Product Correction Notice (PCN)

Issue Date: December 5, 2007
Supplement 2 Issue Date: October 15, 2008
Archive Date: Not Applicable
PCN Number: 1601P

SECTION 1 - CUSTOMER NOTICE

This PCN addresses issues with the following products and systems:	Avaya S8xx0 (excluding the S8100) series Servers running Communication Manager 3.1.2, 3.1.4, 3.1.5 and 4.0.1 software releases.

Does this PCN apply to me?

October 15, 2008 – Supplement 2 is being issued to include an additional daylight savings time patch for Communication Manager Release 3.1.5

December 14, 2007 – Supplement 1 is being issued to include an additional daylight saving time patch for Communication Manager Release 3.1.2.

This PCN specifies patches that support new Daylight Saving Time (DST) rules for several localities worldwide. Customers with S8xx0 Servers located in the affected countries must take action to ensure daylight saving time updates occur automatically on Servers.

The Daylight Saving Time patches in this PCN are available for S8xx0 Servers (excluding the S8100) running the following Communication Manager releases:
1. S8xx0 Servers running Communication Manager 3.1.2 load 632.1 (patch 01.2.632.1-14809.tar.gz).
2. S8xx0 Servers running Communication Manager 3.1.4 load 642.1 (patch 01.4.642.1-14809.tar.gz).
3. S8xx0 Servers running Communication Manager 3.1.5 load 642.3 (patch 01.5.642.3-14809.tar.gz).
4. S8xx0 Servers running Communication Manager 4.0.1 load 731.2 (patch 00.1.731.2-14809.tar.gz).

The patches listed above are not applicable to any other servers, software loads, or releases of Communication Manager.

NOTE: After applying the appropriate DST patch, it is necessary to reboot the S8xx0 Server.

Some example localities that would benefit from these patches are New Zealand, Australia, Brazil, Venezuela, Egypt, and several counties in Indiana (US).

To obtain further information about the localities affected by this PCN, please refer to the "**How to determine if your product is affected**" section of this PCN.

You do NOT need this DST patch for the United States and Canada DST changes that took effect in March 2007 if you have previously taken action to handle the new DST rules. Note, though, that this patch is needed for those counties in Indiana (U.S.) that did not change their DST rules in March 2007, but have since decided to do so.

Refer to the following web page for additional information about

DST:	http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=DLT2007

What you should do when you receive this PCN:	You should install the specified daylight saving time patches if your Server is located in an affected country.
Description of PCN:	This notice specifies daylight saving time patches for Servers to support new DST rules.
What is the nature of the PCN?	Daylight saving time patches for S8xx0 series Servers.
This PCN addresses and resolves the following issues:	This notice addresses new daylight saving time rule changes for S8xx0 Servers located in affected countries.
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2: To determine if this patch is necessary for you system, refer to the "**How to determine if your product is affected**" section of this PCN.
Is it required that this PCN be applied to my system?	This PCN is not required. However, if this PCN is not applied the time must be set manually on the server when daylight saving time changes occur.
The risk if this PCN is not installed:	The time on the Server, telephone displays, etc. will be incorrect when daylight saving time changes occur.
Is this PCN for US customers, non-US customers, or both?	This applies to customers worldwide.
Does applying this PCN disrupt my service?	Though the installation of these patches is not service disrupting, a reboot is required after the patch has been applied.
Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. These patches are customer installable and remotely installable.
Release notes and workarounds are located:	There are no release notes available for the daylight saving time (DST) patches. The DST patches update the Linux tzdata RPM on the Server.
	If DST patches are not applied to S8xx0 Servers running Communication Manager releases that require patches, a manual procedure is required to update the server time. Refer to the following web page for details on the manual procedure: http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=DLT2007

How to determine if your product is affected:	There are three methods for handling new Daylight Saving Time rules. The availability and appropriateness of each method for a given system depends on that system's release and locality.

1. Recent releases of Communication Manager have new Daylight Saving Time rules built into the software.

2. Patches – **This is the method specified by this PCN.** Some older releases do not have the rules built into the software. In many of those cases, patches are available to handle the new rules. These patches may be applied in addition to a patch already on the system.

3. Manual procedures - In some cases, Communication Manager updates (i.e., patch or new release) may not be available soon enough to accommodate support of changing Daylight Saving Time rules. In those cases, manual procedures must be followed.

For details about each of these methods, refer to [Methods for Updating Daylight Saving Time Rules.](#) This document details which localities are handled in which Communication Manager releases with which patches. It also specifies which releases of Communication Manager do NOT need a DST patch.

To determine the release of Communication Manager software that is being run on a server you can execute the *swversion* command from the bash shell or execute a *list configuration software-versions* command from the SAT.

Required materials (If PCN can be customer installed):	This PCN is being issued as a customer installable PCN. The appropriate daylight saving time patches (DST) are required. To obtain the DST patches refer to the **Provisioning Instructions** section of this PCN.

NOTE: There are special installation instructions required for the daylight saving time patches. Refer to the **Finding the Installation Instructions** section of this PCN.

Provisioning instructions (If PCN can be customer installed):	The daylight saving time patches can be obtained by performing the following steps from a browser:

1. Go to http://support.avaya.com and click **Download Center**

2. Click on **Download My Software** and login

3. Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates**

4. Click on the appropriate load for the desired DST patch (e.g., **632.1** for DST patch 01.2.632.1-14809) in the **Load** column of the **Daylight Saving Time Patches for Servers running Communication Manager** table

5. Download the patch

The MD5 sums for the DST patches are:
01.2.632.1-14809.tar.gz:
      6223b560ae0f8518b7075677d31c00ae
01.4.642.1-14809.tar.gz:
      e5685c2022aaccbee6e205c9ab4350fa
01.5.642.3-14809.tar.gz:
      1ccc90f657eaaf15e066e6048fcce678
00.1.731.2.5-14809.tar.gz:
      0dc17dde13a6f380ef194246e387b41b

NOTE: File synchronization does not work on duplicated servers if all patches and Service Packs are not activated in the exact same order on the active and standby servers.

NOTE: Once the DST patches are activated on a server, even if they are deactivated and/or removed, the new daylight saving time rules remain in effect on the server.

NOTE: You must follow all of these steps in the order specified below. If you do not follow all of the steps in the order specified the Server will not automatically change the time when the new DST rules go into affect!

1. Install/Activate the DST patch on the Server. Patch installation instructions can be obtained by following the steps detailed in the **Finding the installation instructions** section of this PCN. **This patch can be applied on top of currently running patches and Service Packs. File synchronization does not work on duplicated servers if all patches and Service Packs are not activated in the exact same order on the active and standby servers!**

2. **Disregard** any text that instructs you to "deactivate all previous updates when applying a new update". Daylight Saving Time patches should be applied on top of currently activated patches and Service Packs.

3. As an **optional** safety precaution, verify the correct Linux time zone and time are still configured on the server by using the **Server Date/Time** Maintenance Web Page.

4. Access the Server SAT and use the **set time** SAT command to see if a daylight saving rule is being used. This can be determined by checking for a non-zero value in the **Daylight Savings Rule** field. If a daylight saving rule is being used change the rule via the **change daylight-savings-rules** SAT command to match the new DST rules. Translations must be saved after the appropriate changes are made. The screen shot below provides an example of the changes that should be made to match the new daylight saving rules.

Continued: **Provisioning instructions (If PCN can be customer installed):**	5. **Reboot the S8xx0 Media Server** – this is an essential additional step to synchronize all the Linux and Communication Manager processes. 6. If the multi-location feature is being used and additional daylight saving rules are configured on the daylight-savings-rules form, these rules must also be checked and changed if necessary depending on the locations that are using them and whether DST rules have changed for those locations. Translations must be saved after any changes. 7. **NOTE:** If the server is experiencing system time problems refer to the following web page: **http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=DLT2007**

```
 Telnet sv-st10                                                    _ □ ✕
change daylight-savings-rules                              Page   1 of   2
                       DAYLIGHT SAVINGS RULES

 Rule          Change Day              Month   Date   Time    Increment

  0: No Daylight Savings

  1: Start: first Sunday      on or after March      8   at 02:00   01:00
     Stop: first Sunday       on or after November   1   at 02:00
  2: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :
  3: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :
  4: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :
  5: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :
  6: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :
  7: Start: first             on or after                at    :        :
     Stop: first              on or after                at    :


ESC-x=Cancel  Esc-e=Submit  Esc-p=Prev Pg  Esc-n=Next Pg  Esc-h=Help  Esc-r=Refresh
```

Finding the installation instructions (If PCN can be customer installed):	**NOTE: The daylight saving time (DST) patches are special patches designed to be activated on top of existing combo patches or Service Packs. Therefore, these DST patches should be unpacked and activated on top of any patches or Service Packs currently running on the server. In addition, new combo patches and Service Packs can be unpacked and activated on top of these DST patches that are running on a server. The intent is to unpack and activate the DST patch while allowing additional patches and Service Packs to be used simultaneously.** **NOTE: Once the DST patches are activated on a server, even if they are deactivated and/or removed, the new daylight saving time rules remain in effect on the server.** **NOTE: File synchronization does not work on duplicated servers if all patches and Service Packs are not activated in the exact same order on the active and standby servers!** This PCN is being issued as a customer installable PCN. The patch installation instructions can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com and click **FIND DOCUMENTATION and TECHNICAL INFORMATION by PRODUCT NAME** 2. Click on the **S8xx0 Server** of interest 3. Click on **Installation, Migrations, Upgrades and Configurations** 4. Click on **Upgrading, Migrating and Converting Media Servers and Gateways** to open up document 5. Search for **Installing Security and Communication Manager Service Pack Updates** for detailed instructions on how to install the service pack on the Server. **NOTE: You must follow all of these steps in the order specified in the Provisioning Instructions section of this PCN. If you do not follow all of the steps in the order specified the Server will not automatically change the time when the new DST rules go into affect!**

SECTION 1A – PATCH INFORMATION	

Note: Customers are required to backup their systems before applying the Patch.

How to verify the installation of the patch has been successful:	**NOTE: File synchronization does not work on duplicated servers if all patches and Service Packs are not activated in the exact same order on the active and standby servers!** To verify a DST patch is successfully installed perform the following steps from a web browser: 1. Access the Server web pages by entering the Server name or IP address in the browser Address box. 2. Login to the web pages. 3. Click on **Launch Maintenance Web Interface**. 4. Click on **Software Version** under the **Server** heading. 5. Verify that under "UPDATES:" the appropriate DST patch shows "activated". Alternatively, run the following bash command on the Server: > update_show This should show the status of the DST patch as "activated".
What you should do if the patch installation fails?	Escalate to **Global Services Delivery (GSD)**
How to remove the patch if malfunction of your system occurs:	**NOTE: Once the DST patches are activated on a server, even if they are deactivated and/or removed, the new daylight saving time rules remain in effect on the server.** Run the following bash command on the Server: > update_deactivate xx.x.xxx.x-14809.tar.gz Where xx.x.xxx.x is the appropriate DST patch file name. After the command has completed run the following bash command on the Server: > update_show This should show the status of the patch as "deactivated".

SECTION 1B – SECURITY INFORMATION	

Are there any security risks involved?	Not applicable.

Avaya Security Vulnerability Classification:	Not applicable.

Mitigation:	Not applicable.

Material Coverage Entitlements:	There is no charge for the material in this PCN. The patches are available on support.avaya.com.

Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as remotely installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:	
-Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

* Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage:	
-Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Remote Installation	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Remote Installation	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Authorized BusinessPartner Service Coverage Entitlements:	Authorized BusinessPartner
	Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers. Any support or work performed by Avaya may result in Per Incident charges.

Avaya Contact List:

Avaya Contact	Telephone Number
GSD General Business Service Desk	800 – 242 - 2121
Remote Service Center – Hungary	361 - 345 - 4334
Caribbean and Latin America	786 – 331 - 0860
EMEA Services - Post Sales Technical Support	31-70-414-8720
Asia/Pacific Regional Support Center	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)