



Product Support Notice

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PSN# PSN001145u

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Severity/risk level Medium

Urgency Immediately

Name of problem Daylight Saving Time schedule change in U.S. and Canada

Products affected

All

Problem description

Beginning March 11, 2007 a new U.S. Government Policy regarding Daylight Saving Time will take effect in the United States and Canada. This policy states that Daylight Saving Time will begin on the second Sunday in March and end on the first Sunday of November. Avaya is committed to supporting this policy. In accordance with the change, modifications will be required on some Avaya products on or before March 11, 2007. If the required action is not taken, certain products or systems could display or use the incorrect time beginning on March 11, 2007.

Resolution

Modification requirements will vary across product lines and some products will not be affected. Details on the applicable products and the resolutions may be found on the Avaya Support Website (<http://support.avaya.com>) at the following location:

What's New --> 2007 Daylight Saving Time Changes

or directly at the following URL:

<http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=DLT2007>

Workaround or alternative remediation

Depending on the product involved, there may be an alternative to installing a patch or upgrading. Please refer to the Daylight Saving Time support web page listed above.

Remarks

For the products that require Daylight Saving Time patches, Avaya will issue a Product Correction Notice (PCN). In most cases this PCN will be customer installable. However, you may use the Avaya Global Services Delivery team to perform the installation on your behalf on a time and material basis. If you have purchased the Software Release Management or the Product Correct Support Services offers, these PCNs will be performed on your behalf when they are available.

If you choose to perform your own updates, please go to the <http://support.avaya.com> and click **Download Center!** to view the patches for your solutions and follow the installation procedures provided. You may elect to have a Global Services Delivery Associate perform the download remotely or provide you training assistance. Call the GSD number 1-800-242-2121, or your in-country support number, and ask for assistance. A Time and Material Ticket will be created and the update will be performed or assistance provided.

If you have an SMB solution, you may elect to have Instructions faxed to you, by calling Avaya's toll-free Fax Server 1-800-628-2888 and listen to appropriate prompts. You will be asked to select your system type and fax number. Instructions will be faxed within 24 hours.

If you are an Enterprise Customer and would like to have ongoing support for Product Correction Notices, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner and ask them about Avaya's Software Release Management and Product Correct Support services. These offers will keep your systems current with all of the latest updates and help keep your systems running with high availability.

Please note that if your system is not on the current release, you might consider upgrading it for increased feature functionality and to obtain all the latest updates for improved performance.

Patch Notes

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

Backup before applying the patch

Please refer to the Daylight Saving Time support web page listed above.

Download

Please refer to the Daylight Saving Time support web page listed above.

Patch install instructions

Service-interrupting?

Please refer to the Daylight Saving Time support web page listed above.

No

Verification

Please refer to the Daylight Saving Time support web page listed above.

Failure

Please refer to the Daylight Saving Time support web page listed above.

Patch uninstall instructions

Please refer to the Daylight Saving Time support web page listed above.

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

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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