

Unified Communications Manager

COP File for Time Zone issue CSCvo62469

Release Notes Version 2
March 8, 2019

Introduction:

This readme contains important information about the installation procedures for the COP file for time zone issue [CSCvo62469](#). This COP file *ciscoconf.cscvo26979-cscvo62469-workaround_C0002-1.cop.sgn*, is only designed for and has only been tested with the following Cisco Collaboration Product:

- Unified Communications Manager 10.5(1) and higher

This COP file does not change the TZ version on your system. If you need a newer / different TZ release than what is currently on your system, please download the appropriate version from the Cisco Software Download page.

Note: Before you install this update, Cisco recommends that you review the *Important Notes* section for information about issues that may affect your system.

What this COP file provides:

This COP file makes the required changes to address the following issue for the rest of 2019:

- [CSCvo62469](#) : SELinux Denials May Prevent DST Updates
- [CSCvo26979](#) : DST updater doesn't consistently update TzDataCSV.csv file

This COP file does not provide a “permanent” fix for either of the issues listed above. A permanent fix will be provided at a future date. Check the Known Fixed Releases field in the above links for updates on their potential availability.

Who needs to use this COP:

Customers using Cisco Unified Communications Manager 10.5(1) through 12.0(1) including all Engineering Specials (ES's) and Service Updates (SU's) on those releases.

Use the following Admin CLI commands to see if the TzDataCSV.csv file and the typetimezone database entries are correct for the Brussels time zone for 2019 (Brussels is just a specific example. If Brussels is correct, all other time zones will be correct).

The **correct entry** is "0/3/0/5,02:00:00:00".
If it returns "0/3/0/4,02:00:00:00", then you need to install this COP file:

TzDataCSV.csv file bad entry for 2019:

```
admin:file search tftp TzDataCSV.csv Brussels
"TIMEZONE_EUROPE_BRUSSELS","Europe/Brussels","60","0/3/0/4,02:00:00:00","0/10/0/4,03:00:00:00","60","Europe/Brussels"
```

typetimezone table in database bad entry for 2019:

```
admin:run sql select dstdate from typetimezone where enum='27'
dstdate
```

```
=====
0/3/0/4,02:00:00:00
```

Related Documentation:

To view documentation that supports your version of Cisco Unified Communications Manager release, go to:
<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-documentation-roadmaps-list.html>

Determining the Software Versions:

Cisco Unified Communications Manager

You can determine the System Version of the Cisco Collaboration Product software that is running on your server by accessing Cisco Unified Operating System Administration Web page.

The following information displays:

- System version: xxxxx

Important Notes:

The fix provided in this COP file may not be available in all older ES's or SU's. If an ES or SU is installed after this update, and that ES or SU does not contain the fix listed above, the COP file will need to be reapplied. Consult the **Known Fixed Releases:** field in the [Bug Search](#) tool to determine which ES's and SU's include these fixes, or see the *ES's and SU's with this update* section below.

Applying the COP multiple times will not cause any issues; if installed more than once, the installation will exit without making any changes to the system.

Installation Instructions:

As with any installation or upgrade, it is recommended that you apply this Update during off peak hours.

Installation to all machines in the cluster is required; you must start with the Publisher.

A reboot of the server or cluster is not required.

****Warning****

If you are running 11.5.1.10000-6 through 11.5.1.12028-1, you MUST install the TFTP update COP **ciscocm.tftp_tzupdate_version_v1.0.cop.sgn** file before you install this Time Zone Update. If you have installed the TFTP update COP file in the past, you do not need to install it again. The TFTP update COP is located at <https://software.cisco.com/download/release.html?mdfid=286306100&softwareid=282204704&release=COP-Files&releind=AVAILABLE&rellifecycle=&reltype=latest>

Note: Be sure to back up your system data before starting the software upgrade process. For more information, see the: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_0_1/admin/cucm_b_administration-guide-1201/cucm_b_administration-guide-1201_chapter_01011.html

Caution: *The updates applied with this COP cannot be uninstalled.* Be sure to back up your system data before starting the software upgrade process. For more information, see the Disaster Recovery System Administration Guide

From Remote Source:

Step 1: Download **ciscocm.CSCvo26979-CSCvo62469-Workaround_C0002-1.cop.sgn**

Step 2: Copy the cop file to an ftp or sftp server.

Step 3: Open an SSH session to the server where you want to install the COP file

Step 4: Enter your OS Administrator username and password.

Step 5: Run the command - `utils system upgrade initiate`.

Step 6: For the Source, choose Remote File System via SFTP (or FTP).

Step 7: Enter the directory name for the cop file, if required.

If the cop file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the cop file is in the patches directory, you must enter `/patches`.

If the cop file is located on a Windows server, check with your system administrator for the correct directory path.

Step 8: Enter the required cop file information as described in the following table:

Server:	Host name or IP address of the remote server from which software will be downloaded.
User:	Name of a user who is configured on the remote server.
Password:	Password that is configured for this user on the remote server.
SMTP (optional):	Hostname of SMTP server for email alerts (if desired).

Step 9: Choose *ciscocm.CSCvo26979-CSCvo62469-Workaround_C0002-1.cop.sgn* and click Next.

Step 10: In the next window, monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.

When the download completes, the Checksum window displays.

Step 11: Verify the checksum value:

MD5 Hash Value: `a972445c0bf03ae4747034ccc498611d`

Step 12: After determining that the checksums match, click Next to proceed with the software upgrade.

Step 13: Click Install.

The Install Status window displays and displays the install log.

Step 14: When the installation completes, click Finish

Step 15: Verify the COP file installed correctly using this command from the CLI:

```
admin:show version active
Active Master Version: <CUCM_Version>
Active Version Installed Software Options:
ciscocm.CSCvo26979-CSCvo62469-Workaround_C0002-1.cop
```

Step 16: You can further verify that the COP has made the needed modifications by repeating the steps detailed in the **Who needs to use this COP** section. If the updated has completed successfully you will get the results detailed in the first step of that process.

Step 17: Customers using 39xx, 6945, 8941, and 8945 phones will need to reset those devices after applying the COP file for the change to be picked up by the phone.