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Daylight Savings Time Impact on Cisco CallManager Express and Cisco Unity Express in Australia

Document ID: 69615

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Background Information

Problem

Solution

- Cisco CallManager Express
- Cisco Unity Express

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

The times for daylight savings in many states in Australia has been altered due to the Commonwealth Games coming to Melbourne in 2006.

In Australia, the end of the daylight savings time has been moved from the last week of March to the first week of April. The implication of this change is that instead of ending on Sunday, the 26th of March, 2006 at 3:00AM, the daylight savings time will end on Sunday, the 2nd of April, 2006 at 3:00AM. This change applies only for the year 2006.

The daylight saving times affect these Australian states:

- Victoria
- Tasmania
- South Australia
- New South Wales
- Australian Capital Territory (ACT)

This document discusses how Cisco CallManager Express and Cisco Unity Express affected by the daylight savings time change and how to work around the issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on all versions of Cisco CallManager Express and Cisco Unity Express.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Background Information

All Cisco CallManager Express and Cisco Unity Express applications that use the system time resources are affected by this daylight savings change. It is highly recommended that the manual intervention be used on your application servers to change the time and minimize any impact of this event.

Problem

Adjust the system times of Cisco CallManager Express and Cisco Unity Express to account for changes in the local time. If the system time is not adjusted, the system will run one hour ahead of the correct time in the time period between March 26th, 2006 and April 2nd, 2006. The problems include wrong time stamps in log files, reports, and display functions and problems in client-server synchronization.

Solution

Cisco CallManager Express

Manually change the time on Cisco CallManager Express and set it up as a Network Time Protocol (NTP) server. This procedure provides an example.

1. Change to Australia Melbourne time:

```
clock timezone est +11
clock summer-time pdt recurring
ntp server ip-address
```

2. After Sunday, the 2nd of April, 2006 at 3:00AM (0300), change it to:

```
clock timezone est +10
```

3. Add these commands on Cisco CallManager Express (set Cisco CallManager Express as **ntp master** for Cisco Unity Express):

```
ntp clock-period 17179371
ntp master
ntp update-calendar
ntp server 10.32.152.1
ntp server 171.68.10.80
ntp server 171.68.10.150
!
```

Cisco Unity Express

Use Cisco CallManager Express as the NTP server. Based on the example in step 3 of the Cisco CallManager Express procedure, use this example output to perform the configuration:

```
ntp server 10.32.152.1
```

Note: When the NM–Cisco Unity Express module is first inserted into a router, the software installed by the factory has already started up by the time the IP addressing and other basic configurations are done. After the NTP configuration is completed on both the router and the Cisco Unity Express module, you need to restart the application in order to sync the clocks.

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Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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