

PSN # PSN006269u

Original publication date: 14-March-2024. This is Issue 04, published date: 11-April-2024.

Severity/risk level

High

Urgency

Immediately

Name of problem

Daylight Saving Time (DST) has not automatically updated for Spring 2024.

Products affected

IP Office 500V2 and IP Office 500V2A systems. There is no impact to IP Office on Linux systems.

Problem description

In certain scenario's the IP Office Automatic DST feature has failed to correctly update the IP Office System clock for the Spring 2024 DST changes.

Solutions

Workaround or alternative remediation

### **To change/update the time on an IP Office 500V2:**

To update the DST (Daylight Saving Time) time change on the IP Office, please follow the steps below:

Either

Download and install the IP Office Manager Critical Patch (CP) 11.1.3.1.8 Build 1. then follow the process below from step 2 onwards.

Or

Download an updated IP Office Timezone.xml, file name TimeZoneInfo.7z then follow the process below from step 1.

Both are available at

<https://support.avaya.com/support/fr/download/1399860590480?productId=P0160&releaseId=11.1.x>

1. With the Manager closed, overwrite TimeZoneInfo.xml file located in Manager's folder – e.g. for Admin CD: C:\Program Files (x86)\Avaya\IP Office\Manager and for Admin Lite: C:\Program Files (x86)\Avaya\IP Office Lite\Manager – with an updated TimeZoneInfo.xml file.
2. Start Manager, open the configuration, change the Time Setting Configuration Source (in System -> Time Settings) from None or SNTP to VoicemailPro/Manager and save the configuration.
3. Change back Time Setting Configuration Source from VoicemailPro/Manager to None or SNTP, add the Time Server Address (for SNTP only), set Time Zone to the appropriate value, turn on Automatic DST and then save the configuration.
4. The IPO should now have the updated DST pairs saved in configuration.

## **To change/update the time on an IP Office 500V2 using Web Manager:**

Download an updated IP Office Timezone.xml from the Avaya Support Portal, file name TimeZoneInfo.7z then follow the process below from step 1.

Available at

<https://support.avaya.com/support/fr/download/1399860590480?productId=P0160&releaseId=11.1.x>

1. Start Manager, navigate to menu File – Advanced – Embedded File System then using the Select **IP Office menu**, select the **IP Office system**. The file contents of the memory cards are displayed.
2. Select System SD, then navigate to folder SYSTEM – PRIMARY – WebMgmtEE – TEST – XML, in Files Pane select TimeZoneInfo.xml file, right click and download [Take backup of original file].
3. Right click in File Pane, select TimeZoneInfo.xml right click – Delete, confirm the delete operation.
4. Upload the updated TimeZoneInfo.xml file - right click and select Upload option, provide path to new updated TimeZoneInfo.xml file.
5. Open Web Manager, login [Note: If any existing Web Manager session exists logout from it], after login change the Time Setting Configuration (System Settings -System -> Time Settings).
  - a. Change Time Setting Configuration Source from None or SNTP to VoicemailPro/Manager and save the configuration.
6. Change back Time Setting Configuration Source from VoicemailPro/Manager to None or SNTP, add the Time Server Address (for SNTP only), set Time Zone to the appropriate value, turn on Automatic DST and then save the configuration.
7. The IPO should now have the updated DST pairs saved in configuration.

### Remarks

None

## **Software Update Notes**

The information in this section concerns a new software package, recommended in the Resolution above.

Backup before applying the software package

n/a

Download

n/a

Software install instructions

Service-  
interrupting?

n/a

No

Verification

n/a

Failure

n/a

Software 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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