

PSN# PSN001198u

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Severity/risk level High

Urgency Immediately

Name of problem Avaya CONVERSANT Interactive Voice Response manual DST time configuration

Products affected

Avaya CONVERSANT Interactive Voice Response (IVR) V6, V7, V8, R9

Problem description

This article provides information to manually configure the date and time for an Avaya CONVERSANT Interactive Voice Response (IVR).

Resolution

Time Change on CONVERSANT: (Version 4)

1. Login as the 'root' login.
2. After logging in, if the system gives the menu, highlight - using arrow keys - 'AT&T FACE' and press ENTER. If the system gives a command prompt, type, face, and press ENTER. The system will display the AT&T FACE menu.
3. Highlight - using arrow keys - 'System Administration' and press ENTER. The system displays the System Administration menu.
4. Highlight - using arrow keys - 'Date and Time' and press ENTER. The system displays the Change Date and Time menu.
5. The date, time, AM/PM, time zone, and daylight savings can all be set from this screen. Using the TAB key, go through the fields and enter proper settings.
6. Press the F3 key to save. The Confirm Date lines are displayed. Press F3 again to Continue and the new date and time entries are saved.
7. Exit FACE menus by pressing F6 (for Cancel) and selecting EXIT. Press ENTER, then F3 again to Continue. This will take you back to the Main Menu or a command prompt

Time Change on CONVERSANT V5 through V7

Note: UNIX time change should be automatic. Below is the process for manually changing the system time. Please check system time the day following a time change and execute the following if time was not updated properly.

Please Note: This task should be done in single-user mode.

Warning: Setting the date/time while the system is in multi-user state can be dangerous.

Warning: If the Conversant cannot be shutdown, this process can be done in normal working mode but is not suggested. Skip process (A) and (D) below to set time only.

(A) SHUTTING THE MACHINE DOWN TO SINGLE-USER MODE.

1. Login to the Conversant as root from the system console.
2. After completely logging in, at the prompt type stop_vs. This will stop the voice system and put the machine into run level 2 (or run 3 if Conversant V7).
3. At the prompt, type the command stop_wait and wait for the machine to prompt back with the message The Voice System has stopped. Now proceed.
4. At the prompt, type the command shutdown -i1 -g0 -y and press enter. Messages will display stating the machine is in run level 1.
5. Continue to Changing the System Date and Time.

(B) CHANGING THE SYSTEM DATE AND TIME.

1. Login to the Conversant as root.
2. After completely logging in, at the prompt type sysadm (short for system administration).
3. Displays 1 UNIX System V Administration screen and menu.
Choose, system_setup, System Name, Date/Time and Initial Password Setup and press enter.
4. Displays 2 System Name, Date Time and Initial Password Setup screen and menu.
Choose, datetime, System Date and Time Information and press enter.
5. Displays 3 Display and Set System Date and Time screen and menu.
Choose, display, Display System Date and Time to view the current settings or
Choose, set, Set System Date and Time and press enter.
6. Displays 4 Set System Date and Time Information screen.

Set the Date, Time, AM/PM, and Timezone fields to desired values and answer the Is daylight saving time in effect? question. A message is also displayed stating:

Please Note: This task should be done in single-user mode.

Warning: Setting the date/time while the system is in multi-user state can be may not set the time correctly.

7. Press F3 key to save the changes. A working message will be displayed in the top right corner of the screen and a Setting System Date and Time Information message will be displayed on the status line on the bottom of the screen.
8. Displays 5 Setting System Date and Time Information with the following message:

The datetime task has successfully changed the system date and time information. You may need to log out and log in again to see any time zone changes. The change will be reflected in all new processes invoked after this time.

The Date and Time have been set to Current datetime Info.

The cron daemon has been restarted to pick up the new time and/or timezone.

At the bottom status line, a message is displayed stating Press CONT to repeat this task or CANCEL to return to the menu.

9. Press F6 (CANCEL) and exit from the menus.
10. When back at UNIX prompt, type /vs/bin/setclk and press enter. This will synchronize the time with the internal Real Time Clock.
11. Work is complete.

(C) WANT TO CHECK YOUR TIME CHANGE?

A few useful commands.

1. At a UNIX prompt, type date. The system will respond with the current day, date, time and year.

Example: Tue Mar 23 15:25:49 MST 1999

2. At a UNIX prompt, type who -t. The system will respond with the old time and new time.

Example: . old time Mar 23 12:06

. new time Mar 23 11:48

(D) REBOOT THE CONVERSANT

1. At the UNIX prompt, type shutdown -i6 -g0 -y. This will cycle the Conversant down to run level 0, and then back to the normal run level of 4. All is complete.

Time Change on CONVERSANT V8/R9

1. Login to the system as root.
2. Stop the voice system with, stop_vs; stop_wait
Type, scoadmin
3. Select, System
4. Select, System Time Manager
5. Select, Host
6. Select, Set Time
7. Use the up/down to select the correct time, and select, OK
8. Select, Host, select Exit.
9. At the System Administration menu, select, Host, and select, EXIT.
10. At the UNIX prompt, reboot the system with, shutdown -i6 -g0 -y

How do I check and change the system time on my CONVERSANT at the command line?

The current date and time can be checked at the system console by typing the command, date, at the system prompt. To change the system time, perform the following:

Log in as root. To set the time from the command line, type the command date mmddHHMM (Year is assumed to not change) and hit -ENTER- For example: date 03110200. To display the current date and time, type the command date and hit -ENTER- to verify that the time was set properly. You may need to logout and login to the system to see the change.

NOTE: If any applications use the External Function, u_datetime, the application will not recognize the time change until the system is rebooted, or until the applications are re-compiled.

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

No

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.

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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