

# Australia Daylight Saving Time (DST) Changes for 2008 to Present

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*Additional product information will be provided as soon as it is available. Check back frequently for updates.*

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**Introduction**

Five Territories in Australia extend the 2007–2008 daylight saving time (DST) period to end on the first Sunday in April (April 6, 2008) instead of the last Sunday in March. For the 2008–2009 and going forward, the same legislation also changes the start of DST from the last Sunday in October to the first Sunday in October.

<b>Summary of Changes to Daylight Saving Time</b>				
	<del>2006–2007</del>	<del>2007–2008</del>	<del>2008–2009</del>	<del>2009–2010</del>
Australian Capital Territory	Last Sunday in October 2006 to Last Sunday in March 2007	Last Sunday in October 2007 to First Sunday in April 2008	First Sunday in October 2008 to First Sunday in April 2009	First Sunday in October 2009 to First Sunday in April 2010
New South Wales	Last Sunday in October 2006 to Last Sunday in March 2007	Last Sunday in October 2007 to First Sunday in April 2008	First Sunday in October 2008 to First Sunday in April 2009	First Sunday in October 2009 to First Sunday in April 2010
Northern Territory	No daylight	April 2008 No daylight	April 2009 No daylight	April 2010 No daylight
Queensland	saving time No daylight saving time	saving time No daylight saving time	saving time No daylight saving time	saving time No daylight saving time
South Australia	Last Sunday in October 2006 to Last Sunday in March 2007	Last Sunday in October 2007 to First Sunday in April 2008	First Sunday in October 2008 to First Sunday in April 2009	First Sunday in October 2009 to First Sunday in April 2010
Tasmania	First Sunday in October 2006 to Last Sunday in March 2007	April 2008 First Sunday in October 2007 to First Sunday in April 2008	April 2009 First Sunday in October 2008 to First Sunday in April 2009	April 2010 First Sunday in October 2008 to First Sunday in April 2010

Victoria	Last Sunday in October 2006 to Last Sunday in March 2007	Last Sunday in October 2007 to First	First Sunday in October 2008 to First	First Sunday in October 2009 to First
Western Australia	First Sunday in December, 2006 to Last Sunday in March 2007	Sunday in April 2008 Last Sunday in October 2007 to Last Sunday in March 2008	Sunday in April 2009 Last Sunday in October 2008 to Last Sunday in March 2009*	Sunday in April 2010  No daylight saving time
* In 2009, Western Australia evaluated again the daylight saving time changes and voted to not re-instate it for 2009–2010.				

For more information, visit the Australian Government website:

<http://www.australia.gov.au/Time> 

The configuration changes provided in this document are required to change the programmed in dates of daylight saving time for various time zones. Some devices that run newer software may not require this change if the enhancement request is included in the version of software that runs on the device. In software that includes this enhancement, the OLD summertime values have been changed to the NEW summertime values, and the configuration changes in this document are not required. For detailed information about individual products, see Affected Cisco Platforms.

***Configuration or OS changes will need to occur on the devices that implement the old rules, so that the device time can be correct, in logs and other time stamped communications from the device/platform.***

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## Prerequisites

## Requirements

There are no specific requirements for this document.

## Components Used

This document is not restricted to specific software and hardware versions.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Scope and Impact

The DST change affects all devices that support an automatic time change when they are configured to support daylight saving time. This change impacts Cisco and non-Cisco devices. Customers should contact any vendor that uses time-sensitive messaging or other time-stamped communications in order to determine the impact of the change to beginning and end of Daylight Savings Time.

Affected devices that are not changed could display the time exactly 1 hour off from the actual time during DST periods. In 2008, DST starts three (3) weeks earlier and ends one week later than in past years. This change takes effect for the first time in April of 2008. This change can have a major impact on event correlation activities that are performed as part of normal operations troubleshooting and monitoring.

For security-related devices, where logs are captured, correlated, and stored for future reference, this time change could render them incorrect for situations where they need to be recalled to rebuild a sequence of events. The incorrect timestamps might not be an issue for events that get immediate action. However, in the future, these events would reference incorrect times.

Any device with time-based controls and activities, such as a AAA (Authentication Authorization Accounting) servers, Content Devices (CEs), cron jobs, and video streaming servers can be impacted and should be checked with the appropriate vendor.

Other examples include calls being logged at the wrong times that could affect call detail reporting and billing information or inaccurate campaign dialing times that result in dialing customers outside allotted time periods defined by government agencies, which may be a violation of government regulations.

Consequently, any device with time-based controls and activities, such as authentication servers, synchronization activities, and scheduled events (that is, batch jobs, timed backups, or automated dialing capabilities or scripts for telemarketing purposes, etc.) that has been configured to use Australia DST rules would be impacted during the time period when the new Australia DST rules go into effect, but the old Australia DST rules are still applied.

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## Affected Cisco Platforms

The tables in this section list the Cisco enhancement IDs that were created in order to track the changes in the operating system defaults for various platforms. Versions of software that include these enhancements will correctly change the time when configured to observe daylight saving time.

Software versions that do not include these enhancements, but support daylight saving time, will use the previous dates, which are invalid after March 29, 2008. The daylight saving time changes affect these territories:

- Australian Capital Territory
- New South Wales
- South Australia
- Tasmania
- Victoria

Refer to these categories for more information about your product:

- Application Networking Services
- Interfaces and Modules

- Cisco IOS Software
- Mobile Operators
- Network Management
- Optical Networking
- Routers and Switches
- Security and VPN
- Storage Networking
- TelePresence
- Video, Cable, and Content Delivery
- Voice and Unified Communications
- Wireless

In order to view each enhancement and the version in which it is integrated, click the appropriate Cisco Tracking ID or use the Bug Tool (registered customers only) . You must register with Cisco.com in order to view this information. For a full list of product Field Notices, refer to the Product Field Notice Summary page.

**Note:** Bug IDs and Field Notices might refer to U.S. or North America DST updates. These updates apply to Australia as well.

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## Affected Cisco Platforms

### Application Networking Services

Cisco Product	Cisco Tracking ID	Notes
ACE XML Gateway (Reactivity)	N/A	Fixed in version 5.1.1.
Application and Content Networking System (ACNS)	CSCsm40178	See Application and Networking Services in the <i>Configurations and Workarounds</i> section of this document for information about this product.
Content Services Switch (CSS)	N/A	<del>clock summer-time</del> command introduced in version 8.10 / 7.10 and beyond.
Global Site Selector (GSS) Appliance	N/A	Use the <del>clock user summer-time</del> command introduced in version 1.3.2.
Wide Area Application Services (WAAS)	CSCsm40228	See Application and Networking Services in the <i>Configurations and Workarounds</i> section of this document for information about this product.
	N/A	

Wide Area File Services (WAFS)	See Application and Networking Services in the <i>Configurations and Workarounds</i> section of this document for workaround information. Refer to FN – 62677 – U.S. Daylight Savings Time Policy Changes Effective March 2007 – for Content Networking Products for more information about this product.
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## Interfaces and Modules

Cisco Product	Cisco Tracking ID	Notes
Application Control Engine Module (ACE)	N/A	Use the <b>clock timezone standard</b> <code>&lt;timezone&gt;</code> command introduced in version A.1.4 and beyond.
Application Performance Assurance Enhanced Network Modules (NME–APA)	N/A	Use the APA Device Console in order to resolve the daylight saving time issue. Refer to the Device Setup and Management section of the <i>Cisco Application Performance Assurance Device Console User Guide</i> for more information about this product.
Branch Routers Series Network Analysis Module (NME–NAM)	CSCsm05261 CSCsh30313	Fixed in 1.003 for the underlying operating system. Fixed in 2.3.4 for the module software. You can download a patch from the NAM for Cat 6500 (Prod. Code: WS–SVC–NAMx) Software Download page. Refer to these documents for more information about this product: <ul style="list-style-type: none"> <li>• CSCsm05261 <i>Australian and Argentina</i></li> </ul>

		<p><i>DST Changes</i></p> <ul style="list-style-type: none"> <li>• <i>CSCsh30313 Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</li> <li>• <i>Important Notes</i> section of the Release Notes for Cisco Unity Express 2.3</li> </ul>
<p>Catalyst 6500 Series Network Analysis Module (NAM-1/NAM-2)</p>	<p>CSCsm05261 CSCsh30313</p>	<p>Fixed in 1.003 for the underlying operating system. Fixed in 2.3.4 for the module software. You can download a patch from the Branch Routers Series NAM supporting Cisco 2800/3700/3800 Series routers Software Download page. Refer to these documents for more information about this product:</p> <ul style="list-style-type: none"> <li>• <i>CSCsm05261 Australian and Argentina DST Changes</i></li> <li>• <i>CSCsh30313 Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight</li> </ul>

		<p>Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</p> <ul style="list-style-type: none"> <li>• <i>Important Notes</i> section of the Release Notes for Cisco Unity Express 2.3</li> </ul>
Content Engine Network Module (NM-CE)	CSCsm05261 CSCsh30313	<p>Fixed in 1.003 for the underlying operating system. Fixed in 2.3.4 for the module software. Refer to these documents for more information about this product:</p> <ul style="list-style-type: none"> <li>• CSCsm05261 <i>Australian and Argentina DST Changes</i></li> <li>• CSCsh30313 <i>Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</li> <li>• <i>Important Notes</i> section of the Release Notes for Cisco Unity Express 2.3</li> </ul>
Content Switching Module (CSM)	N/A	Run the <b>clock calendar-valid</b> command from the SUP blade.



Content Switching Module with SSL (CSM-S)	N/A	No change required. This product pulls time from the CSM.
Firewall Services Module (FWSM)	N/A	No change required. This product pulls time from the CatOS.
Shared Port Adapters (SPA)	N/A	
Unity Express Advanced Integration Module (AIM-CUE)	CSCsh30313	<p>Refer to these documents for information about these products:</p> <ul style="list-style-type: none"> <li>• CSCsh30313 <i>Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</li> </ul>
Unity Express Network Module (NM-CUE)	CSCsm05261 CSCsh30313	<p>Fixed in 1.003 for the underlying operating system. Fixed in 2.3.4 for the module software. Refer to these documents for more information about this product:</p> <ul style="list-style-type: none"> <li>• CSCsm05261 <i>Australian and Argentina DST Changes</i></li> <li>• CSCsh30313 <i>Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight</li> </ul>

		<p>Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</p> <ul style="list-style-type: none"> <li>• <i>Important Notes</i> section of the Release Notes for Cisco Unity Express 2.3</li> </ul>
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## Cisco IOS Software

Cisco Product	Cisco Tracking ID	Notes
<p>Cisco IOS® Solutions:</p> <ul style="list-style-type: none"> <li>• Dynamic Multipoint VPN (DMVPN)</li> <li>• EasyVPN</li> <li>• IPSec</li> <li>• Services Modules</li> <li>• WebVPN</li> </ul>	N/A	<p>VPN 3K hardware should be manually changed through the GUI. Choose <b>Configuration &gt; System &gt; General</b>, and make changes in the Time and Date dialog box. VPN client applications should be changed through the Windows settings. VPN SPA should be changed with the <b>clock</b> command on Cisco IOS. See <a href="#">Cisco IOS Software Platforms in the Configurations and Workarounds</a> section of this document for</p>
Cisco IOS Software Platforms	N/A	<p>workaround information. See <a href="#">Cisco IOS Software Platforms in the Configurations and Workarounds</a> section of this document for</p>
Cisco IOS XR	N/A	<p>workaround information. See <a href="#">Cisco IOS XR in the Configurations and Workarounds</a> section of this document for</p>

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## Mobile Operators

Cisco Product	Cisco Tracking ID	Notes
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Radio Access Network Optimization (RAN-O)	N/A	No change required. This product pulls time from the Cisco IOS.
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## Network Management

Cisco Product	Cisco Tracking ID	Notes
Access Control Server (ACS)	N/A	This product requires an update from Microsoft. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">☞</a> for more information.
Active Network Abstraction (ANA) Version 3.X	N/A	See Active Network Abstraction (ANA) in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Application Networking Manager (ANM)	N/A	No changes required. ANM uses UTC (GMT) time.
Building Broadband Service Manager (BBSM)	CSCsm96971	Refer to CSCsm96971 <i>Update OS for Australian DST Changes/ Argentina DST Changes in 2008</i> for more information about this product.
CiscoWorks Common Services (CWCS)	CSCsm43797 CSCsl58580	This product requires a patch. You can download the patch from the CiscoWorks Server CD—One Patches Software Download page. Refer to these bugs for more information about this product: <ul style="list-style-type: none"> <li>• CSCsm43797 <i>DST changes for CS3.0.x</i></li> <li>• CSCsl58580 <i>DST changes for CS3.1.x</i></li> </ul>
CiscoWorks LAN Management Solution (LMS) Version 2.2	EOS/EOL	Refer to CiscoWorks LAN Management Solution Software Version Comparison page for more information on the status of this product.
CiscoWorks LAN Management Solution (LMS) Versions 2.5 and	CSCsm43797	Refer to CiscoWorks Server CD—One Patches in order to access the patch for this product. Refer to CSCsm43797 <i>DST changes for CS3.0.x</i> for information about this product.

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CiscoWorks Network Compliance Manager (NCM)	CSCso45036	Refer to CSCso45036 <i>Patch required for Australia DST</i> for information about this product.
CiscoWorks Small Network Management Solution (SNMS)	EOS/EOL	This product will end-of-sale on March 31, 2008. Refer to Products & Services
CiscoWorks Voice Manager (CWVM)	CSCsm43797	page for more information about the status of this product. Refer to the Internetwork Performance Monitor Software Download web page in order to access the patch for this product. Refer to CSCsm43797 <i>DST changes for CS3.0.x</i> for information about this product.
CiscoWorks Internetwork Performance Monitor (IPM)	CSCsm43797	Refer to the Internetwork Performance Monitor Software Download web page in order to access the patch for this product. Refer to CSCsm43797 <i>DST changes for CS3.0.x</i> for information
Incident Control Server (ICS)	EOS/EOL	about this product. This product pulls time from the Microsoft OS. Time is pulled from the Microsoft OS. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">☞</a> for more information. This product is EOS/EOL. Refer to the Cisco Incident Control System Products & Services page for more information about the status of this product.
Intrusion Prevention Sensor	N/A	See Intrusion Detection and Prevention (IPS and Intrusion Detection System Service Module2 (IDSM2)) in the <i>Configurations and Workarounds</i> section of this document for workaround information.
IP Solution Center (ISC)	N/A	This product requires an update to the JRE. Update your JRE, and then stop and restart the ISC service. Refer to the Sun Developer Network (SDN) Article: Timezone Data Versions in the JRE Software <a href="#">☞</a> for information about JRE updates.
IPS Event Viewer (IEV)	N/A	This product requires an update from Microsoft. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative

		time zone update for Microsoft Windows operating systems <a href="#">☞</a> for more information.
License Manager (CLM)	N/A	CLM relies on local time (as obtained from the underlying operating system). OS patches should be installed as required. Refer to the Sun Developer Network (SDN) Article: Timezone Data Versions in the JRE Software <a href="#">☞</a> for information about JRE updates. Refer to the Microsoft Knowledgebase Article: December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">☞</a> for information about Microsoft updates.
Mobile Wireless Transport Manager (MWTM)	N/A	Upgrade to MWTM 6.0.2. You can download the the 6.0.2 patch and the <i>Cisco SGM and MWTM DST Update Procedure</i> (MWTM-DST-Update-Procedure.pdf) from Mobile Wireless Transport Manager Software Download (registered customers only) . Refer to Release Notes for Mobile Wireless Transport Manager 6.0.2 for more information about MWTM 6.0.2.
Monitor Director/Monitor Manager	N/A	<del>This product is not affected.</del>
NetFlow Collection Engine (NFC)	N/A	Updates to the Jave Runtime Environment (JRE) must be installed. Refer to the Sun Developer Network (SDN) Article: Timezone Data Versions in the JRE Software <a href="#">☞</a> for information about JRE updates. Refer to Netflow Collection Engine in the Configurations and Workarounds section of this document for information on how to install the JRE updates.
Network Admission Control Appliance (NAC Appliance) (formerly Cisco Clean Access)	N/A	Refer to Field Notice: FN – 62729 – U.S. Daylight Savings Time Policy Changes Effective March 2007 – For
Network Analysis Module (NM-NAM) Software	CSCsm05261 CSCsh30313	<del>Fixed Clean Access products for operating systems. Fixed product 4 for the module software. You can download a patch from the Branch Routers Series NAM supporting Cisco 2800/3700/3800</del>

		<p>Series routers Software Download page. Refer to these documents for more information about this product:</p> <ul style="list-style-type: none"> <li>• CSCsm05261 <i>Australian and Argentina DST Changes</i></li> <li>• CSCsh30313 <i>Update DST for US on Service Engines such as AIM-CUE NM-CUE NM-NAM NM-CE</i></li> <li>• FN – 62682 – U.S. Daylight Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4</li> <li>• <i>Important Notes</i> section of the Release Notes for Cisco Unity Express 2.3</li> </ul>
Network Connectivity Monitor	N/A	This product is End-of-Sale. Refer to the Cisco Network Connectivity Monitor Products & Services page for more information about the status of this product.
Network Registrar (CNR)	N/A	CNR obtains the local time from the underlying operating system. Apply the appropriate patch to your operating system. Refer to the Sun Developer Network (SDN) Article: <a href="#">Timezone Data Versions in the JRE Software</a> for information about JRE updates. Refer to the Microsoft Knowledgebase Article: <a href="#">December 2007 cumulative time zone update for Microsoft Windows operating systems</a> for information about Microsoft updates.
Performance Visibility Manager (PVM)	CSCsm91033	Refer to CSCsm91033 <i>PVM not compliant with 2008 DST timezone changes</i> for information about this product.
QoS Policy Manager (QPM)	CSCsm02083	You must apply the CiscoWorks common services patch. Refer to CSCsm02083 <i>Australian DST Changes/ Argentina DST Changes</i> for information about this product.
Sheer 3.3 and 3.4	EOS/EOL	This product is no longer being sold and might not be supported. Refer to EOS/EOL for Sheer 3.1, Sheer 3.2, Sheer 3.3, Sheer 3.4 for more information about this product. This product requires a patch from Solaris and an update to the JRE. Refer to

		Overview and Mitigation of the USA 2007 DST Issue for the Java SE Platform and Solaris OS <a href="#">☞</a> for information about the JRE update.
Signaling Gateway Manager (SGM)	N/A	Upgrade to MWTM 6.0.2. You can download the the 6.0.2 patch and the <i>Cisco SGM and MWTM DST Update Procedure</i> (MWTM-DST-Update-Procedure.pdf) from Mobile Wireless Transport Manager Software Download (registered customers only) . Refer to Release Notes for Mobile Wireless Transport Manager 6.0.2 for more information about MWTM 6.0.2.
Subscriber Edge Services Manager (SESM)	N/A	Use the TZUpdater Tool from Sun in order to address this issue. Refer to the Sun Developer Network (SDN) Article: <a href="#">Timezone Data Versions in the JRE Software ☞</a> for information about JRE updates.
Transport Manager (CTM)	N/A	The CTM server is primarily a Java application that runs on Solaris. The CTM client (also a Java application) works on Microsoft and Solaris. Microsoft and Java patches should be applied.
Unified Operations Manager (Cisco UOM) Versions 1.1 and 2.0	CSCsk88524	Refer to CSCsk88524 <i>Venezuela Time Zone change for CUOM</i> for information
WAN Manager (CWM)	N/A	<del>From this product</del> start CWM once the time zone is changed on the server. Stop the core, configure the server with the new time zone, and cold start the CWM in order to clean the database from the old time sensitive entries (such as, stats and alarms). The cold start allows CWM to use the new time zone when it synchronizes with the switches (which might or might not have changed the time zone).

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## Optical Networking

Cisco Product	Cisco Tracking	Notes
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	ID	
ONG Optical Products	N/A	
ONS 15000 Series Products	N/A	See ONS 15000 Series Products in the <i>Configurations and Workarounds</i> section of this document for workaround information.

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## Routers and Switches

Cisco Product	Cisco Tracking ID	Notes
3200 Series Wireless and Mobile Routers	N/A	No change required. This product pulls time from the Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
7200 Series Routers	N/A	See Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
7600 Series Routers	N/A	See Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Access Level Routers (VG224, IAD2xxx, AS5xxx, UC500, 8XX., 17XX 18XX, 28XX, 37XX, and 38XX)	N/A	These products pull time from Cisco IOS.
Carrier Routing System (CRS)	CSCsh95451 CSCsh38030 CSCsi07661 CSCsi09651	Refer to these field notices for more information about this product: <ul style="list-style-type: none"> <li>• FN – 62767 – Cisco Customer Response Solution (CRS) – Considerations for 2007 Daylight</li> </ul>



		<p>Savings Time Change</p> <ul style="list-style-type: none"> <li>• FN 62571 Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal (CVP) and Cisco Customer Response Solution (CRS) – Considerations for 2007 Daylight Savings Time Change and PG Time Zone Issues</li> </ul>
CatOS Platforms	N/A	See CatOS Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Gigabit Switch Router (GSR)	N/A	See Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.

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## Security and VPN

Cisco Product	Cisco Tracking ID	Notes
Access Control Server Solution Engine (ACSSE)	N/A	This product requires an update from Microsoft. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">☞</a> for more information.
Adaptive Security Appliances (ASA) Platforms	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.

Adaptive Security Device Manager (ASDM)	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
ASA Advanced Inspection and Prevention Storage Services Module (AIP-SSM)	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for
ASA IPSec	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
ASA WebVPN	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
CiscoWorks Security Information Management Solution (CW-SIMS)	CSCsm33334	This product requires an update. You can download the page from the CWSIMS Software Update Software Download page. Refer to CSCsm33334 <i>Need fix for Australia and DST Change</i> for more information about
CiscoWorks VPN/Security Management Solution (VMS): IDSMC and Security Monitor	N/A	this product. This product requires an update from Microsoft. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">☞</a> for more
Content Security and Control Storage Services	N/A	information. See Adaptive Security Appliances (ASA) and PIX Platforms in the

Module (CSC SSM)		<i>Configurations and Workarounds</i> section of this document for workaround information.
Distributed Denial of Service (DDoS) Guard and Detector Appliance	N/A	Upgrade the system to firmware version 6.0(5) or later in order to incorporate <del>the new daylight saving</del> time configuration settings.
Hybrid Analog and Network Video Surveillance Products (Video Surveillance Stream Manager)	N/A	These products require a Microsoft patch. Refer to <del>Australia 2008 Daylight</del> Saving Planning Guide for more information. See Intrusion Detection and Prevention (IPS and Intrusion Detection System Service Module2 (IDSM2)) in the <i>Configurations and Workarounds</i> section of this document for
Intrusion Detection and Prevention (IPS and Intrusion Detection System Service Module2 (IDSM2))	N/A	<del>Refer to FIN 6729 for information.</del> Daylight Savings Time Policy Changes Effective March 2007 – For Cisco Clean Access Products for information about this product.
NAC Appliance (Cisco Clean Access)	N/A	These products require you to update the SuSE operating system to version 2.3.3–94.84 or later. Refer to Recommended update for timezone <a href="#">☐</a> for more information.  <b>Note:</b> Australian time zone changes enacted in 2006 are included in the Cisco Video Surveillance Media Server Software.
Network-Centric Video Surveillance Products	N/A	
PIX Platforms	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for

		workaround information.
PIX Device Manager (PDM)	N/A	See Adaptive Security Appliances (ASA) and PIX Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Secure ACS Appliance	N/A	This product requires an update from Microsoft. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">↗</a> for more information.
Security Agent (CSA)	N/A	The CSA pulls time from the operating system. CSA agents are available for RedHat and solaris. Refer to the System Requirements (Agent) section of <i>Release Notes for Management Center for Cisco Security Agents 5.2</i> for more information.
Security Manager	N/A	Cisco Security Manager pulls time from the server operating system. Update the Windows operating system in order to obtain the latest daylight saving time rules. CSM is supported on Windows 2000 Server and Windows 2003 Server. Refer to Microsoft Knowledgebase article 942763 December 2007 cumulative time zone update for Microsoft Windows operating systems <a href="#">↗</a> for more information.
Security Monitoring, Analysis and Response System (CS-MARS)	CSCsl01098	Fixed in Release 6.0.1. See Security Monitoring, Analysis and Response System (CS-MARS) in the <i>Configurations and Workarounds</i> section of

		<p>this document for workaround information. Refer to CSCsl01098 <i>To include patch for Venezuela &amp; Argentina timezone change</i> for more information about this product.</p>
Trust Agent (CTA)	N/A	Fixed in version 2.4.1.
VPN 3K Clients	N/A	<p>VPN 3K hardware should be manually changed through the GUI. Choose <b>Configuration &gt; System &gt; General</b>, and make changes in the Time and Date dialog box. VPN client applications should be changed through the Windows settings. VPN SPA should be changed with the <b>clock</b> command on Cisco IOS. See Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.</p>
VPN 3000 Concentrators (Altiga OS)	EOS/EOL	<p>This product is no longer being sold and might not be supported. Refer to the Cisco VPN 3000 Series Concentrators Products &amp; Services page for more information about this product. See VPN 3000 Concentrators (Altiga OS) in the <i>Configurations and Workarounds</i> section of this document for workaround information.</p>

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## Service Exchange

Cisco Product	Cisco Tracking ID	Notes
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Service Control Application for Broadband	N/A	This product relies on the underlying JRE. The JRE must be updated in order to accommodate the new daylight saving time dates. Refer to Timezone Data Versions in the JRE Software <a href="#">☞</a> for more information about the JRE update
Service Control Collecton Manager	N/A	This product relies on the underlying JRE. The JRE must be updated in order to accommodate the new daylight saving time dates. Refer to Timezone Data Versions in the JRE Software <a href="#">☞</a> for more information about the JRE update
Service Control Engine (SCE)	N/A	The SCE operating system can be configured to automatically switch to DST on a specified date and to switch back to standard time. If daylight saving time occurs n the same day every year (as in the U.S.), you can use the <b>clock summer–time</b> command in order to configure as recurring the transition into and out of daylight saving time.  <b>Note:</b> The U.S. daylight saving time rules are the default values for the <b>clock summer–time</b> command.
Service Control Subscriber Manager	N/A	This product relies on the underlying JRE. The JRE must be updated in order to accommodate the new daylight saving time dates. Refer to Timezone Data Versions in the JRE Software <a href="#">☞</a> for more information about the JRE update

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## Storage Networking

Cisco Product	Cisco Tracking ID	Notes
Storage Switches (SAN–OS) – Storage MDS 9500 Series	N/A	See Storage Switches (SAN–OS) – Storage MDS 9500 Series in the <i>Configurations and Workarounds</i> section of this document for workaround information.

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## TelePresence

Cisco Product	Cisco Tracking ID	Notes
TelePresence Codec	CSCsk44933	The policy change is incorporated into TelePresence Codec version 1.2. Refer to CSCsk44933 <i>Need to rebuild TZ database in CTS to support DST time change</i> for more information about this product.
TelePresence Manager	N/A	The policy change is incorporated into TelePresence Manager version 1.2. Refer to Field Notice: FN – 62918 – New Zealand Daylight Saving Time Policy Change Effective September 2007 – for Cisco TelePresence Codec, Cisco TelePresence Manager (CTM) and Cisco TelePresence Multipoint Switch (CTMS) for more information about this product.

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## Video, Cable, and Content Delivery

Cisco Product	Cisco Tracking ID	Notes
Digital Media Encoder	N/A	See Digital Media Encoder in the <i>Configurations and Workarounds</i> section of this document for information about this product.
Digital Media Manager	N/A	See Digital Media Manager and Video Portal in the <i>Configurations and Workarounds</i> section of this document for information about this product.
Video Portal	N/A	See Digital Media Manager and Video Portal in the <i>Configurations and Workarounds</i> section of this document for information about this product.

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## Voice and Unified Communications

If you run a system of multiple Cisco Unified Communications products, please consult the appropriate System Upgrade Manual for recommended order in which to update products. There is a separate System Upgrade Manual for each version of Unified CallManager that a system is built around.

In order to locate information for system test releases based on Unified CallManager 4.x, System Upgrade Manuals, complete these steps:

1. Go to [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/uc\\_system/GB\\_resources/ipcmatrix.htm](http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/GB_resources/ipcmatrix.htm).
2. Click the column heading appropriate to the release set that you use. (Note that the system test release version is not the same as the Unified CallManager version.)
3. Navigate to the link for the System Upgrade Manual.

**Note:** If you receive an error that states "Unable to open script," disable any anti-intrusion software or Cisco Security Agent that runs on the Cisco Callmanager before you run the DST patch.

In order to locate information for Unified Communications Systems based on Unified CallManager 5.x, System Upgrade Manuals, complete these steps:

1. Go to [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/ucstart.htm](http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/ucstart.htm).
2. Click the link that corresponds to the system release that you use. (The system release version is usually, but not necessarily, the same as the Unified CallManager version.)
3. Click the **Prepare and Plan** tab, and click the **Planning Your System Upgrade** link located in the Table of Contents on the left side of the page.

Cisco Product	Cisco Tracking ID	Notes
Agent Desktop (CAD)	CSCsm85615	Refer to CSCsm85615 <i>CAD/CSD Considerations for 07/08 Australia DST Changes</i> for information about this product.
Agent Desktop (CAD) with Contact Center Express (CCX)	CSCsm51145	
BTS 10200 Softswitch	CSCsm62132	Refer to CSCsm62132 <i>DST changes for 2008 for Australia and Argentina for BTS 10200</i> for information about this product.
Collaboration Server	CSCso43438	Refer to CSCso43438 <i>Considerations for 2008 Australia Summertime Change</i> for information about this product.
Computer Telephony Integration Option (Java CIL) versions 6.0, 7.0, 7.1, and greater	N/A	See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for
Conference Connection (CCC)	CSCsl16516 CSCsz86171	<del>In order to ensure that the</del> Cisco Conferencing Connection server is compliant with the new DST policy, the Media Convergence Server (MCS) Microsoft operating system must be patched. Refer to these bugs for more information about this product:



		<ul style="list-style-type: none"> <li>• CSCsl16516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> </ul>
Dynamic Content Adapter (DCA)	CSCso43721	Refer to CSCso43602 <i>DST: Considerations for 2008 Australia Summertime Change</i> for information about this product.
Email Manager	CSCso43602	Refer to CSCso43602 <i>DST: Considerations for 2008 Australia Summertime Change</i> for information about this product.
Emergency Responder (CER)	CSCso44378	Refer to CSCso44378 <i>ENTER_TITLE_HERE</i> for more information about this product.
Enterprise Reporting (for ICM and IPCC/Contact Center) versions 5.0, 6.0, and 7.x	CSCso21149	This product relies on Windows and Java. Refer to CSCso21149 <i>DST: JRE/JDK update needed for Australia 2008</i>
Fax Server	CSCsl16516 CSCsz86171	<p>Refer to these documents for information about this product:</p> <ul style="list-style-type: none"> <li>• CSCsl16516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> </ul>
IP Contact Center (IPCC) Enterprise versions 4.x, 5.0, 6.0, and greater	CSCso21149	This product relies on Windows and Java. See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for workaround information. Refer to CSCso21149 <i>DST: JRE/JDK update needed for Australia 2008</i>
IP Contact Center (IPCC) Hosted versions 4.x, 5.0, and greater	CSCso21149	<i>Summertime change</i> for more information about this product.
Intelligent Contact Management (ICM) Enterprise versions 4.x, 5.0, 6.0, and greater	CSCso21149	This product relies on Windows and Java. See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for workaround information. Refer to CSCso21149 <i>DST: JRE/JDK update needed for Australia 2008</i>
Intelligent Contact Management (ICM) Hosted versions 4.x, 5.0, and greater	CSCso21149	<i>Summertime change</i> for more information about this product.
IP Communicator (CIPC)	CSCsm22665	Refer to CSCsm22665 <i>Change in Australia DST affects CIPC in 2008</i> for information about this product.
IP Interoperability and Collaboration	CSCsl94775 CSCsl94766	IPICS operating system requires updates to comply with the new Australia DST changes. Refer to these bugs for more information about this product:

System (IPICS)		<ul style="list-style-type: none"> <li>• CSCs194775 <i>IPICS Server: Australia timezone – JVM</i></li> <li>• CSCs194766 <i>IPICS Server: Australia timezone – OS</i></li> </ul>
IP SoftPhone	N/A	Cisco IP Softphone is End of Sales. You must update your operating system in order to comply with the new daylight saving time rules in Australia.
Media Blender (CMB)	CSCso43568	Refer to CSCso43568 <i>DST: Considerations for 2008 Australia Summertime Change</i> for information about this product.
Media Convergence Server (MCS) Windows Releases	CSCs116516 CSCsz86171	Refer to these documents for more information about this product: <ul style="list-style-type: none"> <li>• CSCs116516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> </ul>
MGX Media Gateway	N/A	The MGX platform is manually corrected for offset by setting the lowest number node in the network. Refer to Field Notice: FN – 62702 – U.S. Daylight Savings Time Policy Changes Effective March 2007 – For MGX, IGX, and BPX Platforms for examples of <b>reset</b> commands.
Outbound Option (for ICM and IPCC/Contact Center) versions 6.0, 7.0, 7.1, and greater	CSCs141756	See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for workaround information. Refer to CSCs141756 <i>Australia DST change needed in Outbound Option</i> for information about this product.
Personal Assistant (CPA)	EOS/EOL	Personal Assistant is End of Software Support and will not be updated for the daylight saving time change in Australia.
PSTN Gateway (PGW2200)	N/A	Requires a patch. Refer to the Sun Solution 201084: Daylight Saving Time (DST) Changes for Australia (2006), United States (2007) and Others <a href="#">☞</a> .
Support Tools – 2.x	CSCso21254	No changes required. This product relies on Windows and Java.
Unified Application Environment (CUAE)	CSCs116516 CSCsz86171	Refer to these documents for more information about this product: <ul style="list-style-type: none"> <li>• CSCs116516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> </ul>
Unified CallManager Express (CCME)	N/A	See Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Unified CallManager ITM	N/A	Use the <b>clock summer–time</b> command as described in Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of <del>Refer to these</del> <a href="#">☞</a> .
Unified Communications Manager (CUCM) versions 3.x and	CSCs104641 CSCs116491 CSCs116506 CSCs116500 CSCs116516	Refer to these bugs for information about this product: <ul style="list-style-type: none"> <li>• CSCs104641 <i>DST: Comm Manager update needed for 2008 Australia Summertime change</i></li> </ul>

4.x	CSCsz86131 CSCsz86136 CSCsz86151 CSCsz86156 CSCsz86184 CSCsz86171 CSCtb19754	<ul style="list-style-type: none"> <li>• CSCs116491 <i>DST: Comm Manager ToD upd needed for 2008 Australia Summertime change</i></li> <li>• CSCs116506 <i>DST: Comm Manager JRE update needed for 2008 Australia Summertime change</i></li> <li>• CSCs116500 <i>DST: RTMT update needed for 2008 Australia Summertime update</i></li> <li>• CSCsz86131 <i>DST: Comm Manager update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86136 <i>DST: Comm Manager ToD update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86151 <i>DST: Phone update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86156 <i>DST: 3951 Phone update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86184 <i>DST: Port CM DB for 2009 W. Australia DST removal</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> <li>• CSCtb19754 <i>port of CUCM CSCsz86131, 2009 W. Australia DST removal</i></li> </ul>
Unified Communications Manager (CUCM) versions 5.x and 6.x	CSCs104641 CSCs116508 CSCs116500 CSCs116519 CSCsz86131 CSCsz86136 CSCsz86151 CSCsz86156 CSCsz86184 CSCsz86171 CSCtb19754	Refer to these bugs for information about this product: <ul style="list-style-type: none"> <li>• CSCs104641 <i>DST: Comm Manager update needed for 2008 Australia Summertime change</i></li> <li>• CSCs116508 <i>DST: Comm Manager JRE update needed for 2008 Australia Summertime change</i></li> <li>• CSCs116500 <i>DST: RTMT update needed for 2008 Australia Summertime update</i></li> <li>• CSCs116519 <i>DST: Unified–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86131 <i>DST: Comm Manager update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86136 <i>DST: Comm Manager ToD update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86151 <i>DST: Phone update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86156 <i>DST: 3951 Phone update needed for 2009 W. Australia DST removal</i></li> <li>• CSCsz86184 <i>DST: Port CM DB for 2009 W. Australia DST removal</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> <li>• CSCtb19754 <i>port of CUCM CSCsz86131, 2009 W. Australia DST removal</i></li> </ul>
Unified Contact Center Enterprise and Hosted versions 7.0, 7.1, and greater	N/A	See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for information about this product:
Unified Contact Center Express (CCX) with	CSCsm51194	Refer to this document for information about this product:



		<ul style="list-style-type: none"> <li>• CSCsl16516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> </ul>
Unified MeetingPlace Express	CSCsm22692	Refer to CSCsm22692 <i>Change in Australia DST affects MPE in 2008</i> for information about this product.
Unified Mobility	CSCsl26587	Refer to CSCsl26587 <i>Need Australia DST change</i> for information about this product.
Unified OS (Linux)	CSCsl16519	Unified Operating System is used with Cisco Unified Communications Manager 5.0 and later, Cisco UnityConnection 2.0 and later, and Cisco Unified Communications Manager–Business Edition. Refer to CSCsl16519 <i>DST: Unified–OS update needed for 2008 Australia Summertime change</i> for more information about this product.
Unified Personal Communicator (CUPC)	CSCsm22680	Refer to CSCsm22680 <i>Change in Australia DST affects CUPC in 2008</i> for information about this product.
Unified Presence (CUP)	CSCsl17871 CSCsl17879 CSCsl17886 CSCsl17893	<p>Refer to these bugs for information about this product:</p> <ul style="list-style-type: none"> <li>• CSCsl17871 <i>Porting CSCsl04641 to epas (2008 Australia DST TZ, DB)</i></li> <li>• CSCsl17879 <i>Porting CSCsl16508 to epas (2008 Australia DST TZ, JRE)</i></li> <li>• CSCsl17886 <i>Porting CSCsl16500 to epas (2008 Australia DST TZ, RTMT)</i></li> <li>• CSCsl17893 <i>Porting CSCsl16519 to epas (2008 Australia DST TZ, OS)</i></li> </ul> <p>For Western Australia 2009, this issues is resolved in versions 7.0.4es and 7.0.5.</p>
Unified Provisioning Manager	CSCsk85302	Refer to CSCsk85302 <i>add support for new Venezuela/Australia/Argentina Time Zone change</i> for information about this product.
Unified Service Statistic Manager (CUSSM)	N/A	CUSSM relies on local time (as obtained from the underlying operating system). You must apply applicable patches to your operating system.
Unified Survivable Remote Site Telephony (SRST)	N/A	SRST version is a feature set; see Cisco IOS Software Platforms in the <i>Configurations and Workarounds</i> section of this document for workaround information.
Unified System Contact Center Enterprise (System IPCC) versions 7.0, 7.1, and greater	CSCso21149	This product relies on Windows and Java. See Voice and Unified Communications Products in the <i>Configurations and Workarounds</i> section of this document for workaround information. Refer to NSChange 49 <i>DST: URE/DEK Advantage is affected in 2008</i> for information about this product.
Unified Video Advantage (CUVA)	CSCsm22682	Refer to CSCsm22682 <i>Change in Australia DST affects CUVA in 2008</i> for information about this product.

		more information about this product.
Unified Video Conferencing (CUVC)	CSCsm22707	Refer to CSCsm22707 <i>Change in Australia DST affects CUVC Manager in 2008</i> for information about this product.
Unified Web and E-Mail Interaction Manager (EIM/WIM) with Contact Center Enterprise (CCE)	CSCsm51228	Refer to CSCsm51228 <i>EIM\WIM with CCE Considerations for 07/08 Australia DST Changes</i> for information about this product.
Unified Web and E-Mail Interaction Manager (EIM/WIM) with Contact Center Express (CCX)	CSCsm51239	Refer to CSCsm51239 <i>EIM\WIM with CCX Considerations for 07/08 Australia DST Changes</i> for information about this product.
Unified Workforce Optimization (WFO) Quality Management (QM)	CSCsm51249	Refer to CSCsm51249 <i>WFO\QM Considerations for 07/08 Australia DST Changes</i> for information about this product.
Unified Workforce Optimization (WFO) Workforce Management (WFM)	CSCsm51262	Refer to CSCsm51262 <i>WFO\WFM Considerations for 07/08 Australia DST Changes</i> for information about this product.
Unity Connection	CSCsl88526 CSCtc25326	Refer to these documents for more information on this product: <ul style="list-style-type: none"> <li>• CSCsl88526 <i>DST: Australia has extended Daylight Saving Time in 2008</i></li> <li>• CSCtc25326 <i>DST: Australia rejects Daylight Saving Time for Oct 2009 Symptom</i></li> </ul>
Unity Express (CUE)	N/A	Refer to FN – 62682 – U.S. Daylight Saving Time (DST) Policy Changes Effective March 2007 – for All Cisco Unity Express (CUE) Releases Prior to 2.3.4 for information about this product.
Unity Voice Mail	CSCsm32946 CSCtc11035	Refer to these documents for more information on this product: <ul style="list-style-type: none"> <li>• CSCsm32946 <i>DST Australia Unity: Update for Unity</i></li> <li>• CSCtc11035 <i>DST change for Western Australia</i></li> </ul>
VG248 Analog Phone Gateway	CSCsm22699	No VG248 application update required. VG248 receives clock information from Cisco Unified Communications Manager, which should be updated; see the Unified Communications Manager entry in this table. Refer to CSCsm22699 <i>Change in Australia DST affects VG248 in 2008</i> for more information about this product.

Voice Provisioning Tool (VPT)	CSCsl16516 CSCsz86171	<p>Use the TZUpdater Tool 1.3.3 from Sun in order to address this issue. Refer to these Sun pages for more information:</p> <ul style="list-style-type: none"> <li>• Sun Developer Network (SDN) Article: Timezone Data Versions in the JRE Software <a href="#">↗</a></li> <li>• Java SE Downloads <a href="#">↗</a></li> </ul> <p>Refer to these documents for more information about his product:</p> <ul style="list-style-type: none"> <li>• CSCsl16516 <i>DST: MCS–OS update needed for 2008 Australia Summertime change</i></li> <li>• CSCsz86171 <i>DST: MCS OS update needed for 2009 W. Australia DST removal</i></li> </ul>
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## Wireless

Cisco Product	Cisco Tracking ID	Notes
4400 Series Wireless LAN Controllers	CSCsf99924	Refer to CSCsf99924 <i>Daylight savings cannot be set</i> for information about this product.
Access Points and Wireless Controllers	N/A	
Content Services Gateway (CSG)/Cisco Content Services Gateway 2nd Generation (CSG2)	N/A	No change required. This product pulls time
Gateway GPRS Support Node (GGSN)	N/A	from the Cisco IOS. No change required. This product pulls time from the Cisco IOS.
Mobile Wireless Home Agent	N/A	No change required. This product pulls time from the Cisco IOS.
IP Transfer Point (ITP)	N/A	No change required. This product pulls time from the Cisco IOS.
WiMax	N/A	No change required. This product pulls time from the Cisco IOS.

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# Configurations and Workarounds

This section contains workarounds or manual configurations for the more common Cisco platforms that support daylight saving time.

Available Configurations	
Cisco Platform	Workaround Available
Active Network Abstraction (ANA)	Yes
Adaptive Security Appliances (ASA) and PIX Platforms	Yes
Application and Networking Services	Yes
CatOS Platforms	Yes
CiscoWorks	Patch
Digital Media Encoder	Yes
Digital Media Manager and Video Portal	Yes
Intrusion Detection and Prevention (IPS and Intrusion Detection System Service Module2 (IDSM2))	Yes
Cisco IOS Software Platforms	Yes
Cisco IOS XR	Yes
NetFlow Collection Engine	Yes
ONS 15000 Series Products	Yes
Security Monitoring, Analysis and Response System (CS-MARS)	Yes
Storage Switches (SAN-OS) Storage MDS 9500 Series	Yes
Voice and Unified Communications Products	Yes
VPN 3000 Concentrators (Altiga OS)	No Set manually in March and November

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## Active Network Abstraction (ANA)

Since Cisco ANA Version 3.x comes with the Java Development Kit (JDK) 1.4.2\_13, the daylight saving time at your location might have changed since JDK 1.4.2\_13 was released. If you suspect that this is true, use the Sun daylight saving time tool in order to update to the latest daylight saving time as published by Sun.

Complete these steps in order to use the Sun daylight saving time tool:

1. Download the JDK US DST Timezone Update Tool – 1.2.2 from the Sun web site at this URL:



<http://java.sun.com/javase/downloads/index.jsp> 

2. Extract the tzupdater.jar file from the downloaded zip file, and copy it to /tmp on the gateway and unit machines.
3. Complete these steps on all the gateway and units machines:

- a. Log in to the machine as sheer.
- b. Stop all AVM processes
- c. Change to the /tmp directory, and execute this command:

```
java -jar tzupdater.jar -u -v 4
```

- d. Restart the Cisco ANA system.

## Adaptive Security Appliances (ASA) and PIX Platforms

You can change the DST configuration parameters for a system that runs the Cisco PIX or ASA OS with a single configuration command. You can run this command at any time and on any device in order to change the current default settings of the given device. Plug-in devices (ASDM, AIP-SSM, CSC-SSM, and other modules) to the ASA will take time from the ASA.

```
clock summer-time zone date month date year hh:mm month date year hh:mm [offset]
```

**Note:** If you do not use the **summer-time** option, you are not affected by this issue. To verify that you do not use the **summer-time** option, run this command: **show run | include summer-time**

If you do not receive output from this command, your device is not affected by this issue. If you receive output and your device is affected by this issue, contact the Cisco Technical Assistance Center (TAC) in order to obtain the 6.3(5.123) interim image.

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## Application and Networking Services

For application and networking services, you can set the time zone to a generic zone, and then create your own summertime settings for that zone.

On all your U.S. based CEs, FEs, and WAEs, run these two clock commands

```
clock timezone GMT-5 -5 0  
clock summertime GMT-5 recurring 2 Sunday March 2:0 2 Sunday November 2:0 60
```

The first command sets a generic time zone with no daylight saving time. The second command adds a custom summertime setting that automatically adjusts the clock by 60 minutes on the second Sunday in March at 2:00 A.M. and the second Sunday in November at 2:00 A.M.

**Note:** This example is for a time zone 5 hours behind Greenwich Mean Time (GMT-5). You must specify the offset that is appropriate for your time zone.

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## CatOS Platforms

You can change the DST configuration parameters for a system that runs Cisco CatOS release 5.4 and later with a single configuration command. You can run this command at any time and on any device in order to change the current default settings of the given device.

```
set summertime recurring [{week} {day} {month} {hh:mm}
                           {week | day | month | hh:mm} [offset]]
```

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## CiscoWorks

Management applications, such as CiscoWorks and Cisco Secure ACS, use the time provided by the operating system. Therefore, in order to resolve the DST issue, you must install the operating system patch that contains the fix for your operating system (Windows, Solaris, etc.).

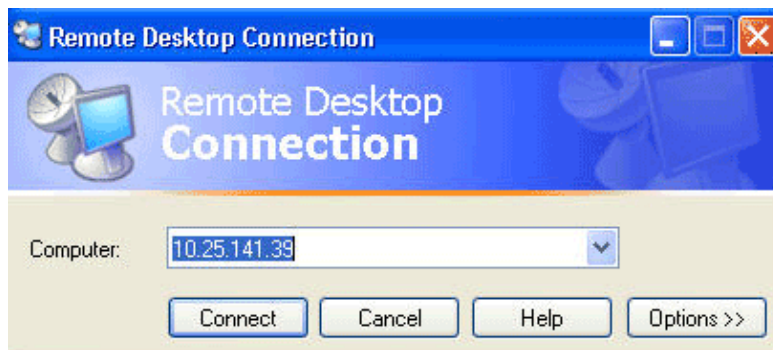
If the platform includes an operating system that is maintained by Cisco, such as Unified CallManager or the ACS appliance, Cisco will provide a patch. See the affected products list in the Network Management section in order to determine when a patch will be available for your product.

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## Digital Media Encoder

Complete these steps in order to change the DME time zone and time settings:

1. Use the Windows Remote Desktop Connection application in order to access DME 1000 or 2000.



2. Use this information in order to log in:

- ◆ DME 1000:

- ◇ Username = gostream
- ◇ Password = password

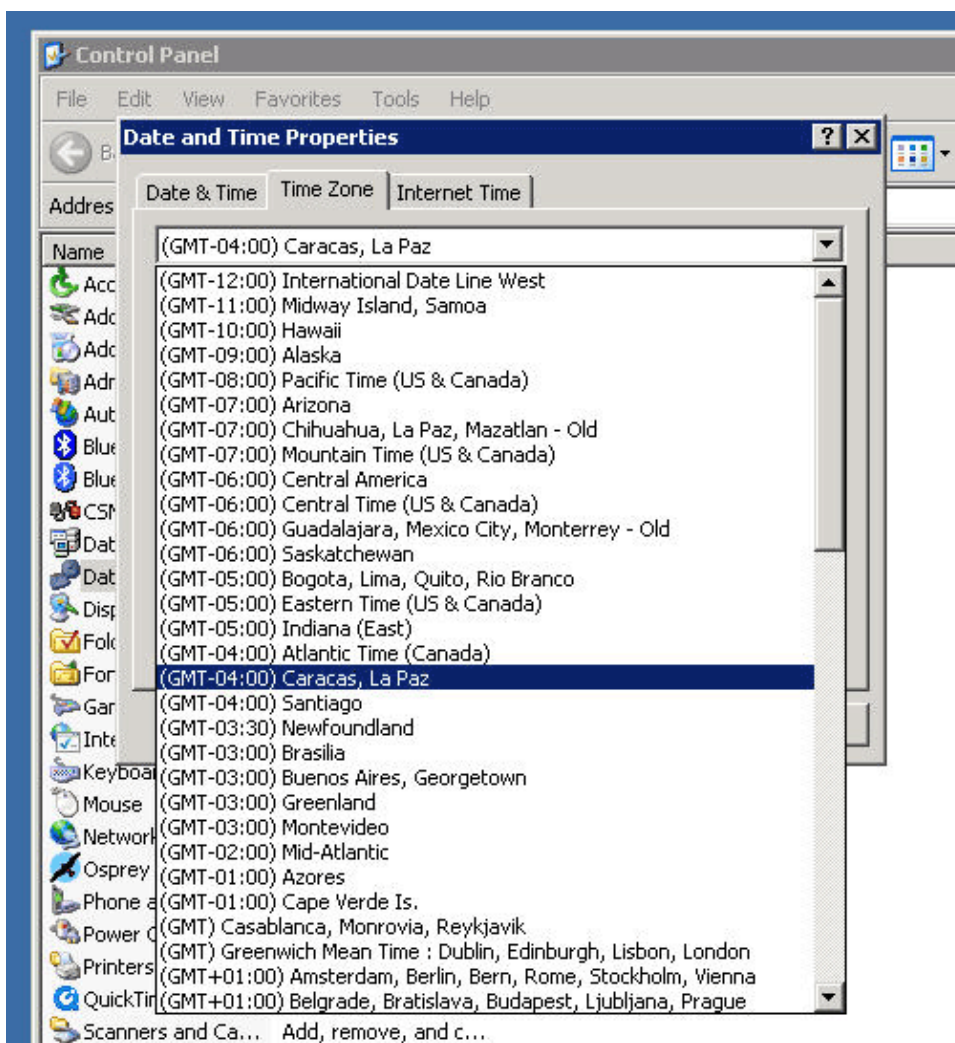
- ◆ DME 2000:

- ◇ Username = niagara
- ◇ Password = password

3. Choose **Control Panel** from the Windows Start men.

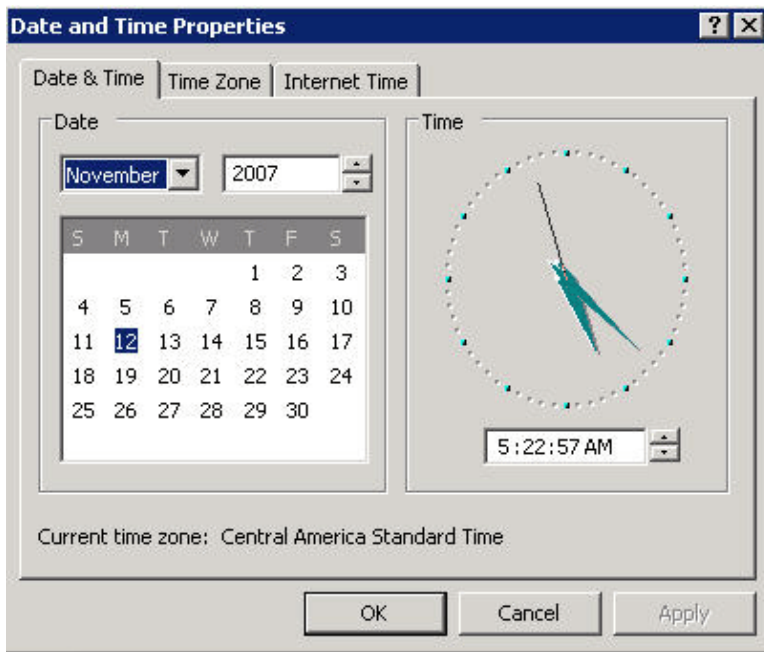


4. Double-click **Date and Time**.
5. Click the **Time Zone** tab, and choose the time zone that is applicable to your region.



6. Click **OK**.

7. Click the **Date and Time** tab, and adjust the time to the new daylight saving time.



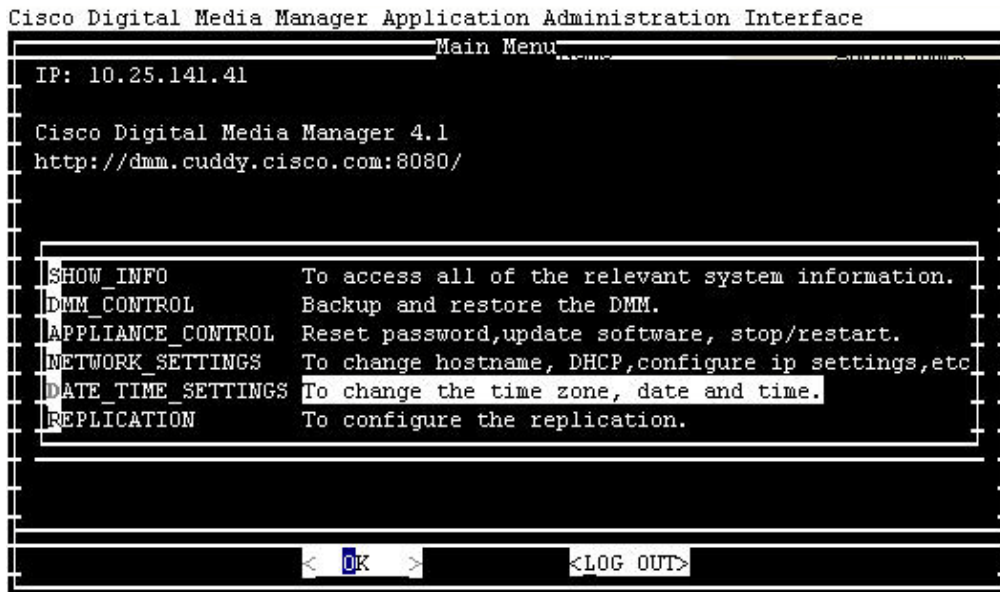
8. Click **OK**.

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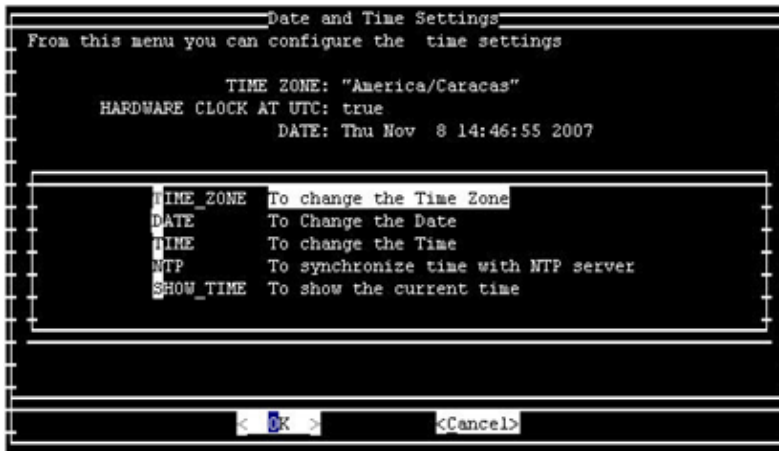
## Digital Media Manager and Video Portal

Complete these steps in order to change the DMM and Video Portal time zone and time settings:

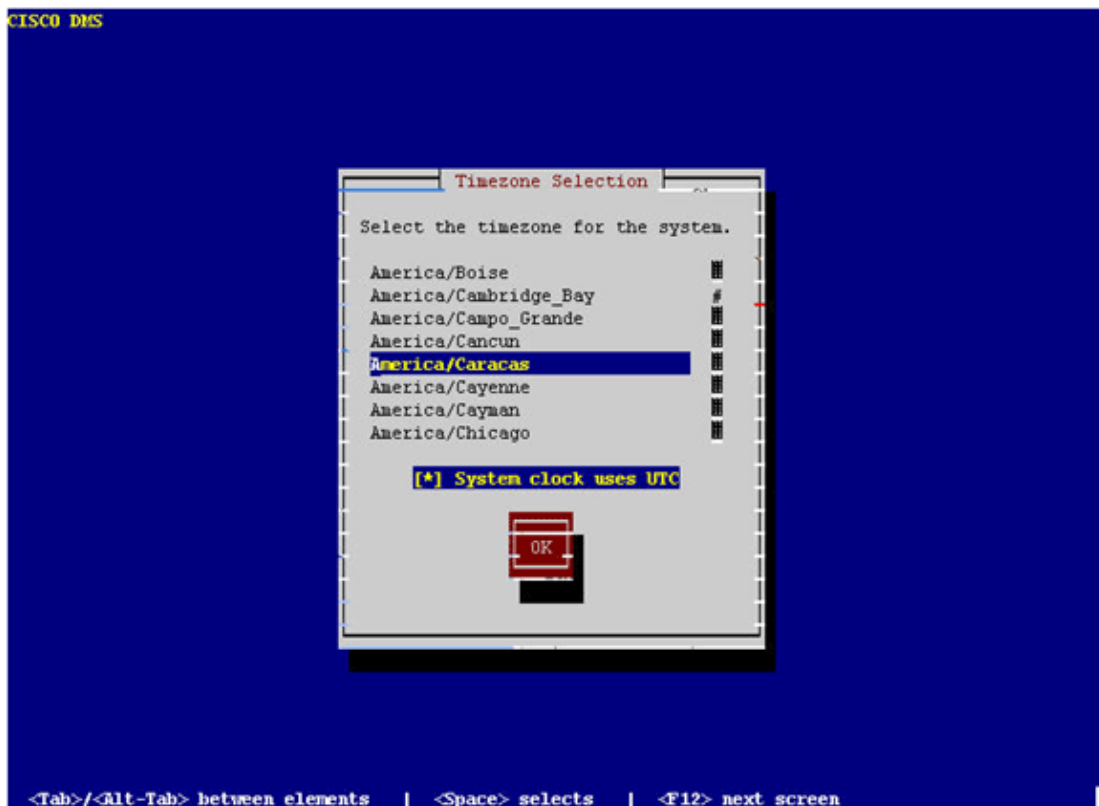
1. Log in to the Application Administration Interface (AAI) of the DMM or Video Portal via either the KVM connected to the DMM/Video Portal servers or via Secure Shell client.
2. Choose **DATE\_TIME\_SETTINGS**.



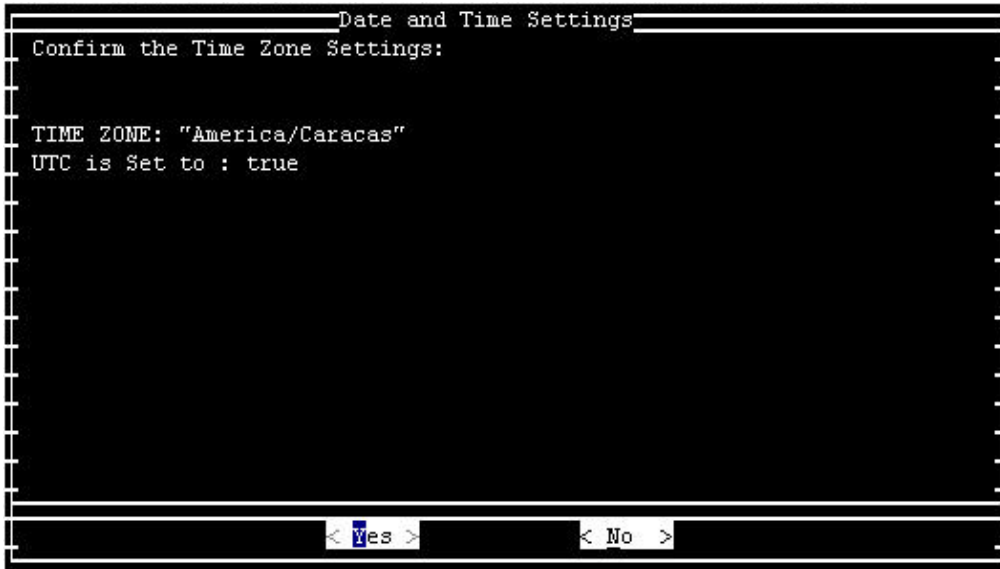
3. Choose **OK**, and press **Enter**.
4. Choose **TIME\_ZONE**.



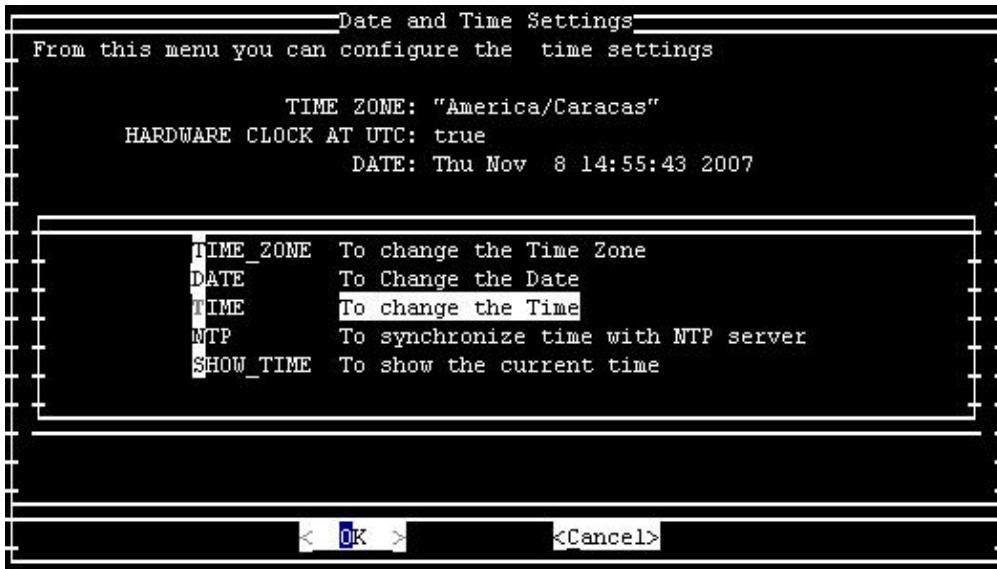
5. Choose **OK**, and press **Enter**.
6. Choose the time zone that is applicable to your region.



7. Choose **OK**, and press **Enter**.
8. Choose **Yes**, and press **Enter**.



9. Choose **TIME**, and click **OK**.



10. Choose **OK**, and press **Enter**.

11. Adjust the time to the new daylight saving time.



12. Choose **OK**, and press **Enter**.

**Note:** You must complete this procedure for DMM and Video Portal.

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## Intrusion Detection and Prevention (IPS and Intrusion Detection System Service Module2 (IDSM2))

In order to change the summertime settings on Cisco Intrusion Detection and Prevention devices, use the setup option from the CLI:

```
Modify summer time settings? [no]:yes
Recurring, Date or Disable[recurring]:date
Start Month[mar]:
Start Week[2]:
Start Day[sun]:
Start Time[02:00:00]:
End Month[nov]:
End Week[1]:
End Day[sun]:
End Time[02:00:00]:
DST Zone[]: EDT
Offset[60]:
```

**Note:** GUI-based management packages might include a time-based setup screen that you can use to make the necessary changes.

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## Cisco IOS Software Platforms

The Cisco IOS DST configuration parameters can be changed with a single configuration command. You may run this command at any time and on any device in order to change the current default settings of the device.

```
clock summer-time zone recurring [{week} {day} {month} {hh:mm}
                                     {week | day | month | hh:mm} [offset]]
```

For detailed information about the **clock summer-time** command, refer to the clock summer-time section of the *Cisco IOS Configuration Fundamentals and Network Management Command Reference*.

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## Cisco IOS XR

You can change the DST configuration parameters for a system that runs Cisco IOS XR with a single configuration command. You can run this command at any time and on any device in order to change the current default settings of the given device.

```
clock summer-time zone recurring [{week} {day} {month} {hh:mm}
                                     {week | day | month | hh:mm} [offset]]
```

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## NetFlow Collection Engine


You must use the TZUpdater Tool from Sun in order to update the JRE time zone data for the NetFlow Collection Engine.

Complete these steps in order to use the TZUpdater Tool:



1. Log in as the system user that owns NFC files and processes. This account was specified when NFC was installed.
2. Run **umask** in order to verify that the current umask is not set to a restrictive value higher than 022. If umask is set to a higher value, run **umask 022**.
3. Download the latest TZUpdater Tool from Sun Microsystems.

If you do not have a Sun Online Account, you will be prompted to create one. Information about the tool, as well as a link to the download location of the most recent version, is available at this URL:

[http://java.sun.com/javase/tzupdater\\_README.html](http://java.sun.com/javase/tzupdater_README.html) 

4. In a temporary directory, extract the zipped contents of the download file. This creates the subdirectory tzupdater-version that contains the jar file tzupdater.jar.
5. Run **/opt/CSCOnfc/bin/nfcollector shutdown** in order to shut down NFC.
6. Run **ps -ef | grep java** in order to verify that no java processes are running.
7. Run this command in order to update the JRE time zone data:

```
/opt/CSCOnfc/java/bin/java -jar path-to-tzupdater-files/tzupdater.jar -u
```

**Note:** On the Solaris platform, ignore package-related warning messages, such as *path-to-java-bin/java not directly found in contents file, no package resolution performed*. (May not be in PKG form, not an absolute path, or is a symlink.)

8. Restart Cisco NetFlow Collector.

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## ONS 15000 Series Products

Cisco has made changes to the ONS 15600, 15454, 15327, and 15310 products CTC and TL1 software so that the new DST implementation correctly changes with the new Argentina DST times.

Any systems that have not updated the system software will automatically follow the rules set for the previous Daylight Savings Time. In other words, the system automatically modifies the clock and reflects the incorrect time because, on the first Sunday in October, the system will not automatically presume that the DST has taken effect.

In order to comply with the 2007 DST time change, these options are available:

- Obtain a new version of your software.

Cisco has implemented (or is implementing) the new DST changes into this software:

- ◆ Release 4.1.82
- ◆ Release 5.0.8
- ◆ Release 7.0.2 or higher
- ◆ Release 7.2.2 or higher
- ◆ Release 8.0.x or higher

Other versions of this software will continue to operate with the previous DST rules.

- Use CTC in order to manually change the time.

If customers do not want to upgrade to any of the above software releases. CTC provides you with the ability to enable or disable DST and also to change the time on your nodes. Customers must assume manual control over the system time and force the system clock to reflect the correct time.



In order to determine which days and times to manually change system time, see the Summary of Changes to Daylight Saving Time table in the *Introduction* section of this document.

- Use the TL1 CLI in order to manually change the time.

You can change the time-of-day parameters for a system that runs the Optical Operating System (ONS) with a single configuration command. Here is the format of the command:

```
SET-TOD: [ <TID> ] : : <CTAG> : : <YEAR> , <MONTH> , <DAY> ,  
          <HOUR> , <MINUTE> , <SECOND> , [ <DIFF> ] [ : DST=<DST> ] ;
```

This command changes the time on an optical product that runs ONS. However, the daylight saving start and stop time will not change, and the product uses the defaults coded into the operational code.

If you do not fall into one of these listed categories, you should direct your inquiries to your respective Account Manager.

**Note:** For more information on time zone configurations and how to reset the time, refer to the relevant procedure guide for the Cisco ONS release that you use. For example, if you use Cisco ONS 15454, refer to Cisco ONS 15454 Procedure Guide, Release 7.0.

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## Security Monitoring, Analysis and Response System (CS-MARS)

Use this command in order to manually change the time in CS-MARS:

```
time [hh:mm:ss]
```

For example, enter `time 23:15:00` in order to set the time to 11:15 p.m.

## Storage Switches (SAN-OS) – Storage MDS 9500 Series

By default, the MDS SAN-OS does not adjust for daylight saving time, and the software provides no default values for DST settings. Therefore, any configuration for daylight saving must include the parameters for the start and end dates.

```
clock summer-time zone start_week start_day  
start_month start_time end_week end_day end_month end_time  
daylight_offset
```

Since the MDS SAN-OS offers no default values for the setting of summertime, no code changes are required. The DST setting for SAN-OS must be configured through the CLI for these reasons:

- The Fabric Manager cannot be used to configure multiple switches with this setting as it does not support DST configuration.
- Cisco Fabric Services does not support daylight saving time configuration as a single fabric can span multiple time zones.

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## Voice and Unified Communications Products

### Background

Refer to these Microsoft documents for information about system preparation and planning:

- [Preparing for daylight saving time changes in 2008](#)
- [Australia 2008 Daylight Saving Planing Guide](#)

**Note:** These documents apply to global time zone considerations, not only to the 2008 daylight saving time change for the United States.

This list provides background information about specific Voice and Unified Communications products:

- *Cisco Unified Intelligent Contact Management Enterprise and Hosted with Peripherals Configured in a Different Time Zone than the Peripheral Gateway*

Because the Peripheral Gateway (PG) component of the Cisco Unified Intelligent Contact Management (ICM) Enterprise and Hosted product contains logic based on pre-2007 daylight saving time start and stop date conventions, software maintenance must be applied in order to properly accommodate the 2007 daylight saving time change.

This consideration augments that of the Windows operating system (above) and applies when the peripheral controlled by the PG is configured to operate in a time zone different than that of the PG itself.

Further, this is applicable only to these Unified Intelligent Contact Management Enterprise and Hosted peripheral types:

- ◆ Aspect Contact Center
- ◆ Avaya Definity ECS
- ◆ Nortel DMS 100
- ◆ Rockwell Spectrum
- ◆ Symposium ACMI Peripheral (Unified Contact Center Enterprise Gateway PG)

In order to check if a peripheral is configured in a different time zone, invoke the Windows registry editor on the given PG and examine the TimeZone value under the following product registry key. Note that "n" and "A/B" are variable based on the specific PG number and side designation, respectively:

HKLM\Software\Cisco Systems,  
Inc.\ICM\*inst*>PG{n}[A/B]\PG\CurrentVersion\PIMS\pim{m}\GenericData

where *inst* is ICM instance name, {n} is the PG number, and {m} is the PIM number. If TimeZone is present and its data value is anything other than minus one (-1) decimal, the peripheral is configured to be in a different time zone than the PG. A specific integer value of zero or greater corresponds to a given global time zone.

For example, zero is GMT British, 2 is Western Europe, 22 is Tokyo, and so on. Consult your Cisco Contact Center TAC specialist for full details on specific zone designations. If the TimeZone value is not present in the registry, or it is present with a value of minus one (-1), the time provided to the PG from the ACD is assumed to reside in the same time zone as the PG itself.

For affected peripheral configurations, refer to the *Solutions* topic in this section. For peripherals configured to be in the same time zone as their PG, no further effort is required for PG time zone maintenance.

- *Cisco Outbound Option*

Version 7.0 and 7.1 (through to 7.1(2)) of the Outbound Option also contain logic that makes hardcoded assumptions around pre-2007 DST start and stop dates. With the revised 2007 DST policy in effect, Outbound Option will contain rules that are obsolete as a result. Customers deploying version 7.0 or 7.1 (through 7.1(2)) of the Outbound Option must upgrade their maintenance version of Cisco Unified Intelligent Contact Management Enterprise and Hosted or Cisco Unified Contact Center product. The *Solutions* section below describes the required minimal maintenance levels. This update must be made in addition to the Windows operating system update (and prior to April 2008).

**Note:** Dialing customers outside FTC allotted time periods is a violation of FTC regulations. Therefore, the maintenance update or acceptable workaround must be in place prior to the 2008 DST change period. Responsibility for conformance to Federal law rests with the customer.

- *Cisco Enterprise Reporting (WebView)*

Cisco Enterprise Reporting (WebView) for the Unified Contact Center Enterprise and Hosted and Unified Intelligent Contact Management (ICM) Enterprise and Hosted products depends on the JDK/JRE and requires an update to the WebView server(s).

WebView version 7.0/7.1 shipped with JDK/JRE version 1.4.2 and can be updated with Sun's TZUpdater Tool. WebView version 6.0 shipped with J2SE SDK version 1.3.1, which is not supported with the standard TZUpdater Tool.

In order to apply the remedial fix for WebView 6.0, customers must obtain a version of the TZUpdater Tool specific to J2SE SDK 1.3.1. You can download the TZUpdater Tool from this URL:

<http://java.sun.com/javase/timezones/index.html> 

- *Distributor Admin Workstation (AW) with Configuration Management Service (CMS) Enabled*

The CMS Node is a component of the Distributor AW, enabled via ICM Setup on the AW. CMS exposes the system configuration API for multichannel options, such as Cisco Collaboration Server, Cisco E-Mail Manager, and other third party applications. It is also used by the System IPCC Web Administration tool and Agent Re-Skilling Web Tool n 7.0/7.x. The node is enabled only as needed for these environments.

As a Java-based API provider, CMS utilizes the JDK/JRE and manipulates date and time references from the Java environment. Version 6.0 and 7.0/7.x of CMS shipped with JDK/JRE 1.4.2 and (as with other Java components described within) will require the TZUpdater Tool patch to properly handle the revised DST date transition.

- *System IPCC Web Administration, Agent Re-skilling Web Tool (non-System IPCC)*

Both the System IPCC Web Administration interface (web-based config) and the Agent Re-skilling Web Tool function deploy Java technology and utilize JDK/JRE version 1.4.2 (global installation). In both cases, date and time context (as obtained from the Java runtime environment) is limited to application logfile timestamps. Cisco recommends that you update the JDK/JRE environment using the TZUpdater Tool patch.

- *Cisco Computer Telephony Integration (CTI) Option (Cisco Toolkit Java API Desktop)*

The Cisco CTI toolkit Java integration library API (Java CIL) requires the JDK/JRE, and utilizes it for date/time context. Both versions 6.0 and 7.0/7.1 originally shipped with earlier versions of the 1.4.2 JDK/JRE and each is a candidate for the TZUpdater tool patch.

## **Problem Symptoms**

This list identifies problem symptoms:

- *Microsoft Windows Considerations*

Failure to update the Windows operating system using Microsoft's recommendations relevant to your specific Windows version as described above will result in inaccurate time and date references from various aspects of the Contact Center solution, most notably around half hour data reporting records and, if Outbound Option is deployed, inaccurate campaign dialing times. Unpredictable conditions might occur with incomplete maintenance, such as if you update the Cisco Outbound Option per this notice, but fail to properly maintain the Windows operating system.

- *Cisco Unified Intelligent Contact Center Management Enterprise & Hosted with Peripherals Configured in a Different Time Zone than the Peripheral Gateway*

Those customers that deploy Peripheral Gateways (PGs) in a time zone distinct from the corresponding peripheral who fail to update the product version to the required maintenance level prior to early April 2008 might experience problems with half hour reporting data as time moves forward and with duplicate data that overlaps as time moves back.

**Note:** These issues may also be seen prior to the 2008 Australia daylight saving time change by customers that have incorrectly configured systems with peripherals residing in different time zones.

- *Cisco Outbound Option*

Failure to upgrade to the minimal recommended maintenance level of the Outbound Option 7.0 or 7.1 (through to 7.1(2)) will result in calls placed at inaccurate and unpredictable intervals, effective beginning with the April 2008 Australia daylight saving time change.

Two specific problem symptoms are plausible:

- ◆ Outbound call centers fail to dial customers one hour after the start of the campaign time.
- ◆ Outbound call centers continue to dial customers for one hour after the campaign end time.

- *Cisco Enterprise Reporting (WebView)*

Failure to update the WebView server JDK/JRE with the aforementioned maintenance can result in inaccurate date and time references across reports, both historical and realtime. Additionally, WebView features that use time-dependent reports such, as job scheduler, favorite reports, or the event viewer, might contain erroneous time and date context. It may also result in misleading timestamps on logfile event entries. Report generation and general functions will continue to operate as expected, with the notable exception of these date and time references.

- *Distributor Admin Workstation (AW) with Configuration Management Service (CMS) Enabled*

You must update the Distributor AW JDK/JRE in order to accommodate the CMS only if CMS is enabled. CMS utilizes date and time information for event logging purposes, and if you fail to apply the JRE/JDK updates, misleading timestamps might result, which might interfere with any required problem diagnosis and isolation efforts.

**Note:** You can check the CMS node check box in order to enable CMS. Within the AW setup.

- *System IPCC Web Administration, Agent Re-skilling Web Tool (non-System IPCC)*

Failure to update the JDK/JRE used with these web-based configuration tools, such as the CMS case above, might result in misleading timestamps on logfile event entries, which can interfere with any required problem diagnosis and isolation efforts.

- *Cisco Computer Telephony Integration Option (Cisco Toolkit Java API Desktop)*

Failure to update the Java CIL CTI Desktop environment with the JDK/JRE update for 2008 Australia daylight saving time can result in unexpected date and time references. The ramification depends in part on specific use of the API and application design.

## Solutions

This list describes solutions for these products:

- *Microsoft Windows Considerations*

Apply the Windows system update per the Microsoft guidelines referenced in the Background section of this section. Questions or special consideration issues should be provided directly to Microsoft. Cisco Enterprise and Hosted Contact Center customers are responsible for administering their own Windows Server operating system.

- *Cisco Unified Intelligent Contact Management Enterprise and Hosted with Peripherals Configured in a Different Time Zone than the Peripheral Gateways*

Cisco has made necessary changes to the applicable PG Peripheral Information Manager components for 2007 daylight saving time accommodation where the peripheral is in a different time zone from the PG and the updates are contained in these maintenance versions of the software:

- ◆ Intelligent Contact Management (ICM) Enterprise version 6.0 SR9 and greater
- ◆ IP Contact Center (IPCC) Enterprise version 6.0 SR9 and greater
- ◆ Cisco Unified Contact Center Enterprise and Hosted version 7.1(3) and greater
- ◆ Cisco Unified Intelligent Contact Management Enterprise and Hosted version 7.1(3) and greater

Version 6.0 Service Release 9 was released in January of 2007, while the 7.1(3) maintenance version of the respective 7.1 products were released in December of 2006. Customers that currently deploy version 7.0 (with any Service Release) are required to upgrade to maintenance release 7.1(3) in order to obtain the updates.

Customers that have ACDs in a different time zone from their PGs and are unable (or unwilling) to upgrade to the required versions of the Enterprise or Hosted software can use this workaround:

Configure the PG and ACD to be in the same time zone as the ACD (while geographically they are not), and remove (or set to minus one) the TimeZone registry value mentioned in the Background topic in this section. This will not require the version maintenance described above, but will require the Windows operating system daylight saving time patch.

**Note:** The workaround is not available to customers that deploy multiple peripherals off of a single PG server with ACDs crossing multiple time zones. Such topologies require the recommended product version patch and Windows updates.

The Windows operating system patch should be applied regardless of whether the above workaround is taken.

- *Cisco Outbound Option*

Adaptation of the Outbound Option to accommodate the 2007 DST change requires that you apply the Windows operating system update for your relevant operating system version (per above) and upgrade to the minimal maintenance level of the Cisco Unified Contact Center Enterprise or Hosted and Cisco Unified Intelligent Contact Management Enterprise or Hosted software.

The upgrade requirement applies only to customers that run Cisco Outbound Option 7.0 (any Service Release), 7.1(1), or 7.1(2). The minimal maintenance update version required is as follows:

- ◆ Cisco Unified Contact Center Enterprise and Hosted version 7.1(3)
- ◆ Cisco Unified Intelligent Contact Management Enterprise and Hosted version 7.1(3)

In lieu of the software upgrade for current version 7.0, 7.1(1) and 7.1(2) customers, you can use this workaround for the Australia daylight saving time change in order to avoid dialing time shifts and lack of compliance with the FTC ruling around outbound call times:

Configure campaign start time and end time one hour earlier than the actual time from the last Sunday in March 2008 at 03:00 through the first Sunday in April 2008 and from the first Sunday in October 2008 at 02:00 through the last Sunday in October 2008 at 02:00.

**Note:** Cisco strongly recommends that you update to the proper software maintenance levels as the preferred approach.


- *Cisco Enterprise Reporting (WebView)*

For WebView 7.0/7.1, use the Sun TZUpdater Tool in order to update the JDK/JRE version 1.1.2. For WebView 6.0, use the TZUpdater Tool in order to update the J2SE SDK version 1.3.1. Cisco recommends that you read carefully the readme file before you proceed with the installation.

**Note:** If you are unable to use the TZUpdater Tool, upgrade your J2SE SDK. You must install the JDK/JRE in the directory on the same drive where JDK/JRE was originally installed with the WebView Third Party Installer.

Complete these steps if you update your WebView server to a later version of the J2SE SDK 1.3.1:

1. Download J2SE SDK 1.3.1 from the Sun website at this URL:

<http://java.sun.com/javase/timezones/index.html> 

2. Stop and start the WebView services:

- a. Select **Start > Programs > Administrative Tools > Services**.
- b. Right-click **IIS Admin Service**.
- c. Choose **Stop**.

An alert appears that notifies you that this action stops the World Wide Web Publishing Service.

- d. Install the SDK to the suggested directory on the same drive in which the SDK was originally installed with the WebView Third Party Installer.
- e. Restart WebView.
- f. Open the Windows Service Control Panel.
- g. Choose the World Wide Web Publishing Service, and click **Start**.


- *Distributor AW with Configuration Management Service (CMS) enabled*

Both version 6.0 and 7.0/7.1 of the AW CMS node shipped with JDK/JRE version 1.4.2\_x. You can use the TZUpdater Tool in order to apply the appropriate daylight saving time update.

This product uses a straight (global) installation of the JDK/JRE, and no explicit path specification is required. Cisco recommends that you read carefully the readme file before you proceed with the installation.

- *System IPCC Web Administration, Agent Re-skilling Web Tool (non-System IPCC)*

Version 7.0/7.1 of these web-based configuration tools shipped with JDK/JRE version 1.4.2\_x. You can use the TZUpdater Tool in order to apply the appropriate daylight saving time update.

This product uses a straight (global) installation of the JDK/JRE, and no explicit path specification is required. Cisco recommends that you read carefully the (Java SE) Timezone Updater Tool Readme  file before you proceed with the installation.

- *Cisco Computer Telephony Integration Option (Cisco Toolkit Java API Desktop)*

For version 6.0 and 7.0/7.1 of the Java CIL option (JDK/JRE version 1.4.2\_x), use the TZUpdater Tool in order to apply the appropriate daylight saving time update.

This product uses a straight (global) installation of the JDK/JRE, and no explicit path specification is required. Cisco recommends that you read carefully the (Java SE) Timezone Updater Tool Readme [file](#) before you proceed with the installation.

- *CTI Desktop*

In general, the Enterprise and Hosted Contact Center product components that use the Java CIL rely on the underlying Red Hat Linux operating system in order to manifest time zone context, which includes daylight saving time start and end event timing. For this reason, all Enterprise and Hosted Contact Center customers must adhere to Red Hat's guidance for Linux system maintenance in order to ensure their systems are updated for the 2007 daylight saving time change. The timezone update is available via Red Hat Network.

In order to update the system, launch the Red Hat Update Agent with this command:

```
up2date
```

or

```
up2date -u tzdata
```

This command starts an interactive process that results in the appropriate RPMs being upgraded on your system. The update tool updates the tzdata package that contains data files with rules for various timezones around the world.

You must apply tzupdater to the current JRE/JDK for the current released CTI products. The current supported JRE/JDK is 1.4.2\_13. The JavaCIL 6.0 runs on Red Hat Linux Enterprise 3.0 and JavaCIL 7.0/7.1 runs on Red Hat Linux Enterprise 4.0.

**Note:** The described Microsoft Windows procedure to accommodate awareness of the daylight saving time change should also be implemented for older Intelligent Contact Management (ICM) Enterprise or Hosted and IP Contact Center (IPCC) Enterprise or Hosted products, but as these versions of the Cisco Contact Center software have exceeded their End of Software Maintenance Release dates, they must be upgraded to the current supported major version levels in order to obtain the required Cisco maintenance updates. For customers do not to upgrade, it is recommended that you follow the workarounds provided for 6.0 and 7.x installations. Refer to the End-of-Sale and End-of-Life Products page.

## **VPN 3000 Concentrators (Altiga OS)**


The DST Configuration parameters for a system that runs Altiga OS cannot be changed. Currently, in both the 4.1 and 4.7 releases of Altiga OS, you can enable the summertime feature in order to use daylight saving time default settings, as previously set. In order to work around this issue, you must set the time ahead one hour when the new daylight saving time occurs on the April 6, 2008. DST should be disabled on these devices so the device does not attempt to set ahead its clock on the 1st Sunday in October.

**Note:** The information provided in this section is a workaround for those who choose not to upgrade to the fixed code once it is available.

You can disable daylight saving time and set the clock forward as shown in this image:

Configuration | System | General | Time and Date

Configure the time and date.

 Setting the time on your VPN 3000 Concentrator is very important, so that logging and accounting information is correct.


The current time on the device is Monday, 01 October 2001 16:23:44.


New Time  :  :   /  /  (GMT+05:00) Karachi

Enable DST Support


68234


## Background Information


Daylight Saving (SA) [www.eric.sa.gov.au](http://www.eric.sa.gov.au)  This page provides information about time in South Australia. The page has information about South Australian Summer Time and the start and finish of daylight saving in South Australia.

Daylight Saving Dates (Vic) [www.vic.gov.au](http://www.vic.gov.au)  This page provides information about daylight savings dates in Victoria.

Daylight Saving in New South Wales [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)  This page provides information about time in New South Wales. The page has information about Eastern Standard Time and the start and finish of daylight saving in NSW.

Daylight Saving in WA <http://wa.gov.au>  A three year trial of daylight saving began in Western Australia on 3 December 2006. This site has daylight saving dates for 2007 and 2008.






Daylight Savings and Public Holidays in the ACT [www.cmd.act.gov.au](http://www.cmd.act.gov.au)  This page provides information about daylight saving and public holidays in the Australian Capital Territory. The page has the dates for daylight saving for the summer of 2007/08 and the public holidays for 2007 and 2008.

Tasmania's Daylight Saving Arrangements [www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)  This page provides information about daylight savings in Tasmania. The page also has information about the time in the other states during this period

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## Related Information

- [Timezone Data Versions in the JRE Software](#) 
- [Java Technology Bug ID 6595137](#) 
- [December 2007 cumulative time zone update for Microsoft Windows operating systems](#) 
- [Red Hat Linux 6.2: The Official Red Hat Linux Alpha/SPARC Installation Guide Time Zone Configuration](#) 
- [Australian Government Website](#) 
- [Technical Support & Documentation – Cisco Systems](#)



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