



## Product Support Notice

© 2014 Avaya Inc. All Rights Reserved.

PSN # PSN004333u

Original publication date: 21-Oct-14. This is Issue #01, published date: 21-Oct-14. Severity/risk level High Urgency When convenient

Name of problem Russian timezone changes for 2014

Products affected

Proactive Contact Version 4.2.3

Problem description

Russian timezone changes for 2014.

When local standard time is about to reach

Sunday, 26 October 2014, **02:00:00** clocks are turned **backward** 1 hour to

Sunday, 26 October 2014, **01:00:00** local standard time.

Resolution

RedHat has released new tzdata RPM's for all the versions of RedHat Linux to address the Russian timezone changes. On Sunday, 26 October 2014, **02:00:00** clocks are turned **backward** 1 hour to Sunday, 26 October 2014, **01:00:00** local standard time. After RPM installation the system will handle the time zone changes for Russia.

A configuration change is required in configuration file master.cfg.

The change in the configuration file and RPM installation can be handled from crontab automatically or manually.

**Note:** Calling to other time zones from Russia is affected. A defect is already filed (wi01193881). A patch will be provided for this issue.

Workaround or alternative remediation

n/a

Remarks

This PSN is only valid for Russian timezone.

### Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Take back up of the configuration file "/opt/avaya/pds/etc/master.cfg".

Download

Download the following tzdata RPM from the Avaya support site support.avaya.com:

tzdata-2014f-1.el4.noarch.rpm

Download Link -

[https://support.avaya.com/downloads/download-details.action?contentId=C201410172055512110\\_7&productId=P0352&releaseId=4.2.x](https://support.avaya.com/downloads/download-details.action?contentId=C201410172055512110_7&productId=P0352&releaseId=4.2.x)

Patch install instructions

Service-interrupting?

Please choose only one of the installation methods from Automated Steps or Manual Steps on all the dialers in the POD.

**Schedule automated installation steps before 26<sup>th</sup> Oct 2014, 00:00 local time**

Please stop all the dialing activity before **26<sup>th</sup> Oct 2014, 00:00**. All the dialing activities can be resumed once all the processes started after reboot at 02:05 on 26th Oct 2014.

**Note:** Any activities which are scheduled between **26<sup>th</sup> Oct 2014, 00:00** to **26<sup>th</sup> Oct 2014, 02:05** in the

crontab must be disabled and rescheduled.

Perform the following steps to automatically install the RPM and update the master.cfg configuration file:

1. Transfer the following tzdata rpm to the "/opt/avaya/pds/shell" directory on system using SFTP.

```
tzdata-2014f-1.el4.noarch.rpm
MD5: 7fc75d8d633d77f544b204ae46ca292c
```

2. Login to the dialer as **sroot** user.
3. Open the crontab using following command:  
crontab -e

Add following command to the crontab:

```
45 00 26 10 0 /bin/sed -i '/SPTZ/d' /opt/avaya/pds/etc/master.cfg
46 00 26 10 0 /bin/rpm -U /opt/avaya/pds/shell/tzdata-2014f-1.el4.noarch.rpm
```

The above crontab commands will be executed on 26<sup>th</sup> October 2014 at 00:45:00 and 00:46:00.

4. Save and close the crontab.
5. Schedule a System Reboot (Operating System Reboot) after 26<sup>th</sup> Oct 2014, 02:05.
6. If PDS,MTS, and DB processes are not started automatically after reboot in "Step 5" then start the PDS,MTS, and DB processes manually using the following commands:

On Primary dialer:

```
start_db
start_mts
start_pds
```

On Secondary dialers:

```
start_pds
```

**Note:** In the automated approach the system and database time will be out of sync for 2 Hours 20 Minutes.

#### **Manual Installation only after 26th Oct 2014, 02:05 local time.**

Any activities which are scheduled in the crontab during manual installation must be disabled and rescheduled.

Perform the following steps to manually install the rpm and update master.cfg file:

1. Stop the PDS, MTS, and DB processes using the following commands:

On Primary dialer:

```
stop_pds
stop_mts
stop_db
```

On Secondary dialers:

stop\_pds

2. Transfer the following tzdata rpm to the /opt/avaya/pds/shell directory on system using SFTP.

tzdata-2014f-1.el4.noarch.rpm  
MD5: 7fc75d8d633d77f544b204ae46ca292c

3. Log in to the dialer as **root** user.
4. Install the RPM using following command:  
**rpm -U /opt/avaya/pds/shell/tzdata-2014f-1.el4.noarch.rpm**
5. Open /opt/avaya/pds/etc/master.cfg and delete the line containing parameter “SPTZ”. Save and close the file.
6. Perform System Reboot (Operating System Reboot).
7. If PDS,MTS, and DB processes are not started automatically after reboot in “Step 6” then start the PDS,MTS, and DB processes manually using the following commands:

On Primary dialer:

start\_db  
start\_mts  
start\_pds

On Secondary dialers:

start\_pds

**Note:** In the manual approach the system and database time will be out of sync until the above steps are followed.

#### 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

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](http://support.avaya.com). There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).**

**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.