

PSN# PSN001185u

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Severity/risk level High

Urgency Immediately

Name of problem Interaction Center and Operational Analyst and the new 2007 Daylight Saving Time in USA and Canada

Products affected

Interaction Center, Operational Analyst

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 IC and OA are ready for the change.

Interaction Center

Patches are available for download on <http://support.avaya.com/elmodocs2/qq/crmpatch/>

IC is affected in several ways, and each currently supported release of IC requires slightly different treatment, in summary:

- The embedded JRE versions require upgrade to JRE 1.4.2_12.
- The embedded RogueWave library versions require upgrade.
- The WebSphere 6.0.x versions supported by IC required patches.
- All of the OS versions supported by IC (Solaris, Windows and AIX) require maintenance updates or patches.

We have established plans for new "IC Service Packs" and "Patches" that provide the updated versions of the embedded components and also provide documentation describing what customers need to do to update the 3rd-party platform software that IC runs on.

IC has 3 currently supported product versions. The release plans for DST support are as follows:

- IC 7.1.x – The IC 7.1.1 Service Pack (December 22, 2006 GA) provides DST support; IC 7.1 customers will be required to upgrade to 7.1.1.
- IC 7.0.x
 - The current maintenance version of 7.0 is 7.0.3. A patch for IC 7.0.3 has been provided on January 26, 2007 as IC 7.0.4 will be GA in March.
 - IC 7.0.3 customers will be required to apply this patch; IC 7.0, 7.0.1 and 7.0.2 customers will be required to upgrade to 7.0.3 and then apply the patch.
 - The upcoming IC 7.0.4 release (target March 2007 GA) will also support the new DST schedule.
- IC 6.1.x – IC 6.1.5 customers will be provided with a patch on February 9, 2007 as there are no planned Service Packs for 6.1.x series. Customers will need to be running IC 6.1.5 prior to installing the DST patch.

Operational Analyst

Patches are available for download on <http://support.avaya.com/elmodocs2/qq/crmpatch/>

OA is affected in several ways, and each currently supported release of OA requires slightly different treatment, in summary:

- The embedded JRE versions require upgrade
- The embedded RogueWave library versions require upgrade
- The older of the WebSphere versions supported by OA requires upgrade of it's embedded JRE
- All of the OS versions supported by OA (Solaris, Windows and AIX) require maintenance updates or patches

We have established plans for new OA releases and patches that provide the updated versions of the embedded components and also provide documentation describing what customers need to do to update the 3rd-party platform software that OA runs on. OA has 3 currently supported product versions. The release plans for DST support are as follows:

- OA 7.1.x – The upcoming OA 7.1.1 maintenance release (December 22, 2006 GA) will provide DST support; OA 7.1 customers will be required to upgrade to 7.1.1.
- OA 7.0.x
 - The current maintenance version of 7.0 is 7.0.3. A patch for OA 7.0.3 has been provided on January 26, 2007.
 - OA 7.0.3 customers will be required to apply this patch.
 - OA 7.0, 7.0.1 and 7.0.2 customers will be required to upgrade to 7.0.3 and then apply the patch.

- The upcoming OA 7.0.4 release (target March 2007 GA) will also support the new DST schedule.
- OA 6.1.x
 - The current maintenance version of 6.1 is 6.1.3 SP2. A patch for OA 6.1.3 SP2 will be provided on February 9, 2007.
 - This patch can be used only by OA “CMS Only” customers, i.e., customers that do not use the IC product, and use OA for collection of CMS data only.
 - For OA “CMS Only” customers:
 - OA 6.1.3 SP2 customers will be required to apply this patch.
 - OA 6.1, 6.1.1, 6.1.2, 6.1.3 and 6.1.3 SP1 customers have two options for DST compliance:
 - Upgrade to 6.1.3 SP2 and then apply the OA 6.1.3 SP2 DST patch, or
 - Upgrade to 7.0.3 and then apply the aforementioned OA 7.0.3 DST patch.
 - All customers running OA with IC 6.1.5 are required to upgrade OA to 7.0.3 and then apply the aforementioned OA 7.0.3 DST patch.

Resolution

Description of customer impact if no action is taken:

- IC and OA both get time data from the OS in whatever form is specified by the locale setting on the server. In the case of IC, the toolkit relies on library routines (within the toolkit) to cast that datetime into UTC. Further we rely on Java processes in both IC and A for largely the same services. Simply advancing the OS clock will not result in proper DST conversion (and those same routines may well decide when the old “leap-forward” date comes along that they need to apply it to any time calculations, thus compounding the problem).
- The OS on every machine our customers have (whether or not our product suite is hosted on it) for which the customer expects time to be correctly represented will have to have the OS patches applied from the respective OS provider. If the customer desires to have contact data within IC and OA correctly displayed and recorded in the repository and OA historical databases will need to apply the 6.1.5 patch, 7.0.3 patch (and update to 7.0.4 in mid-March when it comes available) or the 7.1.1 SP depending on their circumstance.
- As a side note, please observe that when customers apply the 7.0.4 and 7.1.1 SPs they are also gaining MR fixes and some additional functionalities (as documented in the respective Read Me files) in addition to assuring that, if required, they will get the attention of SSE should a product defect be suspected in future cases.

Step by step instructions to manually change a system clock to get through the time change on March 11th, including whether or not a reboot is necessary

- There is not any step by step approach for changing the system clock manually. IC and OA require a patch to address the DST schedule changes.

Details for how to obtain and install patches / software updates - whether or not they are downloadable, whether or not they are customer installable:

- IC and OA patches are available on the Avaya support site, and each of these patches include a readme file with instructions, patches are located at url: <http://support.avaya.com/elmodocs2/qg/crmpatch/>
- Customers should review the installation readme files to determine if they are comfortable installing the patches.
- Customers should pay careful attention to ensure the systems are running at the required service pack prior to installing the DST patches. System upgrades and service pack update installations are typically more difficult and time consuming than installing the DST patch.

System downtime - no, yes, how much?

- In normal circumstance the downtime would be from 45 minutes to 4 hours, depending on the level of expertise of the installer, including both OS reboots and system restart. This does not include the time to upgrade the IC and OA version, if necessary prior to deploying the DST patch.

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

See readme file for individual patches and service packs.

Download

Download from support.avaya.com

Patch install instructions

Service-interrupting?

See readme file for individual patches and service packs.

No

Verification

See readme file for individual patches and service packs.

Failure

See readme file for individual patches and service packs.

Patch uninstall instructions

See readme file for individual patches and service packs.

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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