that will allow the system to distinguish between the DST rules for the USA and Canada and the DST rules for Mexico. The specific changes to each file are as follows:

/etc/default/tz

/etc/TIMEZONE

/opt/avaya/pds/etc/master.cfg

Changed the old code in the file to the new code

/lib/tztab

Add the following lines:

Mexico Eastern Standard Time, Eastern Daylight Time

MXEST5MXEDT

0 3 1-7 4 2006-2038 0 MXEDT5

0 1 25-31 10 2006-2038 0 MXEST5

Mexico Central Standard Time, Central Daylight Time

MXCST6MXCDT

0 3 1-7 4 2006-2038 0 MXCDT6

0 1 25-31 10 2006-2038 0 MXCST6

Mexico Mountain Standard Time, Mountain Daylight Time

MXMST7MXMDT

0 3 1-7 4 2006-2038 0 MXMDT7

0 1 25-31 10 2006-2038 0 MXMST7

Mexico Pacific Standard Time, Pacific Daylight Time

MXPST8MXPDT

0 3 1-7 4 2006-2038 0 MXPDT8

0 1 25-31 10 2006-2038 0 MXPST8

/opt/avaya/pds/config/stdtday.cfg

Add the following line:

MXEST5MXEDT:Eastern Mexico Daylight:4,1-7:+1:10,25-31:0

MXCST6MXCDT:Central Mexico Daylight:4,1-7:+1:10,25-31:0

MXMST7MXMDT:Mountain Mexico Daylight:4,1-7:+1:10,25-31:0

MXPST8MXPDT:Pacific Mexico Daylight:4,1-7:+1:10,25-31:0

/opt/avaya/pds/config/timezone.cfg

For each time zone letter designated for use by Mexico (as determined by /opt/avaya/pds/config/locale.cfg) change the old code for the zone letter to the new code. For the Special time zone (the '+' zone) change the old code to the new code.

File Summary

-rw-r--r-- admin pds_system /etc/default/tz

-rw-r--r-- admin pds_system /etc/TIMEZONE

-rw-r--r-- admin pds_system /lib/tztab

-r-xr-xr-x admin pds_system /opt/avaya/pds/config/stdtday.cfg

-r-xr-xr-x admin pds_system /opt/avaya/pds/config/timezone.cfg

-r-xr-xr-x admin pds_system /opt/avaya/pds/etc/master.cfg