AVAYA

Product Support Notice

PSN #	PSN004472u

Original publication date: 09-Apr-15.This is Issue #01, published date: 09-Apr-15.	**Severity/risk level** Medium **Urgency** When convenient

Name of problem	AIC support for Leap second 2015

Products affected

AIC 7.2.x AIC 7.3.X for Windows/Solaris and AIX platforms

Problem description

Introduction

Leap seconds are a periodic one-second adjustment of Coordinated Universal Time (UTC) in order to keep a system's time of day close

to the mean solar time. However, the Earth's rotation speed varies in response to climatic and geological events, and due to this, UTC leap seconds are irregularly spaced and unpredictable

This PSN is for AIC for handling Leap second change.

Upcoming Leap Second Events

The next leap second insertion is scheduled for June 30th, 2015 at 23:59:60 UTC

Resolution

IC and OA both get time data from the OS in whatever form is specified by the locale setting on the server.

OS specific patches has to be installed and nothing specific needs to be done on AIC and OA systems

There are 2 activities that are involved here:

1)Apply OS Time Zone updates

2)Apply JRE Time Zone updates

Pre-requisite:

1)All IC and OA services have to be stopped. Refer to IC and OA product documentation for steps to stop all the services.

2)If OA is integrated with CMS, then as a pre-requisite for OA component on CMS machine,

we need to apply the CMS , Apply any Leap second patches for CMS systems

Applying OS Time Zone Updates:

IC and OA use the resident operating system's time zone utility. Therefore applying the appropriate time zone patch for the resident OS(viz. Windows, Solaris, and AIX) should resolve the problem

Windows

http://support.microsoft.com/en-us/kb/909614

Solaris and AIX:

At the time of release of this PSN, we are not able to find a related patch for Solaris and AIX, please speak to your OS vendor for more information.

Applying JRE Time Zone updates:

The Java SE platform's time zone data is not read from the local or host operating system (OS), so OS time zone patches will

not update the JRE software's time zone data. To resolve this, it is necessary to run the TZUpdater tool. This needs

to be carried out on all the Server and Client machines where IC and OA components are installed and which use JRE.

Since there could be multiple JRE in the system, it is important that the JRE used by IC is updated using the TZUpdater tool

tzdata2015a has the Leap second fix for java platforms

http://www.oracle.com/technetwork/java/javase/tzdata-versions-138805.html

IC's JRE version can be found following the steps below:

Windows:

JRE version for IC on windows is present at location <AVAYA_IC7X_HOME>/Java

as applicable for

IC 7.3.x, IC 7.2.x versions.

Solaris/AIX platform:
Run command more /etc/profile to find <AVAYA_IC7X_HOME>/Java
under which JRE version of IC is available.

OA's JRE version can be found at the following locations:
Windows:
JRE version for OA on windows is at
Located at:C:\Program Files (x86)\Java\jre1.6.0_07\bin or C:\Program Files\Java\jre1.6.0_07 (x86)\bin.
Solaris/AIX
platform:
JRE version of OA is available
at<OA_JRE_HOME>/bin
To find the path set to <OA_JRE_HOME> echo the following command
echo $OA_JRE_HOME

Workaround or alternative remediation*
n/a

Remarks
n/a

Patch Notes

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

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a