

Bolivarian Republic of Venezuela Implements a New Time Zone (UTC -4.30)

Document ID: 99708

Version 1.6

Last Updated 2008 April 1 1600 UTC (GMT)

For Public Release 2007 October 11 1800 UTC (GMT)

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Introduction

The Government of the Bolivarian Republic of Venezuela has announced a new time zone, GMT -4:30, beginning 9 December 2007. The affected time zone for Venezuela is *South America Western Standard Time* (GMT -4) and is commonly known as Caracas / La Paz (since it is also used by Bolivia). The new time zone that the Bolivarian Republic of Venezuela will use is GMT -4:30.

This document details the commands currently available to configure the new time zone. It also lists defects opened to enable the new time zone. The commands listed in this document should be executed at or near the time that the new time zone takes effect.

The products listed in this document were determined to be high priority by Cisco Account Team members in the Bolivarian Republic of Venezuela. The [Product Summary Table](#) and the section titled [Affected Products](#) are not comprehensive lists of all products that may be affected by the change to the new time zone.

Generally, any product that relies on operating systems not developed by Cisco Systems requires updates from the operating system vendor and will need updates for the Cisco product that uses the vendor's operating system.

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.

Product Summary Table

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.

Refer to these categories for more information about your product:

- [Application and Networking Services](#)
- [CatOS Software](#)
- [Interfaces and Modules](#)
- [IOS Software](#)
- [Network Management](#)
- [Security and VPN](#)

- [Storage Networking](#)
- [Universal Gateways and Access Servers](#)
- [Video, Cable, and Content Delivery](#)
- [Voice and Unified Communications](#)
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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.

Application and Networking Services

This table provides detailed information about your application and network services products.

Application and Networking Services		
Product	Defect	Notes
Application Control Engine (ACE) Global Site Selector	N/A	Use this command in order to update this product: clock user-timezone <i>timezone name hour_offset minute_offset</i>
Application Control Engine (ACE) Module	N/A	Use this command in order to update this product: clock timezone {zone_name {+ -} hours minutes}
Application Control Engine (ACE) XML Gateway	N/A	This device is hard coded to use only Universal Coordinated Time (UTC).
Content Switching Module (CSM)	N/A	Use this command in order to update this product: clock timezone <i>zone hours [minutes]</i>
Data Center Operation System (DCOS)	N/A	See Data Center Operation System (DCOS) in the <i>Affected Products</i> section of this document.

CatOS

This table provides detailed information about your CatOS products.

CatOS Software		
Product	Defect	Notes
Catalyst 6500 Series Intrusion Detection System (IDS-2) Services Module	N/A	Use this command in order to update this product: setup
Catalyst 6K	N/A	See Catalyst 6K in the <i>Affected Products</i> section of this document.
Catalyst OS	N/A	Use this command in order to update this product: set timezone [zona] [horas [minutos]]

Interfaces and Modules

This table provides detailed information about your interfaces and modules.

Interfaces and Modules		
Product	Defect	Notes
Channel Interface Processor (CIP)	End of Support	Use this command in order to update this product: clock timezone <i>zone hours [minutes]</i> This product has reached EOS/EOL. For more information, refer to EOS/EOL ANNOUNCEMENT FOR CHANNEL INTERFACE PROCESSOR (CIP) .

Channel Port Adapter	End of Sale	Use this command in order to update this product: clock timezone zone hours [minutes] This product has reached EOS/EOL. For more information, refer to EoS/EoL Announcement for Cisco 7200 Series High-Performance Channel Port Adapter and PA-1C-E and PA-1C-P Channel Port Adapters End of Sale Announcement Update .
Communications Media Module (for Catalyst 6500 and Cisco 7600)	N/A	For CatOS, use this command in order to update this product: set timezone [zona] [horas [minutos] For IOS, use this command in order to update this product: clock timezone zone hours [minutes] Note: Configure the chassis where CMM is installed.
FireWall Service Module (FWSM) (for Catalyst 6500 and Cisco 7600)	N/A	For CatOS, use this command in order to update this product: set timezone [zona] [horas [minutos] For IOS, use this command in order to update this product: clock timezone zone hours [minutes] Note: Configure the chassis where CMM is installed.

Cisco IOS Software

This table provides detailed information about your Cisco IOS® software products.

IOS Software		
Product	Defect	Notes
10008 Series Routers	N/A	See 10008 Series Routers in the <i>Affected Products</i> section of this document.
Cisco IOS—Routers and Catalyst Switches	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
Cisco IOS XR	N/A	Use this command in order to update this product: clock timezone zone {+ -} hours [minutes]
Secure Copy Protocol (SCP)	N/A	No change required; this feature allows configurable time zones.

Network Management

This table provides detailed information about your network management products.

Network Management		
Product	Defect	Notes
Access Control Server Solution Engine	CSCsl26045	See Access Control Server Solution Engine in the <i>Affected Products</i> section of this document.
Bandwidth Quality Manager	N/A	See Bandwidth Quality Manager in the <i>Affected Products</i> section of this document.
License Manager	N/A	Requires a software update; see License Manager in the <i>Affected Products</i> section of this document.
Network Analysis Module (NAM)	CSCsk86018	See Network Analysis Module (NAM) in the <i>Affected Products</i> section of this document.
Transport Manager	N/A	See Transport Manager in the <i>Affected Products</i> section of this document.

Universal Gateway Call Analyzer	End of Sale	In order to make this product compliant with the new time zone, Solaris 8 from Sun Microsystems must be updated. However, Solaris 8 is no longer shipping or being updated.
Universal Gateway Manager (UGM)	End of Software Maintenance	In order to make this product compliant with the new time zone, Solaris 8 from Sun Microsystems must be updated. However, Solaris 8 is no longer shipping or being updated.
WAN Manager (CWM)	CSCsI78832	See WAN Manager (CWM) in the <i>Affected Products</i> section of this document.

Security and VPN

This table provides detailed information about your security and vpn products.

Security and VPN		
Product	Defect	Notes
ASA Content Security and Control (CSC) Security Services Module	N/A	See ASA Content Security and Control (CSC) Security Services Module in the <i>Affected Products</i> section of this document.
ASA Firewalls	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
ASA Salus	N/A	See ASA Salus in the <i>Affected Products</i> section of this document.
CiscoWorks Security Information Management Solution (SIMS)	N/A	This product does not allow configurable time zones.
IPS 4200 Series Sensors	N/A	Use this command in order to update this product: time-zone-settings
PIX Firewalls	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
Security Monitoring, Analysis and Response System (MARS)	N/A	This product does not allow configurable time zones. For IronPort, updated functionality is available in release 5.1.2. For CS-MARS, updated functionality is targeted for release 6.0 (mid 2008).
VPN 3000 Series Concentrators	End-of-Life and End-of-Sale Notices for VPN 3000 Series Software and Hardware	The VPN 3000 Series Concentrator supports the new time zone from the software version 4.7.2.O and later. For more information, refer to VPN3000-4.7.2.O-readme.txt (registered customers only) available on the Cisco VPN 3000 Concentrator Software Download web page.
VPN 3002 Hardware Client (Easy VPN)	End-of-Life and End-of-Sale Notices for VPN 3000 Series Software and Hardware	The VPN 3002 hardware clients support the new time zone from the software version 4.7.2.O and later. For more information, refer to VPN3000-4.7.2.O-readme.txt (registered customers only) available on the Cisco VPN 3000 Concentrator Software Download web page.

Storage Networking

This table provides detailed information about your storage networking products.

Storage Networking		
Product	Defect	Notes
MDS 9000	N/A	See MDS 9000 in the <i>Affected Products</i> section of this document.
MDS Series SanOS	N/A	See MDS Series SanOS in the <i>Affected Products</i> section of this document.

Universal Gateways and Access Servers

This table provides detailed information about your universal gateways and access servers products.

Universal Gateways and Access Servers		
Product	Defect	Notes
AS5350XM Universal Gateway AS5400XM Universal Gateway AS5850 Universal Gateway	N/A	Use the IOS clock set command in order to update these products. For more information, refer to the clock set section of the Cisco IOS Configuration Fundamentals and Network Management Command Reference, Release 12.3 .

Video, Cable, and Content Delivery

This table provides detailed information about your video, cable, and content delivery products.

Video, Cable, and Content Delivery		
Product	Defect	Notes
IP Videoconferencing (IP/VC) 3500 Series	End of Sale	The IP Videoconferencing 3500 Series do not need updates as these should be synchronized to an NTP server. Note that these devices have reached EOS/EOL.
SCE1000 and SCE2000 Series Service Control Engine with Cisco Service Control Operating System (SCOS)	N/A	Requires JRE software update; see SCE1000 & SCE2000 Series Service Control Engine with Cisco Service Control Operating System (SCOS) in the <i>Affected Products</i> section of this document.
Security Agent (CSA)	N/A	Requires a software update; see Security Agent (CSA) in the <i>Affected Products</i> section of this document.
Service Control Application for Broadband (SCA BB)	N/A	Requires JRE software update; see Service Control Application for Broadband (SCA BB) in the <i>Affected Products</i> section of this document.
Service Control Collection Manager (CM) Service Control Subscriber Manager (SM)	N/A	Requires JRE software update; see Service Control Collection Manager (CM) and Service Control Subscriber Manager (SM) in the <i>Affected Products</i> section of this document.
Unified Video Advantage (Cisco VT Advantage)	N/A	See Unified Video Advantage (Cisco VT Advantage) in the <i>Affected Products</i> section of this document.
Unified Video Conferencing Series	N/A	See Unified Video Conferencing Series in the <i>Affected Products</i> section of this document.


Voice and Unified Communications

This table provides detailed information about your voice and unified communications products.

Voice and Unified Communications		

Product	Defect	Notes
Agent Desktop	N/A	Requires a software update; see Agent Desktop in the <i>Affected Products</i> section of this document.
BTS 10200	CSCsk70058	For more information, refer to: <ul style="list-style-type: none"> • CSCsk70058: add <i>TIMEZONE</i> for <i>Venezuela</i> to <i>POP</i> selection • BTS 10200 in the <i>Affected Products</i> section of this document
Emergency Responder (CER)	N/A	See Emergency Responder (CER) in the <i>Affected Products</i> section of this document.
IAD2400 Series Integrated Access Devices	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
IAD2400 Series Routers	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
ICS 7700 Series Integrated Communications Systems	End of Software Maintenance	This product has reached EOS/EOL. For more information, refer to End-of-Sale for the Cisco Integrated Communications System (ICS) 7750 .
ICS 7750	End of Software Maintenance	This product has reached EOS/EOL. For more information, refer to End-of-Sale for the Cisco Integrated Communications System (ICS) 7750 .
IP Communicator	N/A	See IP Communicator in the <i>Affected Products</i> section of this document.
IP Interoperability and Collaboration Software (IPICS)	N/A	Requires a software update; see IP Interoperability and Collaboration Software (IPICS) in the <i>Affected Products</i> section of this document.
IP SoftPhone	End of Support	This product has reached EOS/EOL. For more information, refer to: <ul style="list-style-type: none"> • End-of-Sale and End-of-Life Announcement for Cisco IP SoftPhone • IP SoftPhone in the <i>Affected Products</i> section of this document
Media Gateway Controller (MGC) Node Manager	N/A	See Media Gateway Controller (MGC) Node Manager in the <i>Affected Products</i> section of this document.
Personal Assistant	End of Software Maintenance	This product has reached EOS/EOL. For more information, refer to End-of-Sale and End-of-Life Announcement for the Cisco Personal Assistant .
Unified Communications 500 Series	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
		For more information, refer to: <ul style="list-style-type: none"> • CSCsk29702: <i>Communications Manager</i> update

Unified Communications Manager (Callmanager)	CSCsk29702 CSCsk81433 CSCsk85073 CSCsk85086 CSCsk85145	<p>needed for Venezuela TZ change</p> <ul style="list-style-type: none"> • CSCsk81433: MCS OS update needed for Venezuela TZ change • CSCsk85073: Communications Manager JRE update needed for Venezuela TZ change • CSCsk85086: Communications Manager RTMT update needed for Venezuela TZ change • CSCsk85145: Cisco Unified OS Update update needed for Venezuela TZ change • Unified Communications Manager (Callmanager) in the <i>Affected Products</i> section of this document
Unified Communications Manager (CallManager) Version 3.2	End of Software Maintenance	This product has reached EOS/EOL. For more information, refer to End-of-Sale Notice for the Cisco CallManager 3.2 .
Unified Communications Manager Attendant Console	N/A	See Unified Communications Manager Attendant Console in the <i>Affected Products</i> section of this document.
Unified Communications Manager Express	N/A	See Unified Communications Manager Express in the <i>Affected Products</i> section of this document.
Unified Contact Center Express Edition (IP Contact Center Express Edition)	N/A	Requires a software update; see Unified Contact Center Express Edition (IP Contact Center Express Edition) in the <i>Affected Products</i> section of this document.
Unified Contact Center Hosted Edition (IP Contact Center Hosted Edition)	N/A	Requires a software update; see Unified Contact Center Hosted Edition (IP Contact Center Hosted Edition) in the <i>Affected Products</i> section of this document.
Unified Contact Management Enterprise Edition (IP Contact Center Enterprise Edition)	N/A	Requires a software update; see Unified Contact Management Enterprise Edition (IP Contact Center Enterprise Edition) in the <i>Affected Products</i> section of this document.
Unified Intelligent Contact Management Enterprise Edition	N/A	Requires a software update; see Unified Intelligent Contact Management Enterprise Edition in the <i>Affected Products</i> section of this document.
Unified Intelligent Contact Management Hosted Edition	N/A	Requires a software update; see Unified Intelligent Contact Management Hosted Edition in the <i>Affected Products</i> section of this document.
Unified IP Phone	CSCsk83382	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • CSCsk83382: TNP phone update needed for Venezuela TZ change • Unified IP Phone in the <i>Affected Products</i>

		<p>section of this document</p> <p>Note: CUCM and Cisco Windows OS also need to be updated.</p>
Unified MeetingPlace	CSCsk75200	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • CSCsk75200: "Timezone update for Brazil and Venezuela DST changes (Cisco Unified MeetingPlace Server) • Unified MeetingPlace in the <i>Affected Products</i> section of this document
Unified MeetingPlace Express	N/A	Requires a software update; see Unified MeetingPlace Express in the <i>Affected Products</i> section of this document.
Unified Operations Manager (UOM)	N/A	Requires a software update; see Unified Operations Manager (UOM) in the <i>Affected Products</i> section of this document.
Unified Personal Communicator	N/A	See Unified Personal Communicator in the <i>Affected Products</i> section of this document.
Unified Presence	CSCsk99711 CSCsk99725 CSCsk99735 CSCsk99742	See Unified Presence in the <i>Affected Products</i> section of this document.
Unified Provisioning Manager (CUPM)	N/A	Requires a software update; see Unified Provisioning Manager (CUPM) in the <i>Affected Products</i> section of this document.
Unified Service Statistic Manager	N/A	Requires a software update; see Unified Service Statistic Manager in the <i>Affected Products</i> section of this document.
Unified Survivable Remote Site Telephony (SRST)	N/A	See Unified Survivable Remote Site Telephony (SRST) in the <i>Affected Products</i> section of this document.
Unity	CSCsk79469	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • CSCsk79469: DST: Venezuela • Unity in the <i>Affected Products</i> section of this document <p>Note: Cisco Unity requires patches from Cisco, Microsoft , and Sun Microsystems</p>
Unity 3.1	End of Support	This product has reached EOS/EOL. For more information, refer to End-of-Sale and End-of-Life Announcement for Cisco Unity 3.1 .
Unity Connection 1.X	CSCsk82755	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • CSCsk82755: DST: Venezuela implements new time zone (GMT minus 4.5 hours) • Unity Connection 1.X

		in the <i>Affected Products</i> section of this document Note: The Windows version needs to be updated as well.
Unity Express (CUE)	N/A	Requires a software update; see Unity Express (CUE) in the <i>Affected Products</i> section of this document.

Wireless

This table provides detailed information about your wireless products.

Wireless		
Product	Defect	Notes
Aironet 1000 Series Lightweight Access Point (WLC releases prior to 3.2.183.0 and 4.0.199.0)	N/A	Use this command in order to update this product: config time timezone {enable disable} delta_hours [delta_mins]
Aironet 1000 Series Lightweight Access Point (WLC releases 3.2.183.0 and 4.0.199.0 and later)	CSCsf99924	Use this command in order to update this product: config time timezone delta_hours [delta_mins]
Aironet 1130AG and Aironet 1240 AG Series Access Point	N/A	Use this command in order to update this product: clock timezone zone hours [minutes]
IP Transfer Point (in SG mode)	N/A	See IP Transfer Point (in SG mode) in the <i>Affected Products</i> section of this document.

Affected Products


10008 Series Routers

No change required; Cisco IOS allows for configurable time zones and offset configurations.

Access Control Server Solution Engine

Access Control Server Solution Engine version 4.10 will support the new time zone.

Agent Desktop

The Cisco Agent Desktop (CAD) application requires updates from Sun and from Microsoft ([KB938977](#) ) in order to support the new time zone.

Aironet 1000 Series Lightweight Access Point

For Aironet 1000 Series Lightweight Access Point, use the command **config time timezone**, which is available in release 3.2. However, there is a caveat; the [CSCsf99924](#) defect removed the **{enable | disable}** parameter used for setting Daylight Saving Time in WLC code 3.2.183.0 and 4.0.199.0 releases. (The Daylight Saving Time parameter will be introduced in a later release of WLC 5.) Depending on the release of WLC software, the command for configuring time zones is:

config time timezone {enable | disable} delta_hours [delta_mins]

(WLC releases prior to 3.2.183.0 and 4.0.199.0) For Venezuela use: **config time timezone disable -4 30**

config time timezone delta_hours [delta_mins]

(WLC releases 3.2.183.0 and 4.0.199.0 and later.) For Venezuela use: **config time timezone -4 30**

Note: The **{enable|disable}** option is removed in the above releases.

For more information about this command and its application, refer to the command reference provided at this link:

<http://www.cisco.com/en/US/docs/wireless/controller/3.2/command/reference/clc1.html>

Note: The [Wireless LAN Controller Command Reference](#) covers only the **config time timezone {enable | disable} delta_hours [delta_mins]** instance of the command.

Aironet 1130 AG and Aironet 1240 AG Series Access Points

For the Aironet 1130AG Series Access Point and the Aironet 1240 AG Series Access Point, use the **clock timezone** command. The syntax is the same as for [IOS – Routers and Catalyst Switches](#) and has been available in all versions of IOS that are used on these Access Points starting with 12.3(2)JA5 for the Aironet 1130AG Series Access Point and starting with 12.3(7) JA for the Aironet 1240 AG Series Access Point.

clock timezone zone hours [minutes]

Where *zone* is administratively defined and represents the name of the configured time zone, *hours* represents the difference in hours with respect to GMT-0, and *minutes* represents the additional offset in minutes from GMT-0. For the new time zone, the values to use are *-4 30*.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/12_3tun/command/reference/cfrqt_01.html#wp1099863

Application Control Engine (ACE) Global Site Selector

For the Cisco Application Control Engine (ACE) Global Site Selector, this functionality is available from version 2.0 with this command:

clock user-timezone timezone name hour_offset minute_offset

The **user-timezone** parameter is user-defined. For the new time zone in Bolivarian Republic of Venezuela, the command syntax would be "**clock user-timezone Ven -4 30**" and would be executed at the time the new time zone goes into effect.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/app_ntwk_services/data_center_app_services/gss4400series/v2.0/command/reference/GlblCfg.html#wp1060259

Application Control Engine (ACE) Module

For the Cisco Application Control Engine (ACE) Module, this functionality is available from version 3.0(0)A1(2) with this command:

clock timezone {zone_name {+ | -} hours minutes}

The "*zone_name*" parameter can be user-defined. For the new time zone in Bolivarian Republic of Venezuela, the command syntax is "**clock timezone Ven -4 30**" and should be executed at the time the new time zone goes into effect.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/12_3/configfun/command/reference/cfr_1q01.html#wp1033494

Application Control Engine (ACE) XML Gateway

The ACE XML Gateway does not have a configuration for time zones. The time zone is always set to GMT (Greenwich Mean Time), and there is no option to change this value.

For more information, refer to the document provided at this link:

http://www.cisco.com/application/pdf/en/us/quest/products/ps7314/c1067/ccmigration_09186a0080857d5f.pdf

ASA Content Security and Control (CSC) Security Services Module

No change required; this product receives time zone information from the ASA chassis.

ASA Firewalls

For the Cisco ASA Firewalls, this functionality is available from version 7.0 with this command:

clock timezone zone hours [minutes]

The syntax for this command is described in [IOS – Routers and Catalyst Switches](#).

For more information about this command and its application, refer to the command reference provided at this link:

<http://www.cisco.com/en/US/docs/security/asa/asa80/command/reference/c4.html#wp2090801>

ASA Salus

No change required; this product receives time zone information from the ASA chassis.

Bandwidth Quality Manager

No changes required; this product supports configurable time zones.

BTS 10200

For the Cisco BTS 10200, defect CSCsk70058, "add TIMEZONE for Venezuela to POP selection," has been opened to track the new time zone change.

Use this link in order to view the defect:

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk70058>

Catalyst 6500 Series Intrusion Detection System (IDS-2) Services Module

Although the IDS-2 is installed in the Catalyst 6500 or the Cisco 7600, it has its own operating software. The **setup** command is used to configure this module.

time-zone-settings

The **time-zone-settings** command configures IDS-2 time zone and can offset minutes from GMT to enable the new time zone. A reboot is required.

For more information about this command and its application, refer to the document provided at this link:

http://www.cisco.com/en/US/partner/products/hw/vpndevc/ps4077/products_configuration_guide_chapter09186a008075183e.html#wp1035946

Catalyst 6K

Allows configurable time zones. You can create your own time zone.

Catalyst OS

For the Catalyst 6500 family that use the CatOS operating system, the support for the time zone change with hours and minutes offsets is available from version 5.5. For the Catalyst 5500 family with CatOS, the support is available from version 4.5. The command required to perform this configuration is:

set timezone [*zona*] [*horas* [*minutos*]]

The syntax for this command is described in [IOS – Routers and Catalyst Switches](#).

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/switches/lan/catalyst6500/catos/8.x/command/reference/setsy_tr.html#wp1028393

Channel Interface Processor (CIP) and Channel Port Adapter

These devices are installed in routers that run only IOS. These components are not configurable for time zones. In order to configure the Cisco 7000 series router time zone, use the **clock timezone** command.

clock timezone *zone* *hours* [*minutes*]

Where *zone* is administratively defined and represents the name of the configured time zone, *hours* represents the difference in hours with respect to GMT-0, and *minutes* represents the additional offset in minutes from GMT-0. For the new time zone, the values to use are -4 30.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgt/command/reference/nm_03.html#wp1013950

Communications Media Module (for Catalyst 6500 and Cisco 7600)

This module is controlled by either CatOS or IOS depending on the system. See the commands for [IOS – Routers and Catalyst Switches](#) and [Catalyst OS](#) in this document. Release 7.3(1) of CatOS and 12.2(13)ZC of IOS support this module.

Content Switching Module (CSM)

Content Switching Module with SSL This module is configured through IOS clock timezone command. All releases that support the CSM have the clock timezone command. This product is ready for the new time zone in Venezuela.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgmt/command/reference/nm_03.html#wp1013950

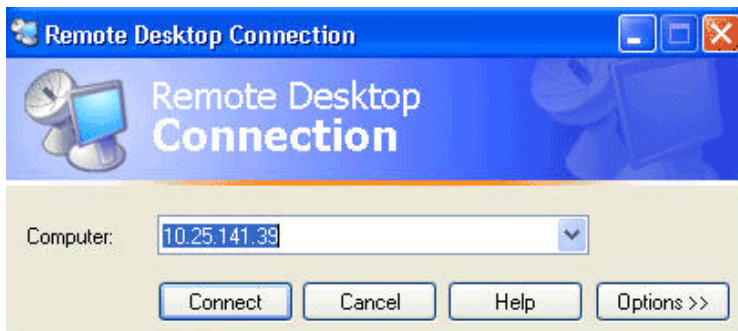
Data Center Operation System (DCOS)

You can assign a time zone name and the hour and minute offset. Once the summertime configuration is set, the clock automatically changes. There is no need for user intervention.

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.

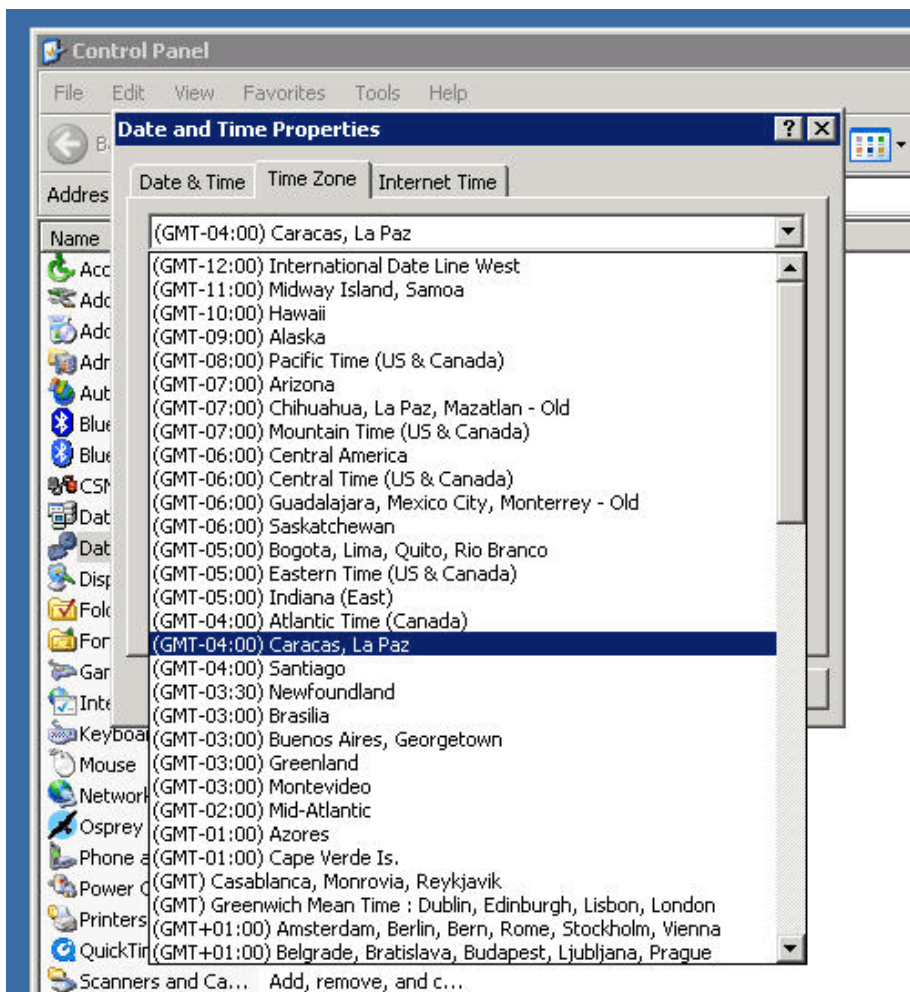


2. Use this information in order to log in:
 - o DME 1000:
 - Username = gostream
 - Password = password
 - o DME 2000:
 - Username = niagara
 - Password = password

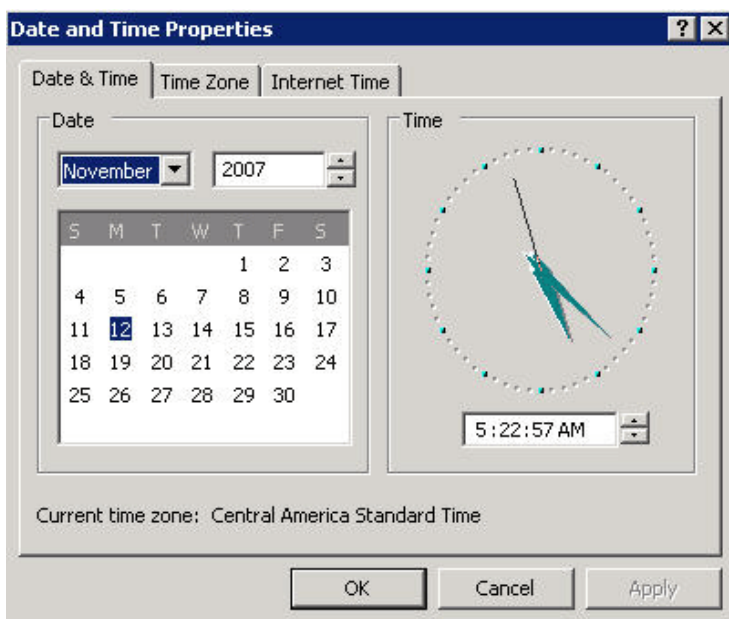
3. Choose **Control Panel** from the Windows Start men.



4. Double-click **Date and Time**.
5. Click the **Time Zone** tab, and choose **Caracas, La Paz** from the drop-down list.



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:

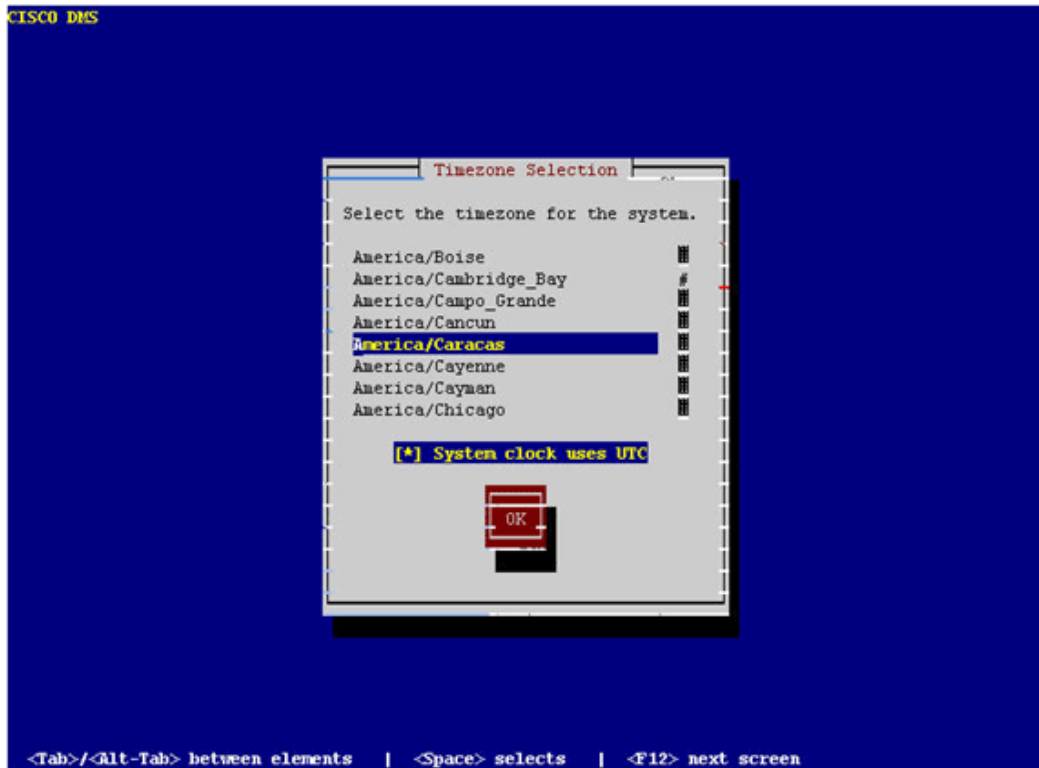
1. Log in to the Application Administration Interface (AAI) of the DMM or Video Portal via either the KVM connected to the DMM/Video Portal servers or via Secure Shell client.
2. Choose **DATE_TIME_SETTINGS**.

```
Cisco Digital Media Manager Application Administration Interface
Main Menu
IP: 10.25.141.41
Cisco Digital Media Manager 4.1
http://dmm.cuddy.cisco.com:8080/
SHOW_INFO      To access all of the relevant system information.
DMM_CONTROL    Backup and restore the DMM.
APPLIANCE_CONTROL  Reset password,update software, stop/restart.
NETWORK_SETTINGS  To change hostname, DHCP,configure ip settings,etc
DATE TIME SETTINGS  To change the time zone, date and time.
REPLICATION     To configure the replication.
< OK >        <LOG OUT>
```

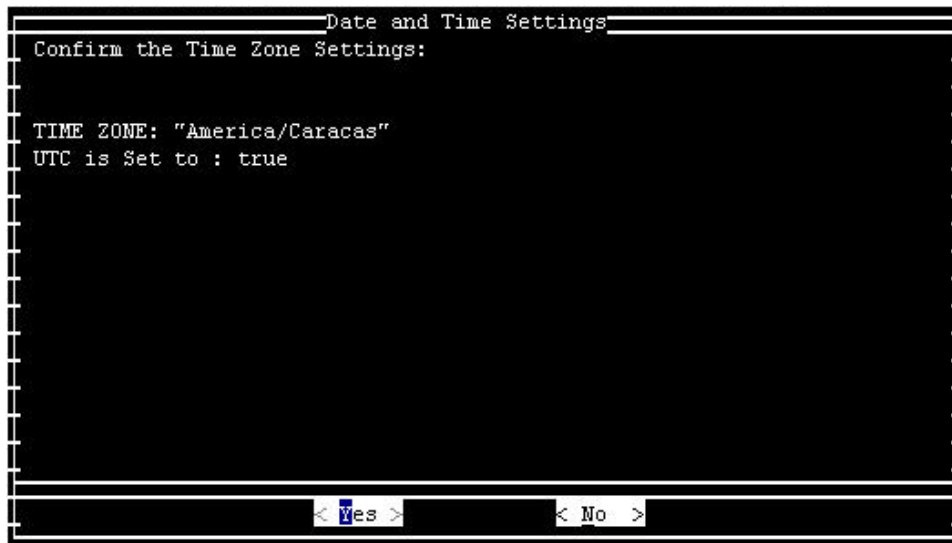
3. Choose **OK**, and press **Enter**.
4. Choose **TIME_ZONE**.

```
Date and Time Settings
From this menu you can configure the time settings
TIME_ZONE: "America/Caracas"
HARDWARE CLOCK AT UTC: true
DATE: Thu Nov 8 14:46:55 2007
TIME_ZONE      To change the Time Zone
DATE           To Change the Date
TIME          To change the Time
NTP           To synchronize time with NTP server
SHOW_TIME     To show the current time
< OK >        <Cancel>
```

5. Choose **OK**, and press **Enter**.
6. Choose **America/Caracas**.



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



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

```

Date and Time Settings
From this menu you can configure the time settings

TIME_ZONE: "America/Caracas"
HARDWARE CLOCK AT UTC: true
DATE: Thu Nov 8 14:55:43 2007

TIME_ZONE To change the Time Zone
DATE      To Change the Date
TIME      To change the Time
NTP       To synchronize time with NTP server
SHOW_TIME To show the current time

< OK > <Cancel>

```

10. Choose **OK**, and press **Enter**.
11. Adjust the time to the new daylight saving time.

```

Time Configuration
Set the TIME in 24 Hour hh:mm:ss Format
<Tab>/<Alt + Tab> between fields, Up/Down
arrows to change values, <enter> to submit.

14:47:50

< OK > <Cancel>

```

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

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

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Emergency Responder (CER)

Cisco Emergency Responder will not be update to support the new time. This product is not marketed in the Bolivarian Republic of Venezuela. CER was designed to meet specific requirements for the United States and Canada.

FireWall Service Module (FWSM) (for Catalyst 6500 and Cisco 7600)

The FireWall Service Module takes time zone information from the chassis in which it is installed. Since this device is installed in the Cisco 7600 router that uses IOS and Catalyst 6500 (which uses CatOS), the FWSM does not need to be configured for the new time zone.

IAD2400 Series Routers

The IAD2400 series routers use IOS. Use the **clock timezone** command in order to set the new time zone parameters.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgmt/command/reference/nm_03.html#wp1013950

IAD2400 Series Integrated Access Devices

The Cisco IAD2400 Series routers run IOS and consequently are able to immediately configure the new time zone. Use the **clock timezone** command.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgmt/command/reference/nm_03.html#wp1013950

Cisco IOS—Routers and Catalyst Switches

Currently, Cisco devices based on the IOS operating system (for all routers) supports the configuration of this new time zone after IOS version 10.0, which was introduced in 1993. The command required to perform this configuration is:

clock timezone *zone hours* [*minutes*]

Where *zone* is administratively defined and represents the name of the configured time zone, *hours* represents the difference in hours with respect to GMT-0, and *minutes* represents the additional offset in minutes from GMT-0. For the new time zone, the values to use are *-4 30*.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgmt/command/reference/nm_03.html#wp1013950

Cisco IOS XR

For the devices based on IOS XR, the support of this functionality is available from version 2.0 through the command:


clock timezone *zone* {+ | -} *hours* [*minutes*]

The syntax for this command is described in [IOS – Routers and Catalyst Switches](#).

For more information about this command and its application, refer to the command reference provided at this link:


http://www.cisco.com/en/US/docs/ios_xr_sw/iosxr_r2.0/system_management/command/reference/3yr_clk.html#wp1417417

IP Communicator

Cisco IP Communicator runs on Windows-based PCs. This application continues to operate even if the PC is not updated per Microsoft ([KB938977](#) ). The time displayed on the IP Phone will not be correct.

Note: Customers that use the Cisco IP Communicator (CIPC) are required to upgrade to CIPC version 2.0(2).

IP SoftPhone

The Cisco IP SoftPhone application runs on Windows-based PCs and operates without updates, but the displayed time is not incorrect. Cisco recommends that the Windows Operating System be updated per Microsoft ([KB938977](#) ).

IP Transfer Point (SG Mode)

IP Transfer Point (ITP) leverages the IOS infrastructure for time zone information; see [IOS—Routers and Catalyst Switches](#) in the *Affected Products* section of this document for information on how to configure time zones within the IOS infrastructure.

IP Interoperability and Collaboration Software (IPICS)

Cisco IP Interoperability and Collaboration Software (IPICS) consists of server software and client software. Cisco IPICS requires an update to the operating system and the IPICS software for both the server and the client in order to enable the new time zone.

IPS 4200 Series Sensors

The IPS 4200 Series Sensors can be configured for the new time zone. Use the command `time-zone-settings` to set UTC – 4.5. For more information, refer to the document provided at this link:

<http://www.cisco.com/en/US/docs/security/ips/5.0/configuration/guide/cli/clitasks.html#wp1035946>

License Manager

Cisco License Manager operates from release 1.0. The Microsoft Windows operating system should be updated to support the new time zone.

MDS 9000

Use this command in order to update this product:

clock summer-time <timezone-name> <start-week> <start-day> <start-month> HH:MM <end-week> <end-day> <end-month> HH:MM <minutes-offset>

For example:

```
switch (config)#clock summer-time NZDT 1 sunday september 01:59 3 sunday march 02:00 1
```

Note: Check the local values before you use the **clock summer-time** command in the switches.

In order to set the clocks, use the **clock set EXEC** command. For example:

```
switch#clock set 10:00:00 1 January 2009
```

MDS Series SanOS

You can assign a time zone name and the hour and minute offset. Once the summertime configuration is set, the clock automatically changes. There is no need for user intervention.

Media Gateway Controller (MGC) Node Manager

Cisco MGC Node Manager requires the following Solaris patches:

- **Sparc Platform**
 - Solaris 10: 125378-03 (released 11/26/2007)
 - Solaris 8, it is 109809-08, released on Nov/26/2007
- **X86 Platform**
 - Solaris 10: 125379-03
 - Solaris 8: 109810-08

Network Analysis Module (NAM)

The NAM 3.6(1a) patch 2 that supports the Venezuela time zone change is ready for customer download.

Note: Patch 2 should be installed only on the 3.6(1a) image, not 3.6.

- [NAM-1, NAM-2](#)
- [NM-NAM](#)
- [NME-NAM](#)

Pix Firewalls

For the Cisco PIX Firewalls, this functionality is available from version 6.2 with this command:

clock timezone zone hours [minutes]

The syntax for this command is described in [IOS – Routers and Catalyst Switches](#).

For more information about this command and its application, refer to the command reference provided at this link:

<http://www.cisco.com/en/US/docs/security/pix/pix62/command/reference/c.html#wp1026160>

SCE1000 and SCE2000 Series Service Control Engine with Cisco Service Control Operating System (SCOS)

This software requires updates to the Java Runtime Environment (JRE) in order to implement the new time zone.

The **clock summer-time** CLI command is used to adjust the DST on the SCE. Use the following command to adjust the SCE to the new DST dates:


```
SCE(config)#clock summer-time DST recurring 2 Sunday March 02:00 1 Sunday November 02:00
```

Security Agent (CSA)

The Cisco Security Agent runs on Windows PCs and receives time zone information from the operating system. CSA requires a Windows update per Microsoft ([KB938977](https://support.microsoft.com/kb/938977) ).


Service Control Application for Broadband (SCA BB)

This software requires updates to the Java Runtime Environment (JRE) in order to implement the new time zone. Use the tzupdater tool (provided by Sun) in order to adjust the time zone. This process requires that you stop and restart the SCA BB Console GUI.

For more information, refer to [Timezones, Daylight Savings, and the Sun TZupdater for the Java Runtime Environment \(JRE\)](#) .

Service Control Collection Manager (CM) and Service Control Subscriber Manager (SM)

This software requires updates to the Java Runtime Environment (JRE) in order to implement the new time zone. Use the tzupdater tool (provided by Sun) in order to adjust the time zone. This process should be done separately for every SM and CM in the system and requires that you stop and restart the SM and the CM.

For more information, refer to [Timezones, Daylight Savings, and the Sun TZupdater for the Java Runtime Environment \(JRE\)](#) .

Transport Manager

Cisco Transport Manager does not support time zone definitions and uses the definitions embedded into Solaris, Windows, and the Java Runtime Environment. Here are the patches required for these systems:

- Microsoft Windows XP: <http://support.microsoft.com/kb/938977#top> 
- Sun Solaris OS: http://java.sun.com/javase/timezones/tzdata_versions.html 
- Java Runtime Environment: http://java.sun.com/javase/timezones/tzdata_versions.html 

Unified Communications 500 Series

The Cisco Unified Communications 500 Series uses IOS. Use the **clock timezone** command in order to set the new time zone parameters.

For more information about this command and its application, refer to the command reference provided at this link:

http://www.cisco.com/en/US/docs/ios/netmgmt/command/reference/nm_03.html#wp1013950

Unified Communications Manager (CallManager)

For Cisco Unified Communications Manager (CallManager), these defects have been opened to track the new time zone change:

- [CSCsk29702](#): *Communications Manager update needed for Venezuela TZ change*
- [CSCsk81433](#): *MCS OS update needed for Venezuela TZ change*
- [CSCsk85073](#): *Communications Manager JRE update needed for Venezuela TZ change*
- [CSCsk85086](#): *Communications Manager RTMT update needed for Venezuela TZ change*
- [CSCsk85145](#): *Cisco Unified OS Update update needed for Venezuela TZ change*

Unified Communications Manager Attendant Console

This application runs on the Cisco Unified Communications Manager server. The Cisco Unified Communications Manager Attendant Console application updates when you update the Cisco Unified Communications Manager server.

Unified Communications Manager Express

Cisco Unified Communications Manager Express is an IOS-based application. The time zone parameters for a system that runs IOS can be changed with a single configuration command. This command can be run at any time and on any device to alter the current default settings of the given device.

clock summer-time zone recurring [*week day month hh:mm week day month hh:mm [offset]*]

Use this command to set the time zone in Cisco IOS on the CCME router if you use one of these phones:

- 7905
- 7912
- 7920
- 7921
- 7935
- 7936
- 7940
- 7960

Note: If you use one of these phones, you do *not* need to upgrade phone firmware.

You must upgrade the phone firmware if you use one of these Cisco Unified IP Phone models:

- 7906
- 7911
- 7931
- 7941
- 7961
- 7970
- 7971-GE

CCME 3.X, 4.0 and 4.0(x) customers must upgrade the phone load to 8.0(4)SR2.


CCME 4.1 and 7931 customers must upgrade the phone load to 8.2(2)SR1.

You can download phone loads from the [Cisco Unified Communications Manager Express and SRST Software Download \(registered customers only\)](#) page.

Unified Contact Center Express Edition (IP Contact Center Express Edition)

This software requires updates to the Operating System and a Java code update from Sun Microsystems in order to implement the new time zone. In addition, the main software application, Cisco Unified Contact Center Express Edition, includes additional add-on software that must be updated in order to enable the new time zone. The additional add-on software includes:

- Cisco Agent Desktop (CAD)
- Cisco Supervisor Desktop (CSD)

The Cisco Agent/Supervisor Desktop (CAD)/CSD applications also require updates from Sun and from Microsoft ([KB938977](#) ) in order to support the new time zone.

Unified Contact Center Hosted Edition (IP Contact Center Hosted Edition)

This software requires a Microsoft Windows operating system update and a Java code update from Sun Microsystems in order to enable the new time zone.

Unified Contact Management Enterprise Edition (IP Contact Center Enterprise Edition)

This software requires updates to the Microsoft Operating System and Java in order to implement the new time zone. In addition, the main software application, Cisco Unified Intelligent Contact Management Enterprise Edition, includes additional add-on software that must be updated in order to enable the new time zone. The additional add-on software includes:

- Computer Telephony Integration Option
- E-Mail Manager Option
- Enterprise Reporting
- Outbound Option: Defect [CSCsk80940](#) has been opened to track changes for this add-on software.
- Web Collaboration Option

Unified Intelligent Contact Management Enterprise Edition

This software requires updates to the Microsoft Operating System and Java in order to implement the new time zone. In addition, the main software application, Cisco Unified Intelligent Contact Management Enterprise Edition, includes additional add-on software that must be updated in order to enable the new time zone. The additional add-on software includes:

- Computer Telephony Integration Option
- E-Mail Manager Option
- Enterprise Reporting
- Outbound Option: Defect [CSCsk80940](#) has been opened to track changes for this add-on software.
- Web Collaboration Option

Unified Intelligent Contact Management Hosted Edition

This software requires a Microsoft Windows operating system update and a Java code update from Sun Microsystems in order to enable the new time zone.

Unified IP Phone

For Cisco Unified IP Phones, defect CSCsk83382, "*TNP phone update needed for Venezuela TZ change*," has been opened to track the new time zone change.

Cisco Unified Communications Manager and its server Operating System also need to be patched for the new Venezuela time zone. The Cisco Unified IP Phones take information from Cisco Unified Communications Manager or Cisco Unified Communications Manager. Some models of Cisco Unified IP Phones must also have a new firmware release to work with the new time zone.

In order to implement the new time zone, you must upgrade the firmware to version 8.3.3 SR2 for only these models (generally known as "TNP" Phones):

- CP-7906G
- CP-7911G
- CP-7931G
- CP-7941G
- CP-7941G-GE
- CP-7942G
- CP-7945G
- CP-7961G

- CP-7961G-GE
- CP-7962G
- CP-7965G
- CP-7970G
- CP-7971G-GE
- CP-7975-G

Monitor this defect in order to learn which release of firmware adds the new time zone.

Use this link in order to view the defect:

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk83382>

Unified MeetingPlace

For Cisco Unified MeetingPlace, defect CSCsk75200, "Timezone update for Brazil and Venezuela DST changes," has been opened to track the new time zone change.

Use this link in order to view the defect:

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk75200>


Unified MeetingPlace Express

Cisco Unified MeetingPlace Express requires updates to enable the new time zone.

Unified Operations Manager (UOM)

CUOM requires a patch from Sun Microsystems before a patch is released.

Unified Personal Communicator

The Cisco Unified Personal Communicator operates without any updates, but displays the wrong time. In order to display the correct time, apply [KB938977](#)  from Microsoft.


Unified Presence

Cisco Unified Presence allows you to use the CLI to change time zones. However, CUP does not allow you to add new time zones. The functionality to add new time zones is targeted for release 6.0.3 (May 2008). Currently, CUP inherits time zone functionality from VOS which maintains a list of available time zones.

These defects are open to track the new time zone change:

- [CSCsk99711](#): Porting CSCsk29702 to epas (Venezuela DST TZ, DB)
- [CSCsk99725](#): Porting CSCsk85073 to epas (Venezuela DST TZ, JRE)
- [CSCsk99735](#): Porting CSCsk85086 to epas (Venezuela DST TZ, RTMT)
- [CSCsk99742](#): Porting CSCsk85145 to epas (Venezuela DST TZ, OS)

Unified Provisioning Manager (CUPM)

Cisco Unified Provisioning Manager requires a patch from Sun Microsystems in order to release a patched version of CUPM. In addition, the Microsoft patch for Windows must be applied per Microsoft ([KB938977](#) ). Both of these patches are required to support the new time zone.


Unified Service Statistic Manager

The Cisco Unified Service Statistic Manager application requires an update from Sun prior to releasing a patch that enables the new time zone.

Unified Survivable Remote Site Telephony (SRST)

No change required; the time zone configuration is provided to the phone by Unified Communications Manager. For more information, see [Unified Communications Manager Express](#) in the *Affected Products* section of this document.

Unified Video Advantage (Cisco VT Advantage)

Cisco Unified Video Advantage operates properly without any updates. However, Cisco recommends that you update the Windows Operating System per Microsoft ([KB938977](#) ).

Unified Video Conferencing Series

The Cisco Unified Video Conferencing Series of products generally do not need updates. No update is required on Multipoint Conference Units and Gateways; customers who require accurate time should synchronize to an NTP server. Cisco Unified Video Conferencing Manager require Microsoft and application/integrated Java updates.

Unity

For Cisco Unity, defect CSCsk79469, "DST: Venezuela," has been opened to track the new time zone change.

Use this link in order to view the defect:

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk79469>

Unity Connection

For Cisco Unity Connection 1.X, defects CSCsk82755, "DST: Venezuela implements new time zone (GMT minus 4.5 hours)," and CSCsk82774, "DST: Brazil to implements new DST dates in October 2007," have been opened to track the new time zone change.

Use these link in order to view the defects:

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk82755>

<http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk82774>


Unity Express (CUE)

Cisco Unity Express requires that the Linux operating system be updated in order to enable the new time zone. The release of CUE software that will enable the new time zone is to be determined, but will likely be release 3.2.

WAN Manager (CWM)

Complete these steps in order to support the Venezuela time zone:

1. Stop CWM core.
2. Install these Solaris patches for Venezuela timezone change:
 - o IDR136734-01 for 5.10 Sparc
 - o IDR136736-01 for 5.9 Sparc

Note: You can download these patches from the [Sun website](#) .

3. Execute "coldstart."
4. Reboot the CWM server.
5. Verify the new timezone change has been reflected on CWM server, and then start CWM core.

Additional Information

For assistance with other Cisco devices not addressed in this document, contact the Technical Assistance Center (TAC) through this local number:

Access Number: **0 800 2255 288**; once you are in the system, dial: **888 443 2447**

You can also access the TAC through this link:










<http://www.cisco.com/web/LA/soporte/index.html>

Select the **Crear una nueva Solicitud de Servicio del TAC** option.

Note: A support contract number is required in order to obtain assistance through the TAC.

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Related Information

- [WorldTimeZone.com](#) 
- [The World Clock - Time Zones](#) 
- [Agencia Bolivariana de Noticias](#) 
- [Sun y el nuevo Huso Horario para Venezuela. FAQ](#) 
- [Sources for Time Zone and Daylight Saving Time Data](#) 
- [Microsoft Patch Available for Windows Mobile Devices](#) 
- [Microsoft Venezuela comprometido con el cambio horario](#) 
- [Microsoft Hot Fix Available for Windows XP, Windows Vista, and Server 2003](#) 
- [Timezones, Daylight Savings, and the Sun TZupdater for the Java Runtime Environment \(JRE\)](#) 
- [Technical Support & Documentation - Cisco Systems](#)

Updated: Apr 01, 2008

Document ID: 99708
