

## Product Correction Notice (PCN)

**Issue Date: November 21, 2006**  
**Archive Date: Not Applicable**  
**PCN Number: 1585P**

### SECTION 1 - CUSTOMER NOTICE

**This PCN address issues  
with the following  
products and systems:**

Avaya S8xx0 (excluding the S8100) series Media Servers running  
Communication Manager 1.x, 2.x, and 3.x software releases.

### Does this PCN apply to me?

This PCN specifies patches that support new daylight savings time (DST) rules starting in 2007 for the United States and Canada. Customers with S8xx0 Media Servers located in the U.S. and Canada must take action to ensure 2007 and later daylight savings time updates occur automatically on Media Servers.

There are daylight savings time patches available for the following S8xx0 Media Servers (excluding the S8100) and Communication Manager releases:

1. S8xx0 Media Servers running Communication Manager 2.0.1 load 221.1 (patch 00.1.221.1-12514.tar.gz).
2. S8xx0 Media Servers running Communication Manager 2.1 load 411.7 (patch 01.0.411.7-12514.tar.gz).
3. S8xx0 Media Servers running Communication Manager 2.2 load 111.4 (patch 02.0.111.4-12514.tar.gz).
4. S8xx0 Media Servers running Communication Manager 2.2.2 load 122.0 (patch 02.2.122.0-12514.tar.gz).
5. S8xx0 Media Servers running Communication Manager 3.0 load 340.3 (patch 00.0.340.3-12514.tar.gz).
6. S8xx0 Media Servers running Communication Manager 3.0.1 load 346.0 (patch 00.1.346.0-12514.tar.gz).
7. S8xx0 Media Servers running Communication Manager 3.1.2 load 632.1 (patch 01.2.632.1-12514.tar.gz).

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

**NOTE: In some cases it is not sufficient to simply install one of the patches listed above. Additional administration steps are required. Please refer to the *Finding the installation instructions* section in this PCN for additional details.**

S8xx0 Media Servers running Communication Manager 1.x must either upgrade to Communication Manager 3.1.2 and apply patch 01.2.632.1-12514.tar.gz, or use a manual workaround. Please refer to PSN 1027U for additional details.

S8xx0 Media Servers running Communication Manager 2.0, 2.1.1, and 2.2.1 must either upgrade to Communication Manager 2.2.2 and apply patch 02.2.122.0-12514.tar.gz, or use a manual workaround. Please refer to PSN 1027U for additional details.

S8xx0 Media Servers running Communication Manager 3.1 and 3.1.1 located in the United States require no action. S8xx0 Media Servers running Communication Manager 3.1 and 3.1.1 located in Canada must either upgrade to Communication Manager 3.1.2 and apply patch 01.2.632.1-12514.tar.gz, or use a manual workaround. Please refer to PSN 1027U for additional details.

For all other Media Servers not covered above, please refer to PSN 1027U for additional details.

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.

<b>What you should do when you receive this PCN:</b>	You should install the specified daylight savings time patches if your Media Server is located, or serves any phones that are located in the United States or Canada. If there isn't a patch available for your Media Server or release of Communication Manager, refer to PSN 1027U for additional information.
<b>Description of PCN:</b>	This notice specifies daylight savings time patches for Media Servers to support new 2007 and later DST rules in the United States and Canada.
<b>What is the nature of the PCN?</b>	Daylight savings time patches for S8xx0 series Media Servers.
<b>This PCN addresses and resolves the following issues:</b>	This notice addresses new 2007 and later daylight savings time rule changes for S8xx0 Media Servers located in, or serving phones located in the United States and Canada.
<b>Level of Risk/Severity</b> Class 1=High Class 2=Medium Class 3=Low	Class 2
<b>Is it required that this PCN be applied to my system?</b>	This PCN is not required. However, if this PCN is not applied the time must be set manually on the server when daylight savings time changes occur. See PSN 1027U for additional information.
<b>The risk if this PCN is not installed:</b>	The time on the Media Server, telephone displays, etc. will be incorrect when daylight savings time changes occur in 2007 and later years.
<b>Is this PCN for US customers, non-US customers, or both?</b>	This applies to U.S. and Canada customers.
<b>Does applying this PCN disrupt my service?</b>	Installation of these patches are not service disrupting.
<b>Installation of this PCN is required by:</b>	Customer or Avaya Authorized Service Provider. These patches are customer installable and remotely installable.
<b>Release notes and workarounds are located:</b>	<p>There are no release notes available for the daylight savings time (DST) patches. The DST patches update the Linux tzdata RPM on the Media Server.</p> <p>If DST patches are not applied to S8xx0 Media Servers running Communication Manager a manual workaround is required to update the server time. Please see PSN 1027U for details on the setting the time manually.</p>

### How to determine if your product is affected:

All S8xx0 series Media Servers running Communication Manager 1.x, 2.x, and 3.x software releases that are serving any phones located in the United States or Canada are affected. This PCN provides patches specifically for S8xx0 Media Servers (excluding the S8100) running Communication Manager 2.0.1, 2.1, 2.2, 2.2.2, 3.0, 3.0.1, and 3.1.2. If there isn't a patch available for your Media Server or release of Communication Manager, refer to PSN 1027U for additional information on appropriate steps to follow.

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 savings 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 savings time patches.** Refer to the **Finding the installation instructions** section of this PCN.

### Provisioning instructions (If PCN can be customer installed):

The daylight savings 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, Media 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 01.2.632.1-12514) in the **Load** column of the **2007 Daylight Saving Time Patches for Media Servers running Communication Manager** table
5. Download the patch

The MD5 sums for the DST patches are:

00.1.221.1-12514.tar.gz: 8c040286a2d97f8f09c1b235ac90f529  
 01.0.411.7-12514.tar.gz: 8cfef0e94229ffb442827b6c6d780940  
 02.0.111.4-12514.tar.gz: 9d77007415133e43a2fe197ff4f3e3b8  
 02.2.122.0-12514.tar.gz: 17c4b983345cd7beb973d1588174dbfe  
 00.0.340.3-12514.tar.gz: 0e0b93050e2edef0284ec7fb688a5f9e  
 00.1.346.0-12514.tar.gz: d1045979bfce540f2e924944719bec28  
 01.2.632.1-12514.tar.gz: 1a86443e5eaae92a70836dd54a065daa

### Finding the installation instructions (If PCN can be customer installed):

**NOTE:** The daylight savings 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 savings 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 **Downloads**
2. Click on **Latest TN Circuit Pack, Media Server, and Media Gateway Firmware and Software Updates**
3. Click on **Communication Manager 2.0 and Later Software Update Procedures** to access detailed instructions on how to install the service pack on the Media Server.

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

1. Install/Activate the DST patch on the Media Server. Instructions can be obtained by following the steps directly above. **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. 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.
3. Access the Media Server SAT and use the **set time** SAT command to see if a daylight savings rule is being used. This can be determined by checking for a non-zero value in the **Daylight Savings Rule** field. If a daylight savings rule is being used change the rule via the **change daylight-savings-rules** SAT command to match the new DST rules for 2007. Translations must be saved after the appropriate changes are made. The following screen shot provides an example of the changes that should be made to match the new 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 :	:

4. If the multi-location feature is being used and additional daylight savings 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.

## 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 Media Server web pages by entering the Media 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 Media 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 Avaya GSD General Business Service Desk (800-242-2121).

**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 savings time rules remain in effect on the server.**

Run the following bash command on the Media Server:

```
> update_deactivate xx.x.xxx.x-12514.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 Media 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 Avaya <b>Warranty</b> or Avaya <b>Full Coverage Service Contract*</b>	
<b>Help-Line Assistance</b>	Per the Terms of the Warranty or Full Coverage Service Contract
<b>Remote Installation</b>	Current Per Incident Rates Apply
<b>On-site Technician Labor</b>	Current Per Incident Rates Apply

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

Customers under Avaya <b>Remote Only</b> and <b>Parts Plus Remote Service Contract</b>	
<b>Help-Line Assistance</b>	Per the Terms of the Service Contract
<b>Remote Installation</b>	Current Per Incident Rates Apply
<b>On-site Technician Labor</b>	Current Per Incident Rates Apply

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
<b>Help-Line Assistance</b>	Current Per Incident Rates Apply
<b>Remote Installation</b>	Current Per Incident Rates Apply
<b>On-site Technician Labor</b>	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:**

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

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