



Product Support Notice

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PSN # PSN027005u

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Name of problem PSN027005u - Update to Daylight Savings Time Rules for Avaya Aura® System Platform to support 2014 Russian time changes.

Products affected

Avaya Aura® System Platform 6.0.3.x, 6.2.x and 6.3.x
S8800 Server
S8300 Server
Common Servers (HP & Dell)

Problem description

Localities worldwide routinely adjust their Daylight Saving Time (DST) rules. System Platform can automatically adjust for Daylight Saving Time based on the built-in DST rules for each locality. The DST rules are defined by the version of the “tzdata” Linux RPM included in the software. If there is a change in these rules for a particular locality, System Platform may require software updates. Each of the Virtual Machines (applications) running in a template installed on System Platform will also require updates. The application of DST changes should be coordinated such that System Platform and the Virtual Machines (applications) have these changes applied in the same maintenance window. For consistency, please apply the System Platform changes prior to updating the individual Virtual Machines (applications).

A recent ruling in Russia approved a return to permanent Standard Time all year. Also, Russia will now be divided to 11 time zones. These changes are effective October 26, 2014.

Resolution

The following procedure should be applied to any System Platform 6.0.3.x, 6.2.x or 6.3.x server to update the Time Zone databases for the 2014 Russian time changes. The updated tzdata rpms are included in the next System Platform service pack 6.3.5. While this procedure is not service affecting, it is always recommended to obtain a maintenance window when making any changes to the server.

Note:

Changes to System Platform and the corresponding template VMs installed on the server should be coordinated.

The applications listed in the table below have provided corresponding PSN numbers for the 2014 Russian time changes.

As work is still in progress for some applications at the time of posting of this PSN, some of these PSNs may not yet be visible. Please see support.avaya.com and plds.avaya.com for the latest information for individual applications. Not all products will have an associated PSN, so plds.avaya.com is the official repository for posted patches.

Application	PSN
Avaya Aura® Communication Manager (CM), Releases 5.2.1, 6.3	PSN100190
Avaya Aura® Session Manager (SM), Releases 6.2.x, 6.3.x	PSN004316
Avaya Aura® System Manager (SMGR), Releases 6.2.x, 6.3.x	PSN004311
Avaya Aura® Presence Services, Releases 6.2.4, 6.2.5	PSN029012, PSN029013
Avaya Aura® Application Enablement Services, Releases 5.x, 6.x	PSN004276
Avaya Aura® Utility Services, Release 6.2-6.3	PSN027006
Avaya Aura® Solution for Midsize Enterprise, 6.2.2	PSN004295
Services VM, Releases 1.x, 2.x, 3.x	PSN004347

You will need to download the Avaya Aura® System Platform Russian time change script for R6.X. This self-extracting executable script is posted on PLDS under Download ID SP00000050. It may also be found under individual applications.

The following procedure should be applied to any System Platform 6.0.3.x, 6.2.x, or 6.3.0 system to update the Time Zone databases for the 2014 Russian time changes. Note that there is no difference in the instructions based upon whether NTP is running or not. NTP reference clocks are synced with UTC so the time zone handling will work seamlessly.

Scripted Installation Procedure

1. Download the Avaya Aura® System Platform Russian Time Change Script for R6.X (*tzdata-installer-2014f-1.0.bsx*) from PLDS to your PC.
2. Copy the *tzdata-installer-2014f-1.0.bsx* file to the /tmp directory on **both** cdom and dom0 and verify the md5sum. Note that you will need to utilize a tool such as WinSCP to copy the file to cdom and dom0. Verify the md5sum.

For example:

```
[admin@Server1-cdom tmp]#md5sum tzdata-installer-2014f-1.0.bsx
5bc81891fbeda2d6f61562aba8907616  tzdata-2014f-installer-1.0.bsx
```

3. On cdom, become superuser (note that customers own the root login on System Platform cdom and dom0)

```
[admin@Server1-cdom ~] su -
Using major release number R016x on System Platform
Password:
Last login: Fri Sep 19 00:56:48 MSK 2014 on pts/0
[root@Server1-cdom ~]
```

4. Change to the /tmp directory
[root@server1-cdom ~]# cd /tmp

5. Run the self-extracting installer

```
[root@server1-cdom tmp]# sh ./tzdata-2014f-installer-1.0.bsx
```

Self Extracting Installer

```
./installer
./tzdata-2014f-1.el5.x86_64.rpm
./tzdata-java-2014f-1.el5.x86_64.rpm
Running tzdata Installer
warning: tzdata-2014f-1.el5.x86_64.rpm: Header V3 DSA signature: NOKEY, key
ID 3
7017186
Preparing... #####
[100%]
   1:tzdata #####
[100%]
warning: tzdata-java-2014f-1.el5.x86_64.rpm: Header V3 DSA signature: NOKEY,
key
ID 37017186
Preparing... #####
[100%]
   1:tzdata-java #####
[100%]
Shutting down tomcat: done.
Starting tomcat: done.
Stopping SPIRIT Agent Application 1.0.25...
SPIRIT Agent Application 1.0.25 was not running.
Starting SPIRIT Agent Application 1.0.25...
[root@server1-cdom tmp]#
```

6. Verify the Webconsole → Server Management -> Date / Time Configuration page is still accessible. Open a browser to https://IP_address_of_cdom, then select **Date/Time Configuration** under **Server Management**.



Please note that for the Europe/Kaliningrad timezone, due to an issue with Java 6, the System Platform Webconsole will display EET instead of FET prior to the changes that take effect on October 26, 2014. This is a cosmetic issue only and is applicable to any System Platform release prior to 6.3.4.08011.0.

The command line interface (CLI) on both dom0 and cdom will display correctly.

7. Repeat steps 1 – 6 for dom0.

Workaround or alternative remediation

N/A

Remarks

Note:

More information on the change can be found at:

<https://rhn.redhat.com/errata/RHEA-2014-1242.html>

Patch Notes

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

Backup before applying the patch

Download

<https://plds.avaya.com>. Under System Platform, Download ID SP00000050

Patch install instructions

Service-interrupting?

Changes applied via scripted installation described above.

No

Verification

The tzdata installer will create a log file `/var/log/vsp/tzdata_installer.log` to leave a trail that it has been run and with its return code printed. Return code 0 indicates successful installation. Return codes greater than 0 indicate number of RPMs that did not get successfully installed. The RPM database could also be queried to verify which RPMs have been installed.

The modifications can be validated by executing the following command from a root prompt on cdom and on dom0 This example assumes your system is in the MSK timezone (Europe/Moscow):

```
[root@server1-cdom tmp]# zdump -v /etc/localtime | grep 2014
/etc/localtime Sat Oct 25 21:59:59 2014 UTC = Sun Oct 26 01:59:59 2014 MSK isdst=0 gmtoff=14400
/etc/localtime Sat Oct 25 22:00:00 2014 UTC = Sun Oct 26 01:00:00 2014 MSK isdst=0 gmtoff=10800
[root@server1-cdom tmp]#
```

Here is an example for (Europe/Kaliningrad) timezone:

```
[root@server1-cdom ~]# zdump -v /etc/localtime |grep 2014
/etc/localtime  Sat Oct 25 22:59:59 2014 UTC = Sun Oct 26 01:59:59 2014 EET isdst=0 gmtoff=10800
/etc/localtime  Sat Oct 25 23:00:00 2014 UTC = Sun Oct 26 01:00:00 2014 EET isdst=0 gmtoff=7200
```

The Java updates can also be validated by the following procedure:

1. Download the tzupdater tool from Oracle. **Do NOT use it to update, only to validate!**

<http://www.oracle.com/technetwork/java/javase/downloads/tzupdater-download-513681.html>

2. Unzip it in /tmp

```
[root@server1-cdom tmp]# unzip ../tzupdater-1_4_7-2014g.zip
Archive:  ../tzupdater-1_4_7-2014g.zip
  creating: tzupdater-1.4.7-2014g/
  inflating: tzupdater-1.4.7-2014g/README
  inflating: tzupdater-1.4.7-2014g/tzupdater.jar
[root@wallace2 tmp]#
```

3. Change directory to the newly created directory with the tzupdater contents

```
[root@server1-cdom tmp]# cd tzupdater-1.4.7-2014g/
[root@server1-cdom tzupdater-1.4.7-2014g]#
```

4. Run the tzupdater with the -t test option

```
[root@server1-cdom tzupdater-1.4.7-2014g]# java -jar tzupdater.jar -t
/data/tzdata2014g.test:5574: test failed: America/Grand_Turk
```

validation tests failed.

```
[root@server1-cdom tzupdater-1.4.7-2014g]#
```

5. The tzupdater should return only complaining about **America/Grand Turk**. This is to be expected because the Oracle tzupdater is for 2014g and this patch is only 2014f.

If any failures other than America/Grand Turk are seen, please contact technical support.

Failure

Contact Technical Support.

Patch uninstall instructions

Once activated these changes cannot be removed.

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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