



Technical Reference: 2012 Fall Time Change Reminder

Overview

Purpose

The schedule for the seasonal time change varies in different parts of the world. In the United States, the time change from Daylight Saving Time (DST) to standard time occurs at 2:00 a.m. on the first Sunday in November (November 4, 2012). This technical reference serves the following purposes:

- Reminds you of the fall time change for 2012
- Describes customer-impacting issues that may occur during the time change period as they relate to DVR and non-DVR software running on our digital set-tops

Important: This is the final DST time-change notice that Cisco plans to issue for SARA software. System operators should expect no notice for the 2013 time changes.

Affected Releases

The contents of this document apply to all SARA DVR and non-DVR releases.

Important Recommendations

Cisco urges system operators to heed these important DST-related recommendations:

- Inspect the DST Rules window upon receiving this bulletin and confirm that your settings have not changed.
- Do not upgrade client code, starting a week before the time change, until after the time change period has passed.
- Inspect the Interactive Program Guide (IPG) grid at any time after November 1, 2012 and confirm that two 1 a.m. entries exist for November 4. Call Cisco Services if you do not see the double 1 a.m. entry.

Customer Impacting Issues

The following illustration shows how the IPG displays data on the day of the fall time change.

Notice that the system creates two 1:00 a.m. time periods on the day of the time change. This helps the system coordinate the return to standard time.

| Time Change | | | | | |
|-------------|-------------|-----------|-----------|-----------|-----------|
| 11:00 p.m. | 12 midnight | 1:00 a.m. | 1:00 a.m. | 2:00 a.m. | 3:00 a.m. |

Programs May Record Incorrectly

Active recordings (Instant, Manual, or Scheduled) that are scheduled or that attempt to start or complete during the time change period (beginning 7 days prior to the return to standard time) may start or complete at various times, regardless of whether you schedule the recording on or before November 4, 2012.

During the fall time change, there are two 1:00 a.m. time periods. The first 1:00 a.m. time period is ignored by the operating system. Recordings scheduled or attempting to start during the first 1:00 a.m. period will start during the second 1:00 a.m. time period, instead. Likewise, recordings scheduled to end during the first 1:00 a.m. time period will end during the second 1:00 a.m. time period.

Recordings started at or prior to 12:59 a.m. on November 4, 2012 will start correctly, but the stop time will extend for one hour.

Workaround: There is no workaround for this issue.

Affected Code: All DVR releases

Times Displayed in the Guide Are Off by One Hour

Between 1:00 a.m. and 1:59 a.m., the IPG ignores the first 1:00 a.m. time period and displays the program times for the second 1:00 a.m. time period.

Workaround: This is a known limitation and requires no workaround.

Affected Code: All DVR and non-DVR releases

VCR Recordings From the IPG May Not Work Correctly on the Day of the Time Change

The system creates two 1:00 a.m. time periods to help manage the fall time change. Subscribers who schedule a VCR recording within the first 1:00 a.m. time period on the day of the time change will see that the IPG has scheduled the recording for the entire day.

Workaround: There is no workaround for this issue. However, VCR recordings that do not include the first 1:00 a.m. time period on the day of the time change are not affected.

Affected Code: All non-DVR releases

Recording Limitations Seven Days Prior to the Time Change

Subscribers will not be able to schedule or start recordings between 12:00 a.m. and 12:30 a.m. during the seven days prior to the time change.

Workaround: There is no workaround for this issue.

Affected Code: SR 2.2/3.2 SP5

Block Time Setting Not Displayed Properly on Set-Tops

Subscribers who set up a parental control "block time" for November 4, 2012 during the fall time change may think that the set-top has processed the block time request incorrectly. An inspection of the Parental Control settings on the set-top may reveal that the time-blocking is scheduled for one hour later than expected.

This is a known limitation in the way the set-top handles the time-block request during the fall time change. The program actually blocks at the time specified by the subscriber.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

Blocking Timer Extends Beyond Requested Time

The system creates two 1:00 a.m. time periods to help manage the fall time change. Subscribers who set up a blocking timer that includes the first 1:00 a.m. time period will see that their blocking timer extends for the entire day.

Workaround: There is no workaround for this issue. However, blocking timers that do not include the first 1:00 a.m. time period on the day of the time change are not affected.

Affected Code: All DVR and non-DVR releases

Wake-Up Timer Shows Inaccurate Time After Reboot

Should a set-top reboot after a subscriber sets a wake-up timer between the last Sunday in October, 2012 and the first Sunday of November, 2012, the set-top will show that the time on the wake-up timer has fallen back 1 hour.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

Split Channels May Transition Incorrectly

Subscribers may find that split channels do not transition as expected during the time change period. Split channels may transition one hour early and/or black screens may result during the transition to the B side of a split channel.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

General Settings May Display Two Instances of Sunday the Day Prior to DST Transition

The General Settings menu may display two Sunday instances during the day before the time transition. Selecting either instance of Sunday produces the desired result.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

About This Bulletin

Audience

This document is written for system operators of the Digital Broadband Delivery System (DBDS). Engineers who help support and maintain the DBDS will also find this document to be useful.

Important: This is the final DST notice that Cisco plans to issue for SARA software. System operators of the DBDS should expect no notice for the 2013 time changes.

Document Version

This is the second release of this document. Rev A pertained to the 2011 time change.

For More Information

If you have additional technical questions, call Cisco Services at 770 236-2200 or 866 787-3866 for assistance. Follow the menu options to speak with a service engineer.



Cisco Systems, Inc.
5030 Sugarloaf Parkway, Box 465447
Lawrenceville, GA 30042

678 277-1120
800 722-2009
www.cisco.com

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL:

www.cisco.com/go/trademarks.

Third party trademarks mentioned are the property of their respective owners.

The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Product and service availability are subject to change without notice.

© 2011-2012 Cisco and/or its affiliates. All rights reserved.

October 2012

Printed in United States of America

Part Number 78-4042947-01 Rev B