



Product Support Notice

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PSN # PSN006269u

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Severity/risk level

High

Urgency

Immediately

Name of problem

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

Products affected

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

Problem description

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

Solutions

Workaround or alternative remediation

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

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

Download an updated IP Office Timezone.xml from the Avaya Support Portal, file name TimeZoneInfo.7z

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

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

Remarks

None

Software Update Notes

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

Backup before applying the software package	
n/a	
Download	
n/a	
Software install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Software uninstall instructions	
n/a	

Security Notes

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

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

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