Cisco Interaction Manager
Daylight Savings Time (DST)
Changes in 2007

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Contents

1. Preface .................................................................................................................. 4  
   Audience ................................................................................................................ 4  
   Structure ............................................................................................................... 4  
   Conventions ......................................................................................................... 4  

2. Updating various Operating Systems for support of DST changes .............. 5  
   Updating Windows 2003 OS ............................................................................. 5  
   Updating Windows XP OS ............................................................................... 5  

3. Cisco Interaction Manager 4.1(1) .................................................................. 6  
   Preparing to update ............................................................................................. 6  
   Stopping servers .................................................................................................. 6  
   Applying the Operating System patches ......................................................... 6  
   Applying the Java Development Kit (JDK) or JRE patches ......................... 6  
      JDK/JRE 1.4.2_11 ......................................................................................... 6  
      Single or Split Server Configuration ............................................................... 6  
      Distributed Configuration .............................................................................. 7  
   Starting servers .................................................................................................. 8  

4. Appendix A - Supporting URLs ................................................................. 9  
   Sun Java ............................................................................................................. 9  
   Microsoft Windows Operating Systems ......................................................... 9  
   BEA Weblogic Server ....................................................................................... 9  

5. Appendix B - Verifying JRE Version ........................................................... 10  
   Verifying JRE Version ........................................................................................ 10
1. Preface

The United States has planned a change to its Daylight Savings Time (DST) observance beginning in 2007. The Energy Policy Act of 2005 mandates that DST will start on the second Sunday in March and end on the first Sunday in November. In 2007, the start and stop dates will be March 11 and November 4, respectively. These dates are different from previous DST start and stop dates. In 2006, the dates were the first Sunday in April (April 2, 2006) and the last Sunday in October (October 29, 2006).

Time manipulation functions at the Java Runtime Environment (JRE) and Operating System (OS) level would function incorrectly if systems were not updated with later versions of JRE and OS level patches.

This document outlines the specific steps to be taken for Cisco Interaction Manager to accommodate the impact of the changes to DST in 2007.

Audience

This document is for system administrators of Cisco Interaction Manager product installations. It will help you configure your installations to conform to the new rules affecting DST in 2007.

Structure

This document includes the following information:

1. Procedure for updating various Operating Systems to the appropriate patch level for support of DST changes.

2. Procedure for updating Cisco Interaction Manager for support of DST changes.

Conventions

The following typographical conventions are used in this document:

*Italicized Comic Sans*: Indicates a variable; e.g., *CIM_Home* refers to the location of your Cisco Interaction Manager Application installation directory.
2. Updating various Operating Systems for support of DST changes

**Updating Windows 2003 OS**

Update Windows 2003 machines with the Windows Update provided from Microsoft. Please see the following link for more information:


**Updating Windows XP OS**

Update Windows XP machines with the Windows Update provided from Microsoft. Please see the following link for more information:

3. Cisco Interaction Manager 4.1(1)

Preparing to update

STOPPING SERVERS


Applying the Operating System patches

Apply the Operating System patches using instructions provided in chapter 2.

Applying the Java Development Kit (JDK) or JRE patches

Depending on the Deployment configuration, use one of the following procedures to configure the application to use JDK/JRE 1.4.2_11 instead of JDK/JRE 1.4.2_08. Take backups of all the files that are being edited in the steps below.

The JDK/JRE patches are available from the Sun web site:

JDK/JRE 1.4.2_11

http://java.sun.com/products/archive/j2se/1.4.2_11/index.html

SINGLE OR SPLIT SERVER CONFIGURATION

1. Create a folder called jdk1.4.2_11 under the folder <BEA_HOME>

2. Install JDK 1.4.2_11 under the folder <BEA_HOME>\jdk1.4.2_11. After the installation, this folder should contain sub-folders - bin, demo, include etc.

3. Verify the JRE version. See Appendix B for details.

4. Take a backup of the following file:

   o CIM_Home\bin\platform\setenv_<APP_SERVER_NAME>.bat

5. Edit the following file and set the value of the JAVA_HOME environment variable to point to the path of the JDK 1.4.2_11 installation directory. For e.g.

   SET JAVA_HOME=<BEA_HOME>\jdk1.4.2_11

   o CIM_Home\bin\platform\setenv_<APP_SERVER_NAME>.bat
If there are multiple application-web servers configured, make similar changes in the setenv_<APP_SERVER_NAME>.bat files for each application server.

**Distributed Configuration**

**Application Server(s)**

1. Create a folder called **jdk1.4.2_11** under the folder `<BEA_HOME>`

2. Install JDK 1.4.2_11 under the folder `<BEA_HOME>\jdk1.4.2_11`. After the installation, this folder should contain sub-folders - bin, demo, include etc.

3. Verify the JRE version. See Appendix B for details.

4. Take a backup of the following file:
   - `CIM_Home\bin\platform\setenv_<APP_SERVER_NAME>.bat`

5. Edit the following file and set the value of the JAVA_HOME environment variable to point to the path of the JDK 1.4.2_11 installation directory. For e.g.
   ```
   SET JAVA_HOME=<BEA_HOME>\jdk1.4.2_11
   ```
   - `CIM_Home\bin\platform\setenv_<APP_SERVER_NAME>.bat`

   If there are multiple application-web servers configured, make similar changes in the setenv_<APP_SERVER_NAME>.bat files for each application server.

**Services Server**

1. Install JRE 1.4.2_11 on the Services Server in a folder for e.g. D:\jre1.4.2_11

2. Verify the JRE version. See Appendix B for details.

3. Take a backup of the following file:
   - `CIM_Home\bin\platform\setenv.bat`

4. Edit the following file and set the value of the JAVA_HOME environment variable to point to the path of the JRE 1.4.2_11 installation directory. For e.g.
   ```
   SET JAVA_HOME=D:\jre1.4.2_11
   ```
   - `CIM_Home\bin\platform\setenv.bat`

**Notes:**
1. If File System is installed on a server other than the Application server, then the above changes need to be done on the File server, in case of Single/Split Server configuration.

2. In case of a Distributed server configuration, the setenv.bat file will always reside under CIM_Home folder of the Services server and not on the File Server.

Starting servers

Start Cisco Service on all the servers. See "Starting and stopping components” on page 93 of the Release 4.1(1) Cisco Interaction Manager Installation Guide.
4. Appendix A - Supporting URLs

The following links may provide additional information on third-party software as it pertains to the affect of the change in DST for 2007. This information can also help you find technical support from these vendors if required.

**Sun Java**

http://java.sun.com/developer/technicalArticles/Intl/USDST/

**Microsoft Windows Operating Systems**


http://support.microsoft.com/gp/dst_topissues

**BEA Weblogic Server**

http://support.bea.com//support_news/Patch_for_2007_Daylight_Savings_Time_Change.jsp
5. Appendix B - Verifying JRE Version

Verifying JRE Version

- Change directory to `<BEA_HOME>`\`<JDK/JRE_VERSION>`\`bin` and open DOS command. Execute following command to verify JRE version: `java -version`

  This command should return following output:

For JRE 1.4.2_11

  `java version "1.4.2_11"
  Java(TM) 2 Runtime Environment, Standard Edition (build 1.4.2_11-b06)
  Java HotSpot(TM) Client VM (build 1.4.2_11-b06, mixed mode)`