



Field Notice: 2012 Spring Time Change Reminder

Background

Purpose

The schedule for the seasonal time change varies in different parts of the world. In the United States, the change from standard time to Daylight Saving Time (DST) occurs at 2:00 a.m. on the second Sunday in March (March 11, 2012). This bulletin serves the following purposes:

- Reminds you of the spring 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-top boxes (STBs)

Affected Releases

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

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.

Document Version

This is the seventh release of this bulletin. The previous release addressed the spring 2011 time change.

DST Rules Window

Effective Year

The **Effective Year** field in the DST Rules window indicates the year the DST rule became effective.

Recommendation

Do not update the **Effective Year** field for this time change. You will update this field only if the DST rules change or if Cisco instructs you to do so.

Daylight Saving Time Zone ID:	US
Daylight Saving Time Offset (minutes):	60
Effective Year:	2011

Broadcast Start

The year in the **Broadcast Start** section of the DST Rules window indicates the year that the DNCS began broadcasting the rule to the STBs.

Recommendation

Do not update the **Year** field for this time change. You will update this field only if the DST rules change or if Cisco instructs you to do so.

Broadcast Start					
Year	Month	Day	Day Rank in Month	Hour	Minute
2011	March	Sunday	Second	2	0

Customer-Impacting Issues

DVR Manual Recordings May Record Incorrectly

The following table illustrates the spring time change and how the Interactive Program Guide (IPG) displays data. Notice that during the spring time change, there is a 1:30 a.m. time period and a 3:00 a.m. time period. The 2:00 a.m. and 2:30 a.m. time periods are ignored by the operating system.

Time Change

12 midnight	1:00 a.m.	1:30 a.m.	3:00 a.m.	4:00 a.m.
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Manual recordings that are scheduled during the time change period may complete one hour later than expected.

Note: Manual recording is the action of setting up a recording through the Preferences screen by manually specifying the channel and the start and stop time from the IPG.

Workaround: There is no workaround for this issue.

Affected Code: All DVR releases

Split Channels Transition One Hour Late

If your site uses split channels to manage video content, the channel transition occurs one hour later than expected on the day DST begins. Split channels split as designed on the day prior and the day after DST.

Workaround: There is no workaround for this issue.

Affected Code: SARA 1.60/PowerTV® OS 3.13, HD 1.6.0, Dual Cak 5.2 and later, DVR 1.5.2, and DVR 1.4.3a10c and later

Program Blocking May End One Hour Early

Subscribers who have set up a daily parental control to block a specific program during the time change period may find that blocking ends one hour early.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

DST Date is Missing From Timer Option Menu

Subscribers who attempt to set any system timers after 11:00 p.m. on the day prior to DST will find that the system omits the DST date. Subscribers cannot select the DST date from any of the system timers.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

DST Date Missing From Guide When Using DAY Option on Remote Control

When subscribers use the **DAY** option on the remote control after 11:00 p.m. on the day prior to DST, the system skips entirely the DST date, and advances instead to the day following DST.

Workaround: There is no workaround for this issue.

Affected Code: All DVR and non-DVR releases

effective_year Field Missing from dst_rules Table

In a DNCS upgrade script (bldDnCSdb), a field name in the dst_rules table was changed from "effective_year" to "efective_year". The system interpreted this as a new field and assigned it a default value of -1, which may result in an inaccurate value in the **Effective Year** field in the DST GUI.

Workaround: Follow these steps to address the issue:

- 1 Access the DST GUI on the DNCS.
- 2 Select **2011** from the **Effective Year** drop-down menu.
- 3 Click **Save**.

Affected Releases: SR 4.4 and later

CDETS Number: CSCzk37807

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.



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