Product Support Notice

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PSN #	PSN004337u

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Name of problem Time zone changes and leap second adjustment

Products affected

Avaya Aura Experience Portal - Intelligent Customer Routing : Releases 6.0.x and 7.0.x

Problem description

When any government legislates a change to a time zone that it controls or leap second is added to UTC, then the time zone information on the ICR 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. Leap second adjustment represents one-second adjustment that is occasionally added to UTC in order to keep time of day close to mean solar time.

Resolution

Periodically, each server on which ICR Core and/or ICR CCA are installed you should update the time zone information used by the Java Runtime Environment (JRE).

Prior to JRE time zone update, customers need to follow the steps described in the PSN that is available at http://downloads.avaya.com/css/P8/documents/100149873 to update Linux tzdata RPM and JRE for Experience Portal system as ICR is managed application of Experience Portal.

In order to update the time zone information used by ICR JREs:

1. Download the latest Java Timezone Updater Tool for JRE by following the instructions at http://www.oracle.com/technetwork/java/javase/tzupdater-readme-136440.html
2. Copy the Timezone Updater Tool to the ICR server to be updated.
3. Log into Linux on the ICR server as a user with root privileges.
4. Navigate to the directory where the Timezone Updater Tool was copied.
5. Execute the command below to unpack the Timezone Updater Tool .zip file downloaded:

   unzip <FileName>

   Where <FileName> is the name of the Timezone Updater 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 ICR related services:

   /sbin/service icrcore stop

   /sbin/service icrwebservice stop

   /sbin/service icrcca stop

   /sbin/service terracottaSrv stop
8. Execute the commands below to install and verify the time zone information update:

   $AVAYA_ICRCORE_HOME/Java/bin/java -jar tzupdater.jar -u -v

   $AVAYA_ICRCCA_HOME/Java/bin/java -jar tzupdater.jar -u -v
9. Execute the commands below to start ICR related services:

   /sbin/service icrwebservice start

   /sbin/service terracottaSrv start

   /sbin/service icrcca start

   /sbin/service icrcore 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	**Service-interrupting?**
n/a	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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BusinessPartner Notes

Additional information for BusinessPartners
n/a

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Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a

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