



Avaya™ Call Recording

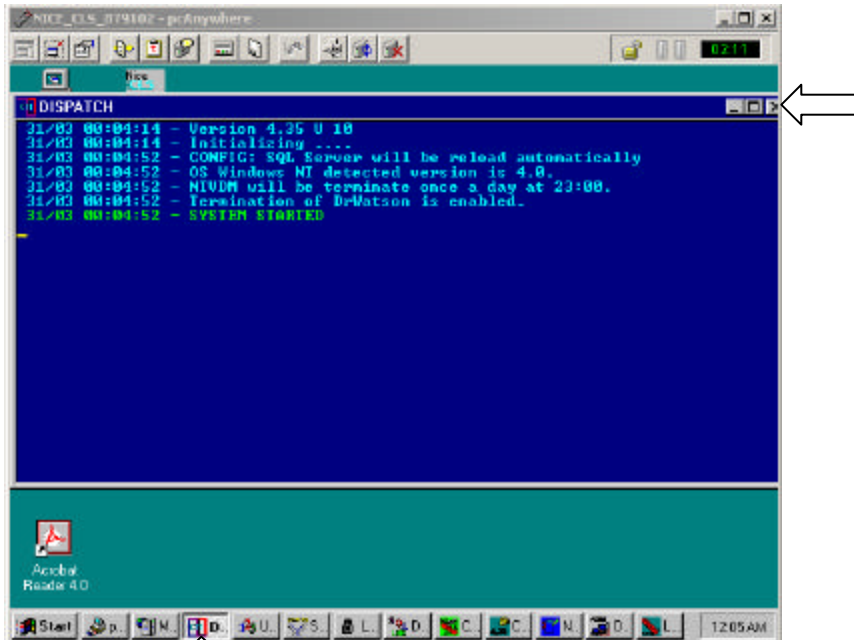
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## Daylight Savings Time Change Procedures

1. **8.1 and later:** Shut down the CLS by going into Server Controller and go to System, then Shutdown CLS. This will require an authentication code which is normally - nicecls

**All Versions:** Alternately, you can shut down the CLS by going to Dispatch and clicking the X on the Dispatch module. Wait for all other modules to shut down before changing the time. Ignore the End Task Dialog Box and allow Dispatch to shut everything down.

If your site does not have a CLS, skip this step and move directly to Step 2.



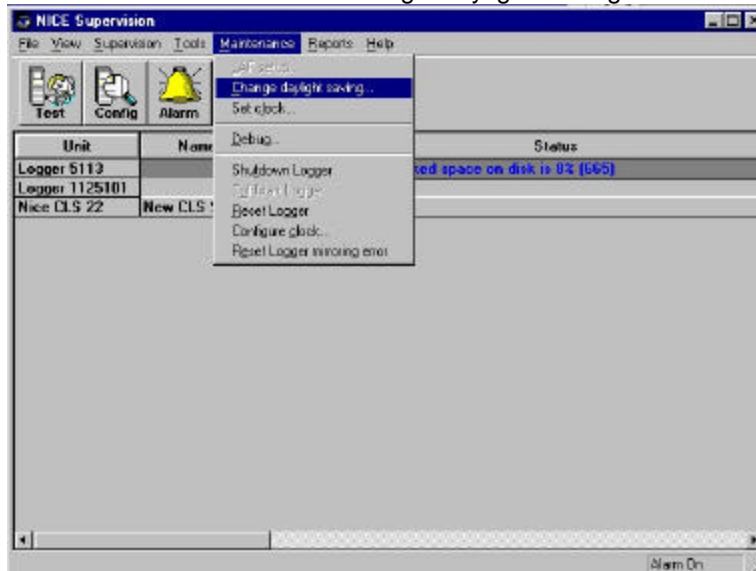
Click Here to  
Open Dispatch



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2. **Change Time On Loggers (Without Time Synch):** From Nicelog Supervision:  
=> Maintenance => Change Daylight Savings



\*When you select Change Daylight Savings, you will be presented with the following box:



\*Select Add or Subtract depending on the Daylight savings adjustment you need to make. Changing the time will give the message box below. Click OK if you wish to change time, or Cancel to cancel out. This operation will **NOT** eject the tapes.

\*After clicking OK to this box, you will get the following message:



\*Click Yes to continue, or No to cancel.

Note that doing these tasks will stop recording, playback, retrievals and archiving for up to 20 minutes, so this task may need to be done after hours if you can't afford to lose recordings.

At this time, you can change the time on the Supervision workstation if it is not set to automatically change for DST.



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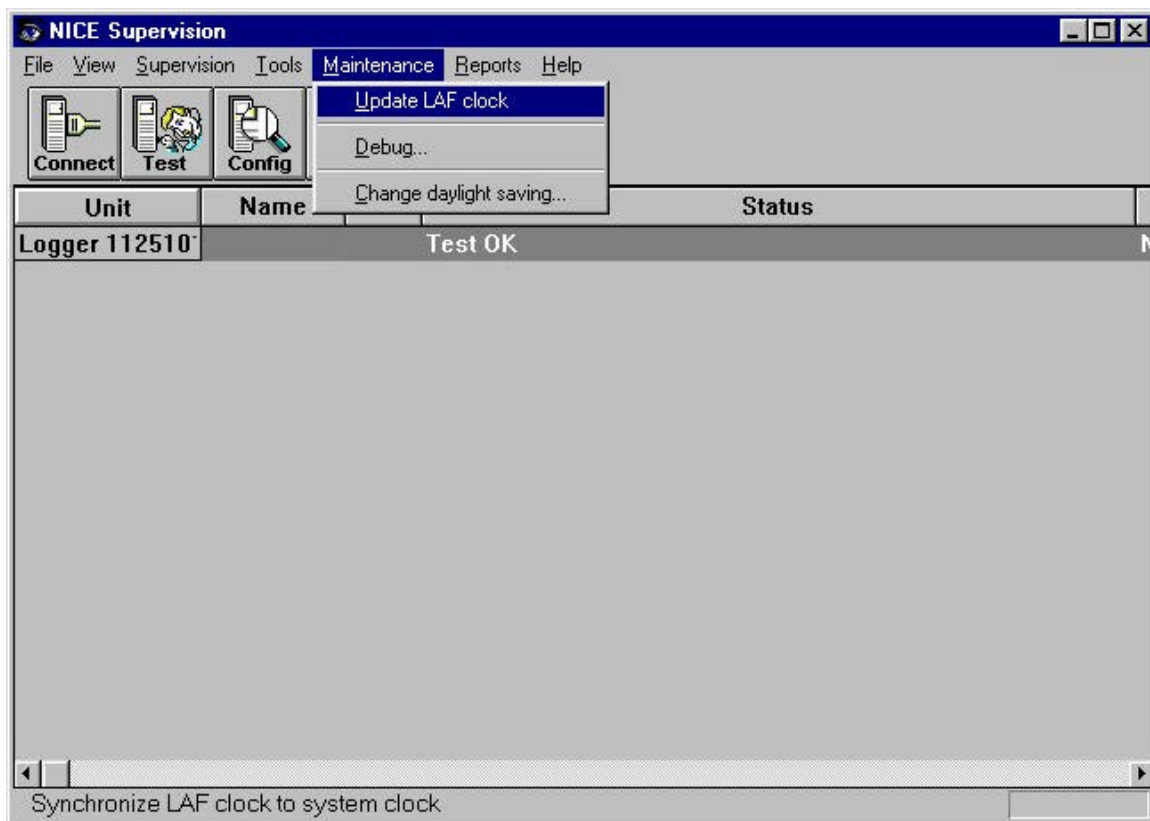
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### 3. Change Time On Loggers (With Time Synch): From Nicelog Supervision:

Adjust time on the Supervision Workstation (standard Windows procedure as described on CLS below).

**Note: DST should NOT be enabled on the Supervision workstation when using Time Synch.**

Go to Supervision, and click on **Update LAF clock** as shown below:



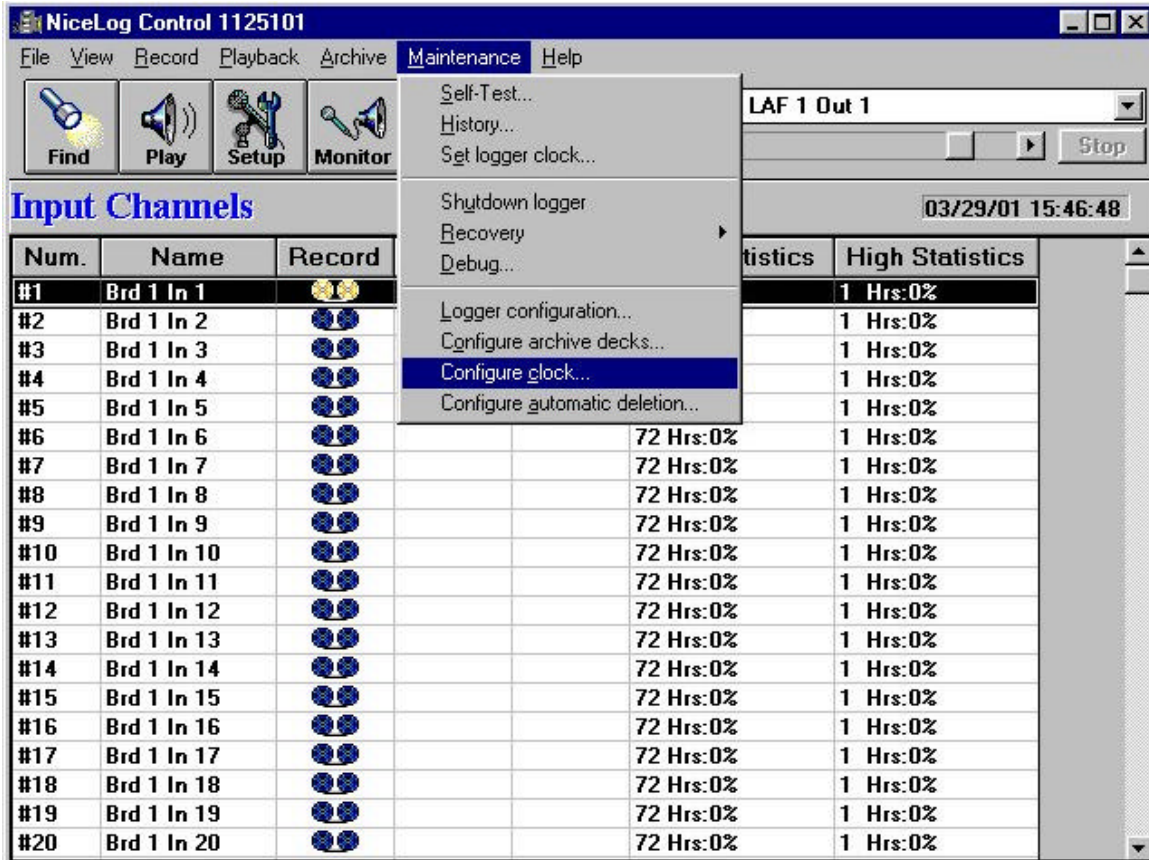
This may take up to 10 minutes to complete depending on the number of Loggers you are updating. Recordings will be stopped during this process, so if possible, do this out of hours. This will synchronize all your Loggers to the new time on the Supervision workstation.

\*If you're not sure if a Logger is using time synchronization, you can check in Nice Log Control (In some versions, you can do the following from Nice Supervision as well), by going into **Maintenance** then **Configure Clock** as shown below.



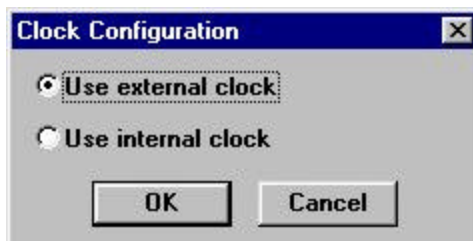
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\*If you see Use External Clock, it's using an external time source, (it is using Time Synch from the Supervision Workstation).

\*If it says Use Internal Clock, it's using the Internal clock from the CMOS (it is not using Time Synch from the Supervision Workstation).

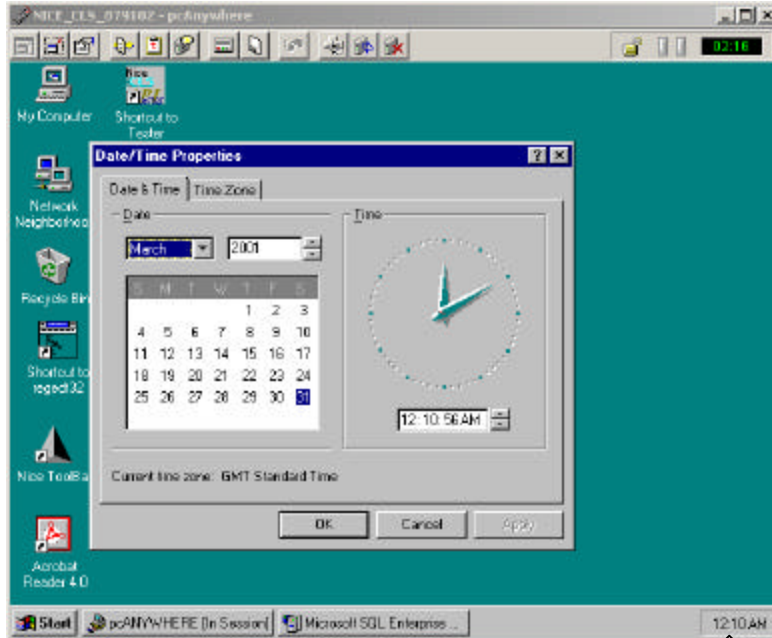




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#### 4. Change Time on CLS:



↑  
Double Click Here  
To bring up Date/Time  
Properties

When you change the time on this screen, DO NOT change the Time Zone from GMT, and DO NOT set to automatically change for Daylight Savings Time. Doing so will put your system out of synch with the logger.

Note: Supervision will not change the time on the Screen Logger if you have one at you site, follow the Windows procedure to change the time, after shutting down the APIs running on the Screen Logger, the run Dispatcher to re-launch the Screen Logger applications.

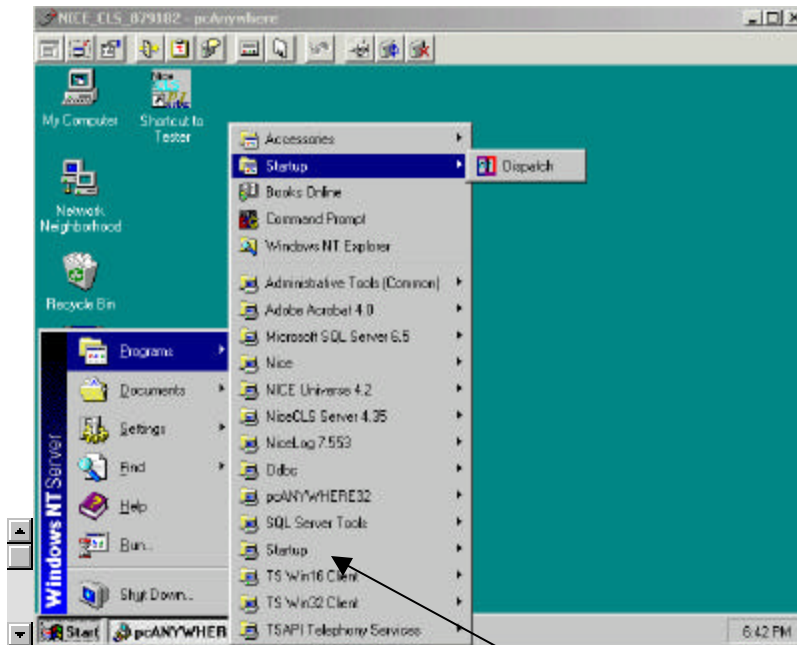


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### 4. Restart Dispatch on CLS:



Note: On some servers, the Dispatch executable may be found in the User startup as opposed to the system startup (in the lower section)