How Do Cisco ICM Servers Handle Daylight Saving Time?

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Introduction

Do I need to adjust the time with any of the ICM servers, Cisco IP Contact Center (IPCC) servers, or Cisco Interactive Voice Response (IVR) servers when daylight saving time begins in April and ends in October? Can the end of daylight saving time cause any other problems?
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Introduction

This document discusses how Cisco Unified Intelligent Contact Management (ICM) Enterprise servers handle the start and end of daylight saving time.

Q. Do I need to adjust the time with any of the ICM servers, Cisco IP Contact Center (IPCC) servers, or Cisco Interactive Voice Response (IVR) servers when daylight saving time begins in April and ends in October?

A. No, Microsoft Windows NT takes care of the time zone change on each ICM Server. This automatic change is a default Windows NT or Windows 2000 setting. If you have not disabled the default setting, there is no need to adjust the time. In order to verify the Windows NT automatic time adjustment on a given server, click **Start > Settings > Control Panel > Date Time > Time Zone**.

Make sure that you have checked **Automatically adjust clock for daylight saving changes**.

The ICM database adjusts all new records to the correct time zone.

Do **not** change the time or time zone on ICM servers. This change causes report and call−route errors on ICM servers.

Q. Can the end of daylight saving time cause any other problems?

A. Yes, other problems can occur. On some multiple−processor computers, the current release of Windows NT 4.0 Service Pack 4 (SP4) or Service Pack 5 (SP5) does not smoothly handle the upcoming "fall back" time change that takes place at 2:00 a.m. (0200) Central Daylight Time (CDT) on Sunday morning, October 30, 2005. Application of the time change can take 3 hours or longer. Or the time change can require a restart in order to take effect.

If you are an ICM user, refer to this Microsoft Product Support Service article for further details:

♦ Daylight Saving Time Change Not Applied Immediately on Some Multiple−Processor Computers

Related Information

- **Microsoft Support Article – Daylight Saving Time Change Not Applied Immediately on Some Multiple–Processor Computers**
- **Technical Support & Documentation – Cisco Systems**