

TANDBERG

See&Share

Y2K38 Patch Installation Notes

D50511 revision 1.1

January 2008

TABLE OF CONTENTS

TANDBERG SEE&SHARE Y2K38 PATCH	4
Introduction	4
Symptoms	4
Installation Steps	5
Known Limitations.....	7
<i>TANDBERG</i>	7

DOCUMENT REVISION HISTORY

Revision 1.0 Release of the Y2K38 Patch, Initial Version

TANDBERG SEE&SHARE Y2K38 PATCH

Introduction

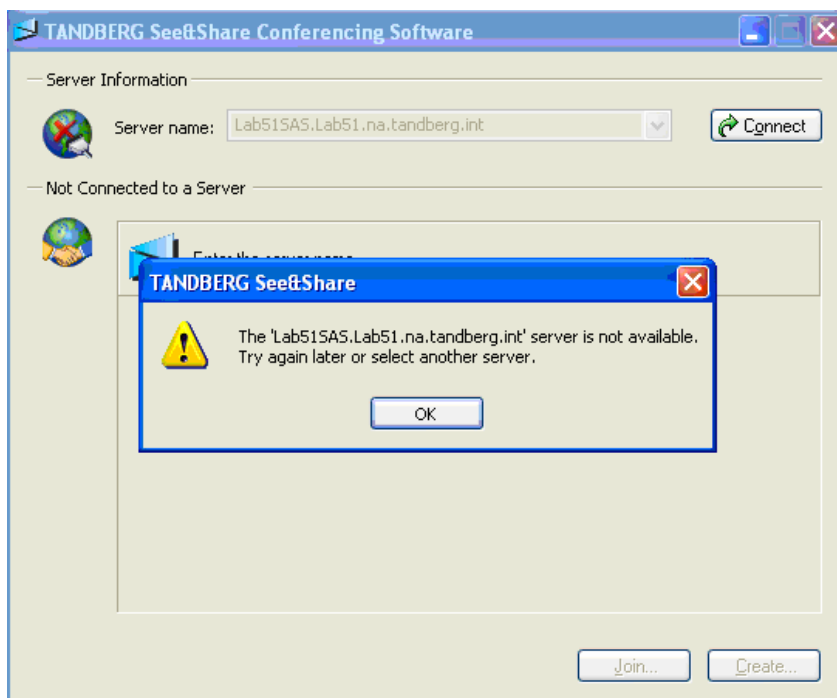
An issue has been diagnosed within the TANDBERG See&Share application that will prevent operation of the software beyond the 27th of January, 2008. The source of the issue traces back to the See&Share software generating SSL certificates upon startup that have an expiration date of thirty (30) years from the date of the software start. As such, any certificate that is generated that will expire beyond January 19, 2038 will be invalid due to the presence of the year 'Y2K38' or 2038 problem (<http://www.2038bug.com/>).

In order to resolve this issue, a patch must be applied to the See&Share server prior to the 27th of January. After applying the patch, See&Share will now generate certificates with an expiry of five (5) years, rather than the previous length of thirty.

This document will discuss the steps necessary for installing the patch to See&Share that will resolve the issue with the Y2K38 problem.

Symptoms

Beginning the 27th of January, 2008, the See&Share application will no longer be able to start and initiate client connections as the thirty year SSL certificate will no longer be valid. As such, the following error will appear on a client PC upon initiation of the connection to the See&Share server.



If this error is encountered, follow the steps below to resolve the issue and return to normal operation.

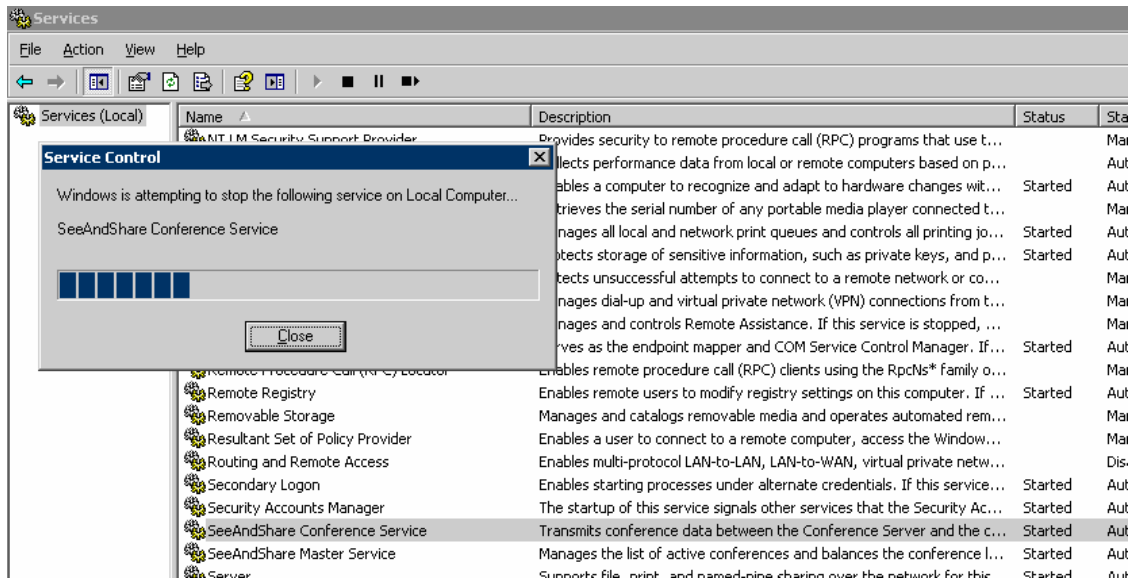
Note: See&Share version 3.1 is required for installation of this patch. If you are not running version 3.1, please contact your TANDBERG service provider to obtain a software update.

Installation Steps

The following steps will outline the procedure necessary to repair the See&Share Installation and resolve the Y2K38 problem.

Step 1

Stop the 'SeeAndShare Conference Service' and 'SeeAndShare Master Service' within the 'Services' section of 'Administrative Tools.'

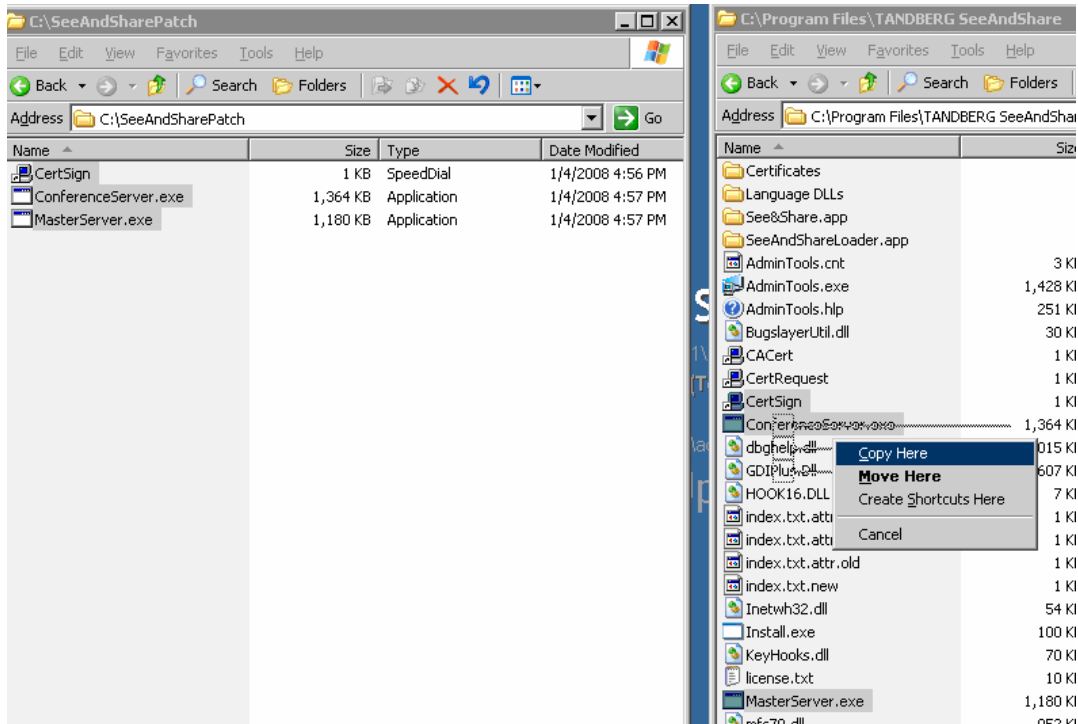


Step 2

Unzip the patch archive to a known location (e.g. 'C:\SeeAndSharePatch').

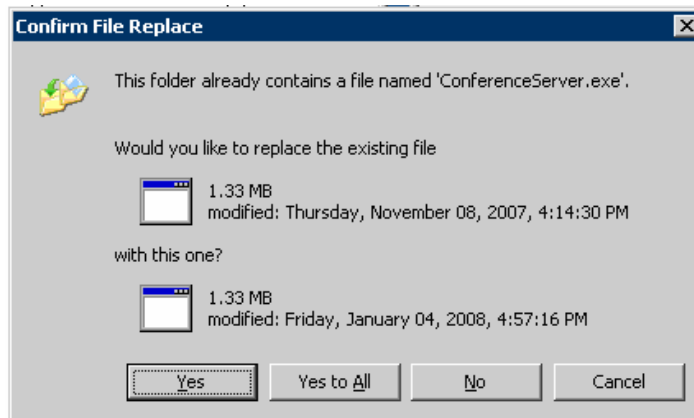
Step 3

Copy the three files within the unzipped folder into the See&Share installation folder, usually 'C:\Program Files\TANDBERG SeeAndShare'.



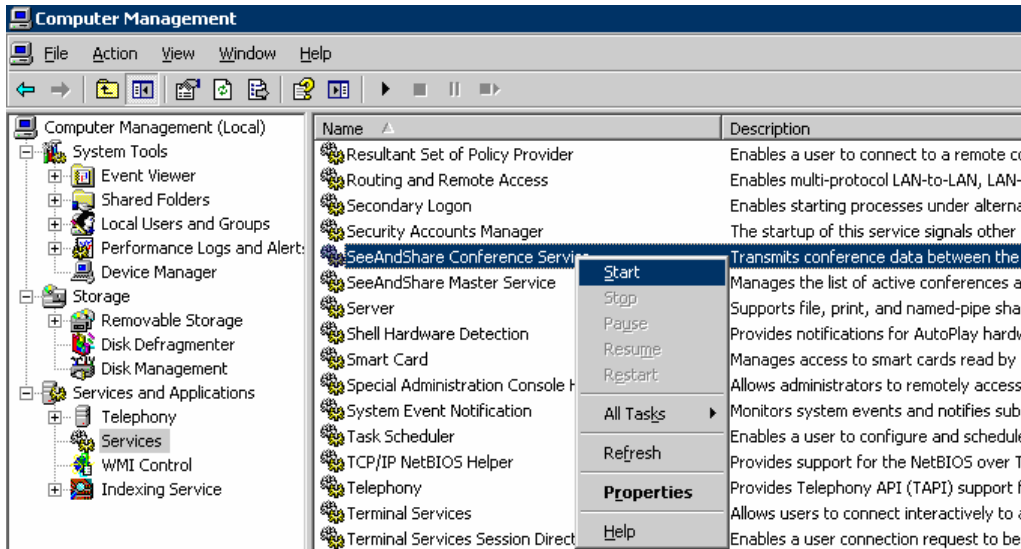
Step 4

When prompted, you want to overwrite the existing files within the program folder.



Step 5

Once the copy is completed, restart the 'SeeAndShare Conference Service' and 'SeeAndShare Master Service' within the 'Services' section of 'Administrative Tools.'



This completes the installation of the path and See&Share operation can now be resumed as normal.

Known Limitations

TANDBERG

Equipment

TANDBERG See&Share Y2K38 Patch

Limitations

This patch can only be applied to software version 3.1 of TANDBERG See&Share. An upgrade to this version is required for the patch to be installed. This path has been specifically tested against version 3.1.39.1.