



## Cisco Unified Web and E-Mail Interaction Manager Daylight Savings Time (DST) Changes in 2007

For Unified Contact Center Enterprise and Hosted and Unified ICM

Release 4.2(1)  
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# 1. Preface

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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.

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## Audience

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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.

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## Structure

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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.

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## Conventions

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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

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### Updating Windows 2003 OS

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

<http://www.microsoft.com/windows/timezone/dst2007.mspx>

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### Updating Windows XP OS

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

<http://www.microsoft.com/windows/timezone/dst2007.mspx>

## 3. Cisco Interaction Manager 4.2(1)

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### Preparing to update

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#### **STOPPING SERVERS**

1. Stop Cisco Service on all the servers. Please refer to the Cisco Interaction Manager Installation Guide for more details.

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### Applying the Operating System patches

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

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### Starting servers

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Start Cisco Service on all the servers. Please refer to the Cisco Interaction Manager Installation Guide for more details.

## 4. Appendix A - Supporting URLs

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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://www.microsoft.com/windows/timezone/dst2007.msp>

[http://support.microsoft.com/gp/dst\\_topissues](http://support.microsoft.com/gp/dst_topissues)

### **BEA WEBLOGIC SERVER**

[http://support.bea.com//support\\_news/Patch\\_for\\_2007\\_Daylight\\_Savings\\_Time\\_Change\\_s.jsp](http://support.bea.com//support_news/Patch_for_2007_Daylight_Savings_Time_Change_s.jsp)

## 5. Appendix B - Verifying JRE Version

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### 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)
```