



PSN# PSN001143u

Original publication date: 15-Jan-2007. This is Issue #2, published 12-Feb-2007.

Severity/risk level High

Urgency Immediately

Name of problem US and Canada Daylight Savings Time Extension beginning March 2007 - Patch DST\_2007\_PC3

### Products affected

Predictive Dialing System 12.0, Proactive Contact 3.0

### 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 not work with any versions of Avaya Predictive Dialing System.

### Resolution

Apply patch DST\_2007\_PC3 so that Avaya Proactive Contact 3.0 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.

<u>OLD</u>		<u>NEW</u>
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\_PC3 (Note: Contact your Avaya support representative to perform this update. Do not install the patch without Avaya support.)

### Patch install instructions

### Service-interrupting?

See patch readme file.

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
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.

## 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/std day.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/stdday.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
```