



Product Support Notice

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PSN # PSN003432u

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Severity/risk level

High

Urgency

Immediately

Name of problem Time zone changes

Products affected

Experience Portal: Releases 6.0.x and 7.0.x

Problem description

When any government legislates a change to a time zone that it controls, then the time zone information on the Experience Portal servers needs to be updated. In a typical year there are several countries around the world that make time zone changes. Often, these changes involve adopting or abandoning the use of daylight saving time (also known as summer time), or changing the start or end date of daylight saving time. Another common type of time zone change is the periodic addition of leap seconds that are used to keep Coordinated Universal Time (UTC) synchronized with Greenwich Mean Time (GMT).

Resolution

Periodically, each Experience Portal server should be updated to the latest version of the Linux time zone information packages tzdata and tzdata-java.

If your Experience Portal system uses Red Hat Enterprise Linux, you can download the tzdata and tzdata-java packages from <https://rhn.redhat.com> using your login/password.

If your Experience Portal system uses the Avaya provided version of Linux, you can download the tzdata and tzdata-java packages from <http://support.avaya.com>. Once there, you will find instructions for installing the updated packages.

In addition to updating the Linux tzdata and tzdata-java packages on each server in your Experience Portal system, you should also update the time zone information used by the Oracle Java Runtime Environment (JRE) on each server that contains a JRE. This includes the Primary EPM server, any Auxiliary EPM servers, and any server that runs both the EPM and MPP co-resident.

To update the time zone information used by the JRE:

1. Download the latest Oracle TZUpdater tool by following the instructions at <http://www.oracle.com/technetwork/java/javase/tzupdater-readme-136440.html>.
2. Copy the TZUpdater tool to the Experience Portal server to be updated.
3. Log into Linux on the Experience Portal server as a user with root privileges.
4. Navigate to the directory where the TZUpdater tool was copied.
5. Execute the command below to unpack the TZUpdater tool .zip file downloaded:
`unzip <FileName>`
Where <FileName> is the name of the TZUpdater tool .zip file. For example, `unzip tzupdater-2.0.0-2015a.zip`.
6. Navigate to the directory created by the unzip command above. For example, `tzupdater-2.0.0-2015a`.
7. Execute the commands below to stop Experience Portal related services:

Experience Portal 6.0.x

```
/sbin/service vpms stop
/sbin/service avpSNMPAgentSvc stop
```

Experience Portal 7.0.x

```
/sbin/service vpms stop
/sbin/service avpSNMPAgentSvc stop
/sbin/service mmsserver stop
```

8. Execute the command below to install and verify the time zone information update
`$JAVA_HOME/bin/java -jar tzupdater.jar -u -v`

9. Execute the commands below to start Experience Portal related services stopped earlier:

Experience Portal 6.0.x

```
/sbin/service vpms start  
/sbin/service avpSNMPAgentSvc start
```

Experience Portal 7.0.x

```
/sbin/service vpms start  
/sbin/service avpSNMPAgentSvc start  
/sbin/service mmsserver start
```

Workaround or alternative remediation

n/a

Remarks

n/a

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

n/a

Service-interrupting?

Yes

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

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