

PSN# PSN001187u

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Severity/risk level Medium Urgency When convenient

Name of problem SIP Enablement Services and the new 2007 Daylight Saving Time in USA and Canada

Products affected

SIP Enablement Services - Releases 3.1.2 and prior

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 SIP Enablement Services (SES) is ready for the change.

Resolution

The Daylight Savings time changes are supported in SIP Enablement Services 3.1.1 and later releases. Customers running 3.1.1 and later may need to edit the Maintenance -> Server -> Server Date/Time screen for the DST change to take effect. Temporarily change your Time Zone to any other time zone, click submit, and then change it back to your actual time zone.

Customers with SIP Enablement Services 3.1 or earlier releases in the United States and Canada can accommodate the Daylight Savings Time change by manually adjusting the Server Date/Time using the SES Maintenance web interface or by upgrading SES to release 3.1.1 or later. **If no action is taken**, the timestamps in log files and in SNMP traps will be off by one hour during the interval between the new DST start date and the old DST start date (and again when DST ends).

## Upgrades to SES 3.1.1 or later:

Customers that have their SES servers **synchronized with a network time server** must upgrade to SES 3.1.1 or later. The current shipping release is SES 3.1.2. Note that **SES 3.1.1 requires Communication Manager 3.1 (or any CM 3.1.y)**. **SES 3.1.2 is supported with Communication Manager 3.1 and 4.0**. The DST updates for SES are not provided as a patch.

The only material required for the upgrade is the SIP ENABLEMENT SVCS 3.1.2 UPG MEDIA (Material Code **700427180**). Customers must order **one CD for each SES server they will be upgrading**. Customers may perform their own upgrade by following the instructions in the Installing and Administering SIP Enablement Services 3.1.2 product documentation, but it is **highly recommended that the upgrade be performed by an authorized technician**.

Before upgrading to SES 3.1.2, all data on all SES servers must be backed up to an external server. Once the upgrade is complete, the data must then be restored. All SES servers within a system must be upgraded to SES 3.1.2 simultaneously.

The upgrade to SES 3.1.2 is service affecting and will take approximately 1 hour per SES server. Customers should follow their normal process for requesting a software upgrade from a trained technician.

## Manual Process

The manual process can be used for any SES server that is **not synchronized with a network time server**. Customers running 3.1.1 and later may need to edit the Maintenance -> Server -> Server Date/Time screen for the DST change to take effect.

The following process can be used to manually adjust the time on each SES system. The manual adjustment takes effect immediately and does not require a system reboot or process restart. The manual process is not service affecting for the SES, but may cause some SIP phone registrations to prematurely expire. Any affected phones will recover after their next SIP registration refresh. This manual process must be applied to all SES systems, including both systems in a SES duplex pair. For this reason, it is highly recommended that the manual adjustment be performed during off-peak usage hours. The

recommended order is to apply the workaround to the Edge SES system first and then to each of the Home SES servers. The manual process must be completed for all SES systems within 60 minutes:

A) On the second Sunday in March, set the time on the SES ahead one hour using the Server Date/Time Maintenance Web Page on the SES. NOTE: This will not work if the SES is synchronized with a network time server because the network time server will override the manual time change.

B) On the first Sunday in April, after the automatic DST adjustment has been made according to the old U.S. DST rules, manually adjust the time using the Server Date/Time Maintenance Web Page on the SES. NOTE: This will not work if the SES is synchronized with a network time server because the network time server will override the manual time change.

C) On the last Sunday in October, after the automatic DST adjustment has been made according to the old U.S. DST rules, manually adjust the time using the Server Date/Time Maintenance Web Page on the SES. NOTE: This will not work if the SES is synchronized with a network time server because the network time server will override the manual time change.

D) On the first Sunday in November, set the time on the SES back one hour using the Server Date/Time Maintenance Web Page on the SES. NOTE: This will not work if the SES is synchronized with a network time server because the network time server will override the manual time change.

Please refer to the **Installing and Administering SIP Enablement Services product documentation** for further details.

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

Yes

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.**

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U.S. Remote Technical Services – Enterprise	800-242-2121
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U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
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Caribbean and Latin America	786-331-0860
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