

PSN# PSN001180u

Original publication date: 13-Feb-2007. This is Issue #2, published 2-Mar-2007.

Severity/risk level High

Urgency Immediately

Name of problem CMS and the new 2007 Daylight Saving Time in USA and Canada

Products affected

Call Management System (CMS)

Problem description

Starting in March 2007, Daylight Saving Time (DST) 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 CMS is ready for the change.

Resolution

Avaya Call Management System (CMS) relies on the operating system timestamp to support the Daylight Saving Time (DST) changes.

To receive DST patches, customers must obtain the latest PCN for their CMS release. All of the PCNs for CMS are available for download at [CMS Download Page](#) located at <http://support.avaya.com>.

Alternatively a service request for the appropriate PCN can also be placed at <http://support.avaya.com> or by calling the main Avaya support number at 1.800.242.2121. Note: Using the ordering process to receive a PCN CD may significantly delay your ability to load the PCN prior to DST change in March.

Customers who choose not to install the DST PCN will need to follow a manual process to change the CMS time at the appropriate time change intervals. ***The manual process has recently changed - as of 3/2/2007.*** It is imperative that customers who wish to manually adjust their systems to accommodate the DST changes need to review [this document](#). ***This includes those customers who may have already implemented the manual process posted prior to 3/2/2007 on this Web site.***

All of the PCNs listed below are customer installable and Avaya assistance loading the PCN is not required.

For customers that prefer to have Avaya install these PCNs, the C&SI CMS Provisioning team can perform that service at a fixed billable rate. (\$ 2,362.50 USD) Contact your account team to place your order and to schedule your implementation of the PCN by C&SI.

The PCN software is required on premise prior to scheduling. Installation of the PCN software is service affecting and the work is recommended to be schedule outside of normal hours.

To schedule directly with C&SI CMS Provisioning, contact them by calling 1.866.282.9266 and then using the following sequence - Prompt 1, 1 and 4 in United States and Canada. For assistance outside of North America, contact your local C&SI representative.

There are two basics methodology to ensure that your CMS is compliant with the new DST changes starting in March 2007.

- 1) Use the PCN process for the specified release of CMS documented below and perform a base load upgrade for the CMS.

R13/R13.1 CMS - The required DST patches are included in the most recent load of CMS R13.1 (Standard load r13.1da.g [PCN 1567PS1](#) or Expanded AUX load r13.1auxda.g [PCN 1568SP1](#)).

For R13/ R13.1 customers using SSH for CMS Supervisor connection and password aging the [PSN 1059U](#) provides the required actions when the r13.1da.f or r13.1auxda.f base load upgrade is installed. However, as of 2/5/07, these loads are replaced by r13.1da.g which does not have the SSH Solaris problem patch.

Download by clicking on the following link - [R13 Downloads - Standard and Aux](#)

R12 CMS - The required DST patches (r3v12cc.c [PCN 1448BS8](#)) can be acquired in the latest maintenance release available as of November 1, 2006.

Download by clicking on the following link - [R12 Download](#)

R11 CMS - The required patches (current load r3v11ak.b [PCN 1358BS10](#)) can be acquired in the latest maintenance release available as of November 1, 2006

Download by clicking of the following link - [R11 Download](#)

R9 CMS – For customers with extended maintenance contracts can receive DST patches from Avaya to update their systems. The minimum load of r3v9ak.a is required to support these DST patches. A PCN is available to customers not on the minimum software load required for the DST patches. To update their system to the latest R9 CMS load - please obtain [PCN 1325BS10](#) (r3v9ak.c) and upgrade the CMS system prior to loading the DST patches. A separate R9 DST PCN will be available from Avaya by download.

Download by clicking on the following link - [R9 Download](#)

R8 or earlier – must follow the manual process to change the time in CMS, explained in the next section.

2) Manually change the time on your CMS (available for all CMS releases)

Customers who choose not to install the DST PCN will need to follow a manual process to change the CMS time at the appropriate time change intervals. ***The manual process has recently changed - as of 3/2/2007.*** It is imperative that customers who wish to manually adjust their systems to accommodate the DST changes need to review [this document](#). ***This includes those customers who may have already implemented the manual process posted prior to 3/2/2007 on this Web site.***

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

A backup of the CMS database is highly recommended

Download

Downloads are available at the Download Center (for CMS) at <http://support.avaya.com>

Patch install instructions

Service-interrupting?

Available via the base load documentation provided via the shipped PCN software or the Download Center.

Yes

Verification

To verify the version and load of CMS currently on the machine:

1. Log in to the system as root.

2. Enter:

```
pkginfo -x cms
```

The system displays the currently installed CMS package

Failure

n/a

Patch uninstall instructions

Available via the base load documentation provide via the shipped PCN software or the Download Center.

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

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.