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# Australia 2008 Daylight Saving

## Planning Guide

Published: April 2008

Updated: August 2008

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### **Abstract**

Daylight Savings Time (DST) changes can have a significant impact on business performance if not dealt with proactively. These effects can range from the incorrect time display on the clock, to calendaring problems, to financial and reputation loss if business critical services fail.

Organisations need to understand impact of these changes and develop a strategy to manage the impact of DST changes to prevent systems from being adversely affected.

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## INTRODUCTION

Daylight Savings Time (DST) changes can have a significant impact on business performance if not dealt with proactively. These effects can range from the incorrect time display on the clock, to calendaring problems, to financial and reputation loss if business critical services fail. Daylight saving now commences on the first Sunday in October and ends on the first Sunday in April in Australia Eastern (New South Wales, Victoria, Australian Capital Territory and Tasmania) and Central (South Australia).

This document is intended to provide guidance on understanding the impact of these changes and assist in developing a plan for mitigating the impact of the DST changes.

This document has been revised to provide relevant information for the DST transition in October 2008.

## 1 BACKGROUND

### 1.1 DST Changes for Australia 2008

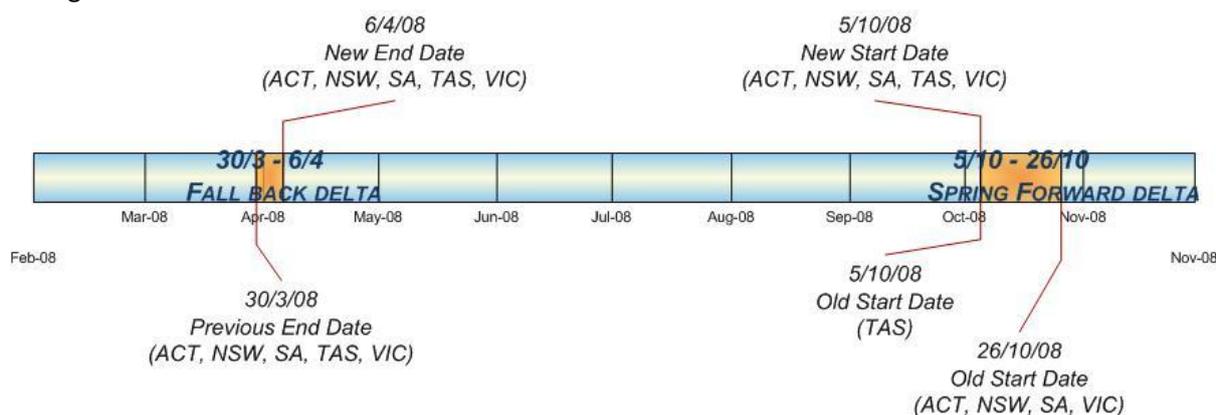
In October 2007 the Australian states of New South Wales, Victoria, Australia Capital Territory, Tasmania and South Australia agreed to harmonise their DST start and end dates and to extend these daylight saving dates. From April 2008, daylight saving will end on the first Sunday in April and recommence on the first Sunday in October in these states, summarised in the following table.

Australian DST 2008 (Changes from 2007 in <b>BOLD</b> )					
Windows Time Zone	Location(s)	End 3 am daylight time		Start 2 am standard time	
		Previous	New	Previous	New
(GMT+09:30) Adelaide	South Australia			Last Sunday October	<b>First Sunday October</b>
(GMT+10:00) Canberra, Melbourne, Sydney	New South Wales; Australian Capital Territory; Victoria	Last Sunday March	<b>First Sunday April</b>	First Sunday October	<b>First Sunday October</b>
(GMT+10:00) Hobart	Tasmania			First Sunday October	
(GMT+08:00) Perth	Western Australia	Last Sunday March	No Change	Last Sunday October	No Change

## 1.2 Impact of the Changes

DST changes can have a significant impact on business performance if not dealt with proactively.

The crucial times that organisations need to be concerned about are those “extended DST” or “delta” periods where the new DST rules differ from the previous DST rules. During the initial extension of daylight savings in April there was 7 day period whilst during the October period there will be a 3 week period considerable increasing the impact of systems not updated to reflect these changes.



Most IT systems are affected – including Microsoft Windows operating systems, Microsoft Office Outlook, other Microsoft products, as well as third party and custom applications. These effects can be loosely categorised into three main categories:

Category	Example	Possible Impacts
Operating Systems	Local System time, System logs and file system time stamps.	<ul style="list-style-type: none"> <li>Applications relying on local time from the Operating system will have the incorrect time.</li> <li>Incorrect audit information.</li> <li>Document versioning using time stamps incorrect.</li> </ul>
Scheduling and Calendaring	Applications used to schedule resource, meetings or activities. Includes Outlook and exchange.	<ul style="list-style-type: none"> <li>Internal and external resource bookings errors.</li> <li>Mismatched meeting scheduling.</li> </ul>
Time Dependent Applications	Any application reliant on time information for correct function such as billing systems.	<ul style="list-style-type: none"> <li>Dependant on the specific application.</li> </ul>

For a detailed discussion on these impacts refer to [Appendix A – Detailed Discussion of the Impact Of The DST Changes](#).

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## 2 DAYLIGHT SAVINGS PLANNING

Daylight saving changes have created a number of complex issues. Depending on each organisation's specific infrastructure, applications and desktop environment, they each will be in a slightly different situation.

The development of an organisation specific DST Update Response plan is a significant task that needs to be undertaken well in advance of the new daylight savings dates. The importance in careful planning prior to the daylight savings "delta" periods cannot be over emphasised if the organisation is to prevent daylight savings related issues.

Beyond the initial planning, the ongoing consideration of daylight savings changes needs to be incorporated into standard operating practices. If organisations wish to avoid further complicating an already complex situation they must avoid disparate patch levels on workstations by only deploying fully updated systems.

To assist organisations develop their DST Response plan the following have been included as appendices to this document:

- [Appendix C - Building your DST Update Response Plan](#)
- [Appendix D - Sample Assessment Worksheets](#)
- [Appendix E – Sample Communications Plan](#)
- [Appendix F – Sample Deployment Plan](#)
- [Appendix G – References and Useful Websites](#)

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## 3 MICROSOFT UPDATES FOR AUSTRALIAN DST CHANGES 2008

Microsoft has provided a number of updates for products in response to the daylight savings changes, and will continue to release updates regularly.

### 3.1 Recommended Update Sequence

Implementing the correct updates in the correct sequence is required to successfully mitigate the impact of daylight savings changes. The following table lists the recommended steps to applying the DST updates.

Step	Notes
Install DST Patch to all Windows Server Operating Systems  <a href="#">(KB951072)</a>	<p>Only servers in affected time zones or servers that host applications which support the affected time zones need to be updated – this includes servers that work with the affected time zones. If you are based in Australia and you have servers in the US for example, these will also need to be updated.</p> <p>Microsoft <b>RECOMMENDS</b> applying time zone updates to all Windows systems as good practice and to prevent issues if time zone-dependent applications are installed now or in the future.</p> <p>Only Domain Controllers (DCs) in affected time zones <b>HAVE</b> to be updated, but best practice recommends that any change which has been tested and approved for a DC in an organisation should be applied to ALL DCs.</p> <p>The installation order between DC's, File and Print, Terminal Servers, Application, Exchange and Database servers does not matter, although it is a recommended practice to install the DST updates on DC's first.</p> <p>Windows SharePoint Services (WSS) has its own time zone tables so in theory its host server does not need to be updated, but Microsoft <b>RECOMMENDS</b> that all servers are consistently updated.</p>
Install DST Patch to all Windows workstations  <a href="#">(KB951072)</a>	<p>Client systems which use Outlook via Terminal Services should be updated as soon as possible after the Terminal Servers are updated to avoid discrepancies between DST rules.</p> <p>It is a recommended practice to update the client operating systems within a short as possible time frame, again to avoid conflicts with DST changes between clients.</p>

Step	Notes
Rebase Exchange/Outlook Calendars  <a href="#">(KB931667)</a>  <a href="#">(KB941018)</a>	<p>Run the rebasing step as close to the time of applying the client DST updates as possible to reduce the chance of problems with appointments that are created in between these two steps.</p> <p>There are two tools to consider here – they can be run separately or together to accommodate certain scenarios:</p> <p>Administrators can run the Exchange Update Tool against user mailboxes to do a bulk correction of calendars</p> <p>Users can run the Outlook Update Tool to correct appointments for which they are the organizers.</p> <p>See <a href="http://support.microsoft.com/gp/dst_hottopics">http://support.microsoft.com/gp/dst_hottopics</a> and the Microsoft IT guides at <a href="http://support.microsoft.com/gp/dst_topissues/#a3">http://support.microsoft.com/gp/dst_topissues/#a3</a> for more information on these two tools to help you decide on the most appropriate strategy for your organisation.</p> <p>Rebasing of automated systems like Auto Accept Agent and Direct Booking may be problematic since the timing of the rebasing must be deterministic - <a href="#">KB931667</a> refers.</p> <p>Note: As per <a href="#">KB931667</a>, if you are in a time zone which is not affected by changes in time zone rules, you do not have to update your calendar.</p>
Install Exchange Update  (Refer to Product table)	<p>Update your Exchange Server with the latest Update Rollup. At the time of the most recent revision to this document, these were <a href="#">KB953469</a> Rollup 7 for Exchange 2007 (RTM) and <a href="#">KB949870</a> Rollup 3 for Exchange 2007 SP1</p> <p>The Lotus Notes connector should be updated at the same time as the Exchange CDO update is applied (after rebasing the users' calendars) to minimise any impact to users. Please refer to <a href="#">KB945836</a> for more information on the update for the Lotus Notes Connector</p>
Install Exchange server CDO Update  <a href="#">(KB945835)</a>	<p>Update to the latest CDO Update Rollup if you have custom or 3rd party applications which use CDO to access calendar items. This includes Blackberry Enterprise Server (BES) from Research In Motion (RIM).</p> <p>Note: For Exchange 2003, this CDO update is included in the Update Rollup mentioned in the previous step. For Exchange 2007, or where the application is on different server, you will need this CDO Update.</p>
Patch any 3rd party applications if the vendor has a patch	<p>If applicable and not covered by the Exchange CDO MAPI updates mentioned above.</p>
Install the Outlook CDO Update if applicable  (Refer to Product table)	<p>Note: Outlook itself uses time zone information directly from the Windows registry and does not require the CDO component to be updated in order to function correctly. The Outlook CDO update may be required by applications which use CDO to interact with Outlook to create or maintain appointments, for example Microsoft and 3<sup>rd</sup> party Customer Relationship Management (CRM) systems.</p>

Step	Notes
Install additional application specific patches	Update Microsoft applications with the required patched outlined in <a href="#">Appendix B - Product Specific DST Information For Australia 2008</a>
Update all mobile devices  ( <a href="#">KB950885</a> )	A March 2008 cumulative DST update is available for Windows Mobile-based devices. Please refer to <a href="#">KB950885</a>



**NOTE:** Microsoft recommended best practice is to maintain a consistent level of patches across all systems in the enterprise. For multinational organisations or organisations that span multiple time zones it is recommended to continue to apply DST updates to all systems as they are released.

Recurring appointments which fall within the DST delta will need to be rebased for all meeting attendees if they are in, or interact with attendees in, the changed time zone. For many organisations this may affect senior staff and you should pay particular attention to this scenario to avoid potential business impact.

### 3.2 Manually Updating Windows

If you are unable to obtain an update for your version of Microsoft Windows, you can manually update the Windows registry to reflect the new daylight saving times. More information can be found at <http://support.microsoft.com/kb/914387>.

### 3.3 What if the Systems Have Been Previously Patched?

Systems successfully prepared for the April date changes will have the updates required for the October daylight savings changes. Whilst a number of updates have been superseded with a later version, the earlier versions of daylight savings patches included the settings required for October date changes. Microsoft recommends updating to the latest version of the daylight savings patches outlined in this revised document in line with Microsoft best practices.

Where servers, workstations and mobile devices have been added to the infrastructure, organisations will need to audit their environment to ensure all systems are patched according to the organisation's Daylight Savings Plan.

Where the environment does not have a consistent DST patch level, appointments will have been created with a mix of correct and incorrect DST transition dates. Appointments made on patched workstations will be correct, and appointments made on un-patched workstations incorrect. In this situation it is recommended to run the [Outlook Update client tool](#) in an interactive mode, as the tool will be unable to differentiate between correct and incorrect appointments making automated rebasing as outlined earlier in this document difficult.

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Where Windows mobile devices are deployed, it is recommended to audit them to ensure they continue to have the most recent DST update applied. This is important because when these devices are hard reset the OEM image is reinstalled. Any updates manually installed will not be reinstalled. Where this has occurred devices need to have the update reapplied.

### 3.4 Known issues with the Exchange and Outlook Rebasing tools

There are two known issues with the Microsoft Exchange and Outlook rebasing tools for daylight savings.

#### 3.4.1 System Patch Date

The server re-basing tool provides for an option “**Operating System Patch**”. The tool changes the format of dates supplied in the MM/DD/YYYY format to the M/DD/YYYY format. This causes an incorrect option setting in the Mailboxes.server.ini file.

This generates an error message that resembles the following in the error log:

```
[28/02/2008 7:10:21 AM][776]:wmain:Failed to read configuration - error 0x80070057.
```

Our suggested workarounds around for this issue are:

- Use Client Version of the tool when rebasing after a specific date is required.

Or

- Do not use the Operating System Patch Date option when using the server version of the tool.

#### 3.4.2 Limitation on Number of Mailboxes that can be Rebased

During the rebasing process, some customers have reported observing a MAPI\_E\_NETWORK\_ERROR. Our investigation has shown that this commonly occurs when running the rebasing tool from a workstation with an customised build.

Our suggested workarounds around for this issue are:

- Install a generic Microsoft operating systems image (direct from the source files) and re-run the tool.

Or

- Use the rebasing tool [virtual machine image](#).

Or

Limit the number of mailboxes being processed in each batch by the tool to a number which does not generate the error. Depending on the custom SOE the number of mailboxes that may be processed varies and typically is in the range of 50 to 75 mailboxes.

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## APPENDIX A – DETAILED DISCUSSION OF THE IMPACT OF THE DST CHANGES

DST changes can have a significant impact on business performance if not dealt with proactively. These effects can range from the mildly annoying incorrect time display on the clock, to significant user impacting calendaring problems, to financial and reputation loss if business critical services fail. And of course there is the additional workload that IT organisations face with the implementation of these changes and mitigation strategies.

The crucial times that organisations need to be concerned about are those “extended DST” or “delta” periods where the new DST rules differ from the previous DST rules. Whilst not exhaustive, the rest of this section explores some of the impacts. Organisations should assess the impacts for their own environments, specifically with services that are time dependent.

Most IT systems are affected – including Microsoft Windows operating systems, Microsoft Office Outlook, other Microsoft products, as well as third party and custom applications. These effects can be loosely categorised into three main categories, namely Operating Systems, Scheduling and Calendaring and Time Dependent Applications.

### ***For Operating Systems:***

- For machines which have not been updated for the new DST rules, time stamps on files will be off during the delta period.
  - *For example - Windows Explorer (NTFS) Date Created File Stamp will be off by one hour.*

NOTE: In addition, Windows clients in each time zone need to be updated “en masse” or as a group to ensure correct time baseline is used by shared resource applications (for example Microsoft Outlook). An inconsistent baseline would cause confusion when updating/viewing recurring meetings or appointments.

### ***For Scheduling and Calendaring:***

- The immediate and obvious impact will be on appointment times and resources – meetings falling in the delta periods will be off by an hour.
- Applications reading time from the system time will be presented this incorrect time. For example:
  - *Local computer Automated Scheduling will be off by one hour.*
  - *Outlook created/updated calendaring items will be off by one hour.*

- 
- *Exchange calendaring items updated/created using Collaboration Data Objects (CDO), which is used by Outlook Web Access (OWA) and various third party vendors such as RIM/BlackBerry will be off by one hour.*
  - *Exchange message auditing and retention rules will be off by one hour.*
  - *Conflicts can be created on shared calendars since meetings will be shifted to different times by different organizers.*
  - The potential exposure can be higher if the changes can affect key systems like:
    - *Travel Booking Systems*
    - *Health Systems (Patient Management Systems that define dispensing of drugs)*
    - *Scheduling Applications*
    - *Backups (Batch jobs set to run at midnight will now execute an hour early or later)*

NOTE: There are two high-level steps to updating Outlook calendars for DST – updating the underlying operating systems and then fixing existing appointments that fall within the delta period.

***For Time-Dependant applications:***

- Accurate transactional time tracking e.g.: Systems that rely on transaction logging for audit purposes e.g.:
  - *ATMs*
  - *Time-based billing systems*



Coordinated Universal Time (UTC) is a high-precision atomic time standard. Time zones around the world are expressed as positive or negative offsets from UTC. Local time is UTC plus the time zone offset for that location, plus an offset (typically +1) for daylight saving time, if in effect. UTC replaced Greenwich Mean Time as the basis for the main reference time scale or civil time in various regions.

Timestamps are values that specify a date and time combination. Applications that must handle timestamps typically store those timestamps in Universal Coordinated Time (UTC). The advantage of UTC is that UTC is universal. UTC is not subject to local time zones or to DST. However, UTC is neither user-friendly nor relevant to most users. Although UTC is the obvious choice for storage, it is not a good choice for display. Therefore, most applications convert UTC time to local time before they display the timestamp to the user. For example, Windows Explorer applies the time zone and the DST setting to the UTC timestamp before it displays dates and times for files in a Windows NT File System (NTFS) directory.

Conversion from UTC time to local time can be thought of as applying two offsets. The first is the time zone offset, and the second is the DST offset. Therefore, local time is effectively UTC time plus a time zone offset, plus any applicable DST offset. The time zone offset is fairly straightforward. The computer is configured for a particular time zone, and that time zone has an offset from UTC. To determine whether a DST offset should be applied is much more complex. This activity relies on many rules that are complex and dynamic.

Calendaring applications, like Microsoft Outlook, use UTC to record the times, and apply these two offsets (time zone and DST) when displaying the appointments. Refer to [KB195900](http://support.microsoft.com/kb/195900/en-us) (<http://support.microsoft.com/kb/195900/en-us>) for more details.

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### **Examples of Outlook Calendar Behavior:**

If a client machine has not been updated for the new DST rules, appointments created in the delta period may be posted at the wrong time. This is because the time value is a result of a Windows client system time calculation. If the “displayed, adjusted, or system time” on the machine is wrong, the appointment will be stamped incorrectly.

1. When creating an appointment Outlook checks the system time.
2. Outlook then checks the registry to determine the local time zone and DST settings.
3. If the DST checkbox is selected and the appointment falls in the DST period, Outlook does a calculation to determine UTC time, something like this:

$$\text{Appointment time (in UTC)} = \{(\text{Client time}) +/- (\text{DST adjustment}) +/- (\text{Time Zone offset})\}$$

4. Outlook then stamps the appointment with the UTC time and sends this UTC time to invitation recipients.

The behavior of appointments on un-patched machines is the same for both DST events – time moving forward and time moving backward. As an example, for the forward DST event, if the machine is not patched prior to the beginning of the DST delta period, the system time at the originating client will be 11:00am instead of 12:00pm. This issue exists because a patched Windows machine returns a different time for a given date than it would have prior to the Windows patch.

### **Existing Appointments (created with older DST rules)**

If the user created an appointment using DST 2007 rules and the Windows Client Operating System was updated to use the new DST 2008 rules, the next time the user opens Outlook, the appointments during the delta periods will be off by one hour.

### **To demonstrate this behavior:**

1. Create a recurring weekly appointment starting before the delta period and ending after the delta period. (At least one instance will fall within the delta period.)
2. Install the latest operating system DST update or update the operating system using one of the other manual methods so that the new DST changes are reflected.
3. To force the change to take effect immediately, adjust your machine to a different time zone and then change it back to the correct one.
4. Close and reopen Outlook.
5. Review the appointments and observe that the appointment that falls within the delta period is changed to be out by one hour.

### Meetings between Patched and Un-patched Systems

In addition, meetings sent between patched and un-patched clients will experience the behavior illustrated in the following chart:

		<i>SENDER</i>	<i>TO</i>	<i>ATTENDEE</i>
<i>SENDER MEETING REQUEST</i> <i>10 AM October 7<sup>th</sup>, 2008</i>		<i>PC / Device NOT patched</i>		<i>PC / Device PATCHED</i>
		<i>no change</i> <i>10:00 AM</i>		<i>-1 HOUR</i> <i>9:00 AM</i>
<i>SENDER MEETING REQUEST</i> <i>10 AM October 7<sup>th</sup>, 2008</i>		<i>PC / Device PATCHED</i>		<i>PC / Device NOT patched</i>
		<i>no change</i> <i>10:00 AM</i>		<i>+1 HOUR</i> <i>11:00 AM</i>
<i>SENDER MEETING REQUEST</i> <i>10 AM October 7<sup>th</sup>, 2008</i>		<i>PC / Device PATCHED</i>		<i>PC / Device PATCHED</i>
		<i>no change</i> <i>10:00 AM</i>		<i>no change</i> <i>10:00 AM</i>

## APPENDIX B - PRODUCT SPECIFIC DST INFORMATION FOR AUSTRALIA 2008

The status of available product updates appears in the table below. Notes regarding specific updates appear below the table.

Some of the updates (for example BizTalk Server, Visual Studio) are not specific to the Australia Eastern and Central changes and can be applied immediately. Other products (for example Office Groove) require manual adjustment after application of the time zone update to the host Windows operating system.



NOTE: Information in this table is correct as of 01 May 2008. Please refer to the [Australia Eastern & Central Daylight Saving Changes](http://technet.microsoft.com/en-au/bb887637.aspx) website (<http://technet.microsoft.com/en-au/bb887637.aspx>) for the most current information before deploying your updates.

If you are using a hard copy of this guide, please follow the URL above to get access to the download links referred to in the table.

Product	Version	Status	Reference
Windows	Vista (SP1), Server 2008	Included	No update required
	Vista, XP (SP2), Server 2003 (SP1, SP2)	Available	<a href="#">KB951072</a>
	Small Business Server 2003 (SP1) (see note)		
	2000 Professional and Server (EHS only)		
Windows Mobile	6.0, 5.0, Desktop Tool	Available	<a href="#">KB950885</a>
Exchange	Server 2007 (SP1)	Available	<a href="#">KB945684</a>
	Server 2007	Available	<a href="#">KB942846</a>
	Server 2003 (SP2)	Available	<a href="#">KB956398</a>
	Server 2003 (SP1)	Available	<a href="#">KB944722</a>
	Server 2000 (EHS only)	Available	<a href="#">KB956399</a>
	CDO Web Release	Available	<a href="#">Download</a>

	MAPI CDO Web Release	Available	<a href="#">Download</a>
	Calendar Connector for Lotus Notes	Available	<a href="#">Download</a>
	Connector for Lotus Notes	Available	<a href="#">Download</a>
	Lotus Notes Mail Migration Wizard	Available	<a href="#">Download</a>
Office Outlook (see note)	2007 (CDO Web Release)	Available	<a href="#">Download</a>
	2003 (SP2, SP3)	Available	<a href="#">KB947674</a>
	XP (2002) (EHS only)	Available	EHS - 948627
	2000 (EHS only)	Available	EHS - 947700
SharePoint	WSS V3 / MOSS 2007	Manual Process	<a href="#">Instructions</a>
	WSS V2 / SPS 2003		
Dynamics CRM	4.0	Included	No update required
	3.0	Available	<a href="#">KB943122</a>
SQL Server	2000 & 2005 Notification Services	Available	<a href="#">KB931815</a>
Commerce Server	2007, 2002	Available	<a href="#">KB932395</a>
BizTalk Server	2006, 2004	Available	<a href="#">KB931961</a> <a href="#">KB931960</a>
Services for Unix	3.0, 3.5	Available	<a href="#">KB949653</a>
Office Groove	3.x, 2007	Available	<a href="#">KB932607</a> <a href="#">KB934800</a>
Visual Studio	All versions – <a href="#">System.TimeZone</a>	Available	<a href="#">BB264729</a>
	All versions – TZ environment variable	Available	<a href="#">Information Hotfixes</a>
Live Meeting	2007	Available	<a href="#">KB939107</a>



NOTE: Product updates only need to be applied once to ensure consistency with the changed start and end dates for a given time zone. It is not necessary to re-apply product updates at the start or end of subsequent daylight saving periods, provided there have been no changes to daylight saving rules in the meantime.

Similarly, once Outlook calendars have been rebased against the new daylight saving rules, further rebasing activity is not required again at the end/start of the DST period where all subsequent appointments have been made from patched workstations.

### Windows Small Business Server 2003

You must install Windows Small Business Server 2003 Service Pack 1 (SP1) before applying any of the time zone updates. Click [here](#) for more information and installation instructions. Note that SP1 includes Microsoft Exchange Server Service Pack 1, which must be installed. Once SP1 is installed, install [KB951072](#) and [KB944722](#) to apply time zone updates to the Windows Server and Exchange Server components respectively.

### Microsoft Office Outlook

Updates for Microsoft Outlook are only required if applications which use the CDO interface to access time zone information are installed on the client PC. Installation of an Outlook update should only be performed if problems are observed subsequent to installation of the Windows operating system update. Note that for Outlook 2007, CDO is supplied as a separate download via [KB945835](#).

### Adjusting Office Outlook Calendars

Microsoft Office Outlook uses time zone information maintained by the Windows operating system to calculate start times for future appointments when they are created or updated. When a time zone update is applied to Windows, existing appointments in extended daylight saving periods may be shifted by one hour. Refer to [KB931667](#) for information, procedures and tools for adjusting Outlook and Exchange calendar items after a change in daylight saving times.

The following should be noted when updating a Microsoft Exchange Server environment:

- Calendar adjustment (rebased) must be performed before applying the Exchange Server time zone update, otherwise it will not work. If rebasing fails for this reason, uninstall the update, repeat the rebasing operation then re-install the update.
- As per [KB931667](#), if you are in a time zone which is not affected by changes in time zone rules, you do not have to update your calendar.

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## Microsoft Entourage 2004 and 2008 for Mac

Mac owners should refer to Apple technical support regarding the availability of time zone updates.

The fixes for the DST issue with Entourage have been released and are included in Updates for Office for Macintosh. Microsoft updates for Entourage are available as follows

[Microsoft Office 2004 for Mac 11.5.1 Update](#) (Entourage 2004)

[Microsoft Office 2008 for Mac 12.1.2 Update](#) (Entourage 2008)

## Microsoft Dynamics CRM v3.0

The Microsoft Dynamics CRM 3.0 client for Microsoft Office Outlook uses the CDO interface to interface with Microsoft Outlook. To ensure correct operation, apply the corresponding time zone updates to Microsoft Outlook and Microsoft Exchange Server after updating all host operating systems.

After applying a time zone update, appointments which fall within the new daylight saving period may be shifted by one hour. To fix this problem, either update the appointments manually and re-save them or adjust Outlook Office calendars according to the instructions above after applying the updates to the host operating system, the Outlook client and the Microsoft Exchange Server.

## Windows CE and Mobile Devices

Device owners should contact the device manufacturer to determine whether or not an update is available.

## Microsoft Java Virtual Machine

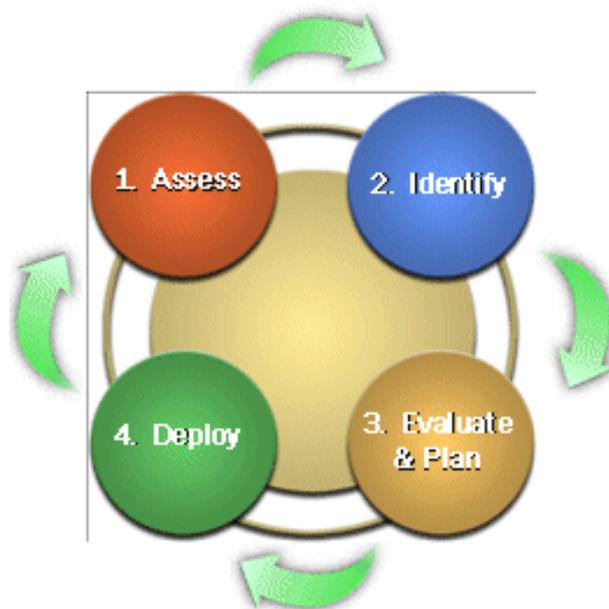
- The Microsoft Java Virtual Machine (MS JVM) will sometimes apply an incorrect time zone rule after the daylight saving update is applied and the daylight saving transition has occurred. Microsoft is restricted to providing only security fixes to the MS JVM. Further information about the MS JVM is available at <http://www.microsoft.com/mscorp/java/default.asp>

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## APPENDIX C - BUILDING YOUR DST UPDATE RESPONSE PLAN

### *Process Overview*

The Microsoft-recommended update-management process is a four-phase approach to managing patches or updates. Built on the best-practice Microsoft Operations Framework and IT Infrastructure Library frameworks, it is designed to give your organisation control over the deployment and maintenance of interim software releases into your production environment. These four phases are illustrated in the following diagram:



### *Assess*

In the Assess phase of the high-level model, you determine what you have in your production environment, what risks and vulnerabilities you might face, and whether your organisation is prepared to respond to a new software update.

This phase incorporates the initial setup activities of:

- Baselining - the process by which you identify what versions of software you want to manage
- Subscription - how you work out the best sources of information about new software updates for the versions of software you've decided to manage.

### *Identify*

In the Identify phase, once your organisation becomes aware of a new software update, you determine whether the update is relevant to computers within your production environment, and if

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it is relevant, you submit a change request to gain approval for deploying the update into production.

This phase incorporates the following activities of:

- Identification- how organisations are notified of new software updates, how they screen them, and how they validate them.
- Relevance - how organisations determine whether they have the operating systems or applications that need to be updated, and, if they do, whether they have the risks in question.
- Quarantine - the process by which organisations look at any software updates in isolation to prevent virus infection or malicious code affecting their IT infrastructures.
- Change request - a formal request to make the changes required to deploy the software updates.

### ***Evaluate and Plan***

By the end of the Evaluate and Plan phase, you should have made a go/no go decision to deploy a software update and have determined the necessary tasks that will be needed to deploy it into production. You should also have tested it in a production-like environment to confirm that it does not compromise business critical systems and applications.

This phase incorporates the following activities:

- Change classification - assigning of a priority and a category to a proposed change, using its urgency and its impact on the infrastructure or users as criteria.
- Change authorization - consideration and approval or disapproval of a proposed change by the change manager and the Change Advisory Board (CAB).
- Change development - the planning and development of a change, a process that can vary immensely in scope and includes reviews at key interim milestones.
- Plan release - the process whereby the release manager determines what needs to be done to the production environment to implement a change.
- Release development - the phase during which members of the release team develop the processes, tools, and technologies required to deploy the release into the production environment.
- Acceptance testing - the process for ensuring that releases will not adversely impact the production environment. Each release should be tested in a facility that effectively models the conditions existing in the production environment.

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- Rollout planning - the stage at which the release manager reviews the rollout order to determine whether it is still aligned with business requirements and priorities.

## **Deploy**

The goal for the Deploy phase is to successfully roll out the approved software updates into your production environment so that you meet all of the requirements of any deployment service level agreements (SLAs) you have in place.

This phase incorporates the following activities:

- Rollout preparation - getting the production environment ready for each new release, which generally includes communicating information about the release to users and other personnel, training service desk and technical support staff, and making backups of critical IT components.
- Release deployment - the process of moving the release into the production environment.
- Change review - the process of determining the effectiveness of the change.

Configuration management, which spans all phases of this model, is a critical process responsible for identifying, controlling, and tracking all versions of hardware, software, documentation, processes, procedures, and all other inanimate components of the information technology (IT) organisation.

Microsoft has developed and published prescriptive guidance on software updates and patch management, both at a process and at a technical level. These solution accelerators are available from the [Management and Operations website](http://www.microsoft.com/technet/solutionaccelerators/cits/mo/default.mspx) at <http://www.microsoft.com/technet/solutionaccelerators/cits/mo/default.mspx>.

## **Applying this process to DST change updates**

The biggest differences between making DST rule changes as compared to normal Hotfix updates are related to the rebasing of scheduling and calendaring applications and the update order for making these changes successfully; summarised as:

- the complexity of these changes
- the impact these changes have, and
- the impact of not making these changes has on the business

There are many similarities and common elements between patch updates and DST updates:

- common deployment technologies
- the importance of understanding what systems and services are used in the production environment, and
- the necessity of following a disciplined change management process

# APPENDIX D – DST UPDATE RESPONSE PLAN

## CONSIDERATIONS

The following four tables of considerations are intended to help organisations understand the problem space better:

- what are the important questions that IT organisations have to answer as they develop their DST update plans,
- what resources and artefacts would be useful, and
- what lessons and best practices should they consider

It is not an exhaustive compilation, and certainly not all topics will be relevant for all situations – hopefully it will stimulate the thinking and enable IT organisations to make better informed choices.

### Assess

Phase	Considerations
<b>Assumptions</b>	The organisation is assessing the need to update their IT systems to reflect the Australian 2008 DST changes
Assess	<p><b>Description:</b>            In this phase of the high-level model you determine what you have in your production environment, what risks and vulnerabilities you might face, and whether your organisation is prepared to respond to a new software update.</p> <p><b>Key questions:</b>            What software products do we have in our environment?            Do we know the exact versions, service pack levels, and patch levels?            How many installations of each of these, and where are these systems located?            What mechanisms does the company have in place for patch management?            What mechanisms does the company have in place for software distribution?            Who are the business owners and the technical contacts for these systems?            Do we have service level expectations for these systems?            What business and IT services does the company’s IT department provide? (Does it have a service catalogue?)            What operating system is the client computer running?            What is the Client Office configuration?            How many mailboxes does the company have?            How many servers does the company have?            What is the geographical distribution of the company’s servers?            How many users does the company have?</p> <p><b>Inputs:</b></p>

	<p>Systems management inventory reports</p> <p>Service catalogues</p> <p>Service maps</p> <p>Configuration management database</p> <p>Service level agreements</p>
	<p><b>Outputs:</b></p> <p>Software installation register</p>
	<p><b>Best practices:</b></p> <p>Automated collection and reporting is about the only way something like this can work on an ongoing basis.</p> <p>Periodic audits give the organisation a sense of confidence that their tools and processes used to collect and record this information are working correctly – the information can be trusted.</p> <p>Limit access to this information only to those roles that need it. Different roles need differing information – consider an automated, role-based report generation.</p>
Useful References	

## Identify

Phase	Considerations
<b>Assumptions</b>	<p>The organisation has an accurate inventory of their IT systems and services</p> <p>The organisation is evaluating the impact of a DST change to their environment</p>
Identify	<p><b>Description:</b></p> <p>The Identify phase is concerned with evaluating whether a new software update is relevant to computers within your production environment, and if it is relevant, the process recommends a change request to gain approval for deploying the update into production.</p> <p><b>Key questions:</b></p> <p>What software update is available or required?</p> <p>Does the company conduct business or schedule meetings outside the affected Australian states?</p> <p>Does the company support its own Microsoft Exchange environment?</p> <p>What is the Exchange Platform?</p> <p>Is the company's Exchange server hosted centrally or locally?</p> <p>Does the company use Exchange Server public folder calendar items?</p> <p>Does the company use the Direct Booking feature for conference rooms in Microsoft Office Outlook?</p> <p>Does the company use Office Outlook Web Access?</p> <p>Does the company support mobile devices?</p> <p>Are there any other systems or software products which use the affected components like CDO?</p>

	<p><b>Inputs:</b></p> <p>Software installation report</p> <p>Technical information about the update</p> <p>Vendor supplied information about the updates (guides, scripts, etc)</p> <p>IT architecture and operational documentation</p> <p>Service Catalogues</p> <p>Service Level Agreements</p> <hr/> <p><b>Outputs:</b></p> <p>Approved request for change</p> <p>DST Update Assessment report</p> <p>High-level technical approach and recommendations</p> <p>Enterprise response plan including:</p> <ul style="list-style-type: none"> <li>• Initial project plan</li> <li>• Communication plan</li> </ul> <hr/> <p><b>Best practices:</b></p> <p>DST patches may be updated occasionally. Ensure that the latest patches are identified and selected for testing.</p> <p>DST patches usually require that the underlying Operating Systems and installed applications are at the latest supported service pack level. As part of preparing for the deployment of DST patches, a company may need to apply service packs and Hotfix rollups.</p>
Useful References	

## Evaluate and Plan

Phase	Considerations
<b>Assumptions</b>	The organisation has identified the need to make DST change updates to their IT systems
Evaluate and Plan	<p><b>Description:</b></p> <p>By the end of the Evaluate and Plan phase, you should have made a go/no go decision to deploy a software update and have determined the necessary tasks that will be needed to deploy it into production. You should also have tested it in a production-like environment to confirm that it does not compromise business critical systems and applications.</p> <hr/> <p><b>Key questions:</b></p> <p>Which Line of Business (LOB) applications does the company consider to be mission critical?</p> <p>Is the company's infrastructure supported through standard maintenance windows?</p> <p>How the company's test environment is structured (for pretesting and release phases)—for example, can the company test DST updates first to a small user or pilot group?</p> <p>How many times does the company want to touch its clients and employees? What DST updates can the company's clients and employees be responsible for (for example, does the company use Microsoft Systems Management Server [SMS] or does the company direct clients and employees to a Web site to download the DST update)?</p> <p>How is the company managing conference rooms and conference room auto-response e-mail messages?</p> <p>Does the company have any kiosk-style multiuser computers?</p> <p>Which updates and changes do we need to apply to which systems?</p> <p>Is there any recommended guidance on the installation sequence?</p> <p>What mitigation strategies can we put in place to minimise the effects of these changes?</p> <p>Do we have the necessary skills and resources to successfully make these changes?</p> <p>Are there any projects or deployments currently underway that will also need to receive these changes?</p> <p>Who are the key business stakeholders?</p> <p>Do we have a recommended communications plan?</p> <p>Are we able to manually make these changes and updates for those products which do not have hotfixes or which are outside of mainstream or extended support lifecycle?</p> <p>Have we communicated these changes to the helpdesk and do they have the sufficient training and understanding to provide the users with support for these changes?</p> <p>Did the pilot and/or lab tests go according to plan? What do we need to change in our plan to avoid the problems in pilot?</p>

	<p><b>Inputs:</b></p> <p>Approved request for change</p> <p>DST Update Assessment report</p> <p>High-level technical approach and recommendations</p>
	<p><b>Outputs:</b></p> <p>Updated communication plan</p> <p>Deployment plan with scripts, tools, instructions</p> <p>Updated project plan</p> <p>Updated DST response plan</p>
	<p><b>Best practices:</b></p> <p>Lab and Pilot testing allows you to identify unforeseen problems in a simulated production environment. It should be used to refine the deployment plan, develop deployment guidance and instructions, and also allow you to test a back out plan.</p>
Useful References	

## Deploy

Phase	Considerations
<b>Assumptions</b>	The organisation has a working and tested DST update plan
Deploy	<p><b>Description:</b></p> <p>The goal for the Deploy phase is to successfully roll out the approved software updates into your production environment so that you meet all of the requirements of any deployment service level agreements (SLAs) you have in place.</p> <p><b>Key questions:</b></p> <p>Have the changes, dates, actions, expectations been communicated to the users?</p> <p>Do we have sufficient staff and resources to deploy the changes within the agreed timeframe?</p> <p>Can we implement any milestones to track our progress and success?</p> <p>Can our vendors or suppliers assist with an accelerated escalation path if we run into trouble?</p> <p>Have we completed the necessary changes, have they been tested, and do the changes meet the expectations?</p> <p>Do we have any loose ends to tidy up?</p> <p>What lessons have we learned from this deployment that we can reuse in any future deployments?</p> <p><b>Inputs:</b></p> <p>Deployment plan</p> <p>Emergency escalation procedures</p> <p>Milestones with times and expectations</p>

	<p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>Completed Change Request</li> <li>Post Implementation Review</li> <li>Remediation tasks and recommendations</li> <li>Updated inventory report (configuration management database)</li> <li>Updated communications plan</li> </ul> <p><b>Best practices:</b></p> <p>Defined milestones allow the team to monitor ongoing progress and allow early detection of any deviations from the expected plan.</p>
Useful References	

## APPENDIX E - SAMPLE ASSESSMENT WORKSHEETS

### Example Microsoft Environmental Assessment

The table below is from the Microsoft IT DST Assessment project and illustrates how Microsoft IT used the checklist to perform an initial review of its own environment.

Environmental impact assessment	Identify the business Service and IT Services that MSIT provides	Assessed end-to-end services impact and customer experience, including technology and processes
Microsoft client environment	Operating system/number of users	Windows Vista (2007 Microsoft Office system) 95,000
		Windows XP SP2 (with Microsoft Office 2003) 60,000
		Windows XP SP2 (with the 2007 Office system) 32,000
		Microsoft Windows Server 2003 SP1 15,000
		Windows Mobile 47,000
	Mailboxes	130,000 mailboxes
	Multuser computers	Not affected
Microsoft server environment	Number of servers	More than 200 Exchange servers with approximately 2,400 users per server
	Exchange support	Yes
	Exchange hosting configuration	Centrally hosted, multiple locations
	Outlook Web Access	Yes
Microsoft business environment	Conducts business or schedules meetings outside the United States and Canada	Yes, global company with international subsidiaries
	Management of conference rooms and conference room auto-response e-mail messages	Uses Exchange Auto Accept Agent
	Direct booking in Outlook	Yes
	Public Folder with calendaring	Yes
	Identified LOB applications and flagged them as mission critical as necessary	More than 350 LOB applications identified. Conducted mission-critical list mandatory test pass.

	Infrastructure support configuration	Standard maintenance windows
	Patch management mechanism	Uses SMS for distribution
IT infrastructure	Software distribution mechanism	Uses SMS for distribution
	Test environment	Multiple labs and test environments
	Client and employee contact	Minimal; Microsoft is a technology company. Microsoft assumes that its employees understand the Windows Add/Remove Programs Tool functionality.

### Microsoft Product Register

The following table is provided as a tool for IT Professionals to quickly record the relevant information about their environment. This table is derived from the Daylight Saving Time Update Guide located at [http://support.microsoft.com/gp/cp\\_dst](http://support.microsoft.com/gp/cp_dst). The online guide provides an easy method to evaluate whether a particular product requires a DST update and then provides a list of KB articles and patches for the selected products.

NOTE: Some of the links and KB articles in the above guide are outdated and refer to superseded updates. For updates specifically related to the Australian DST 2008 changes please refer to the Australia and New Zealand DST website at <http://technet.microsoft.com/en-au/bb887637.aspx>.

PRODUCT	SP LEVEL	DST UPDATE REQUIRED?	TOTAL IN PRODUCTION	LOCATIONS	TECHNICAL CONTACT	BUSINESS CONTACT	SLA IN PLACE?	BUSINESS SERVICE	PRIORITY
<b>Operating Systems</b>									
<b>Microsoft Windows Vista</b>									
Windows Vista, 32-bit version									
Windows Vista, 64-bit version									
<b>Microsoft Windows Server 2003</b>									
Enterprise Edition (32-bit x86)									
Enterprise x64 Edition									
Enterprise Edition for Itanium-based Systems									
R2 Enterprise Edition (32-bit x86)									

R2 Enterprise x64 Edition										
Standard Edition (32-bit x86)										
Standard x64 Edition										
R2 Standard Edition (32-bit x86)										
R2 Standard x64 Edition										
Datacenter x64 Edition										
Datacenter Edition for Itanium-Based Systems										
R2 Datacenter Edition (32-bit x86)										
R2 Datacenter x64 Edition										
Microsoft Windows XP										
Media Center Edition 2005 with SP 2										
Media Center Edition 2004 with SP 2										
Media Center Edition 2002 with SP 2										
Home Edition with SP 2										
Home Edition										
Professional with SP 2										
Professional x64 Edition with SP 2										
Professional										
Microsoft Windows Small Business Server										
2003 Standard Edition										
2003 Premium Edition										
2003 R2 Standard Edition										
2003 R2 Premium Edition										
Microsoft Windows Embedded for Point of Service										
Windows Embedded for Point of Service										
Microsoft Windows Fundamentals for Legacy PCs										
Windows Fundamentals for Legacy PCs										
Microsoft Windows 2000										
Professional Edition with SP 4										
Server with SP 4										
Advanced Server with SP 4										
Applications										
Exchange Server										
2007, all versions as of February 16, 2007										
2003 Enterprise Edition with SP 2										
2003 Standard Edition with SP 2										
2003 Enterprise Edition with SP 1										
2003 Standard Edition with SP 1										
2003 Enterprise Edition										
2003 Standard Edition										
2000 Server Enterprise Edition										

2000 Server Standard Edition										
Windows Mobile										
Windows Mobile										
Windows CE										
Windows CE 5.0										
Windows CE .NET 4.2										
Windows CE .NET 4.1										
Windows CE .NET 4.0										
Microsoft Office Outlook										
Microsoft Office Outlook 2007										
Microsoft Office Outlook 2003										
Microsoft Office Outlook 2002 Standard Edition										
Microsoft Office Outlook 2000 Standard Edition										
Microsoft Entourage										
Microsoft Entourage 2004										
Windows SharePoint Services										
Windows SharePoint Services 3.0										
Windows SharePoint Services 2.0										
SQL Server Notification Services										
SQL Server 2005 Notification Services										
SQL Server 2000 Notification Services										
Microsoft BizTalk Server										
Microsoft BizTalk Server 2006										
Microsoft BizTalk Server 2004										
Microsoft BizTalk Server 2002										
Microsoft BizTalk Server 2000										
Microsoft Commerce Server										
Microsoft Commerce Server 2007										
Microsoft Commerce Server 2002										
Microsoft Commerce Server 2000										
Microsoft Dynamics CRM										
Microsoft Dynamics CRM 3.0										
Microsoft Dynamics CRM 3.0 Service Provider Edition										
Microsoft Dynamics CRM 3.0 I (Localized for Japanese and Chinese (PRC))										
Microsoft Dynamics CRM Mobile										
Microsoft Groove										
Microsoft Groove 3.1										
Microsoft SharePoint Portal Server										
Microsoft SharePoint Portal Server 2003										
Microsoft Office Live Meeting										

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Microsoft Office Live Meeting									
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## APPENDIX F – SAMPLE COMMUNICATIONS PLAN

This appendix describes the communications that are recommended for the DST Update Response Plan. The DST coordinator is responsible for ensuring that these communications take place, however the individual content and distribution may be done by other members of the extended DST Update team as appropriate. You should evaluate whether this communication plan is sufficient and appropriate for your organisation and adjust as needed.



It is good practice to follow tested marketing guidelines – ensure the messaging in each communication is clear and succinct, use a consistent formatting and layout for all communications, and highlight any required actions that are expected from the audience. Use a mix of communication mediums – email, intranet websites, paper-based, workshops – that may be appropriate for your audience.

Name of communication	Timeline	Intended Audience	Description
Internal Awareness Announcement - stakeholders  (Email)	<start>	IT Stakeholders  Business Stakeholders	This e-mail message starts the DST Update process.  High-level overview of the problem, risks, and the organisations' plan to address these.  Notification that the systems will be assessed and reviewed. Notification of ownership and contact information.  ACTION: IT system and Business service owners to familiarise themselves with the problem and to assist with assessment activities.
Assessment meeting request  (Email)	<date>	IT Stakeholders  Business Service Owners  Technical SME's	The assessment meeting is conducted to determine whether the DST updates need to be applied, to identify the key critical systems that are affected, and to decide on a high-level update plan/strategy.  Identify and confirm the key contacts and stakeholders that need to be included in future activities.  ACTION: Confirm ownership of the DST Response plan and confirm the accuracy of the communication plan.
Internal Awareness Announcement – Support Employees  (Email)	<date>	IT Support Employees	Notification to support employees – Proactive bulletin - High level overview, remind everyone of location of documents, information, call to actions, contact information

Name of communication	Timeline	Intended Audience	Description
Internal Awareness Announcement – All affected users  (Email)	<date>	All affected users	Notification to Field/impacted communities – Proactive bulletin - High level overview, remind everyone of DST date changes, location of documents, information, call to actions, contact information.  Corporate internal article to drive general awareness of DST, directing users to best practice guidance (Web).  NOTE: Provide users with some best practice actions they can start taking immediately to reduce the impact – like including actual date/time information in the body of any meeting requests, etc.
Internal Action Announcement – Administrative Assistants and Receptionists  (Email)	<date>	Administrative Assistants and Receptionists	Awareness of DST effects and best practice guidance (See Appendix E)
Windows Mobile Users	<date>	Windows Mobile Users	Guidance to update mobile phones when Exchange Calendar Update Tool or Outlook Time Zone Update Data Tool is run
Application Owners	<date>	LOB application owners	Campaign to ensure critical applications identified, tested, and remediated
System Account owners	<date>	System Account owners	Awareness to validate application behaviour
Deployment Progress Report	<date>	IT Stakeholders Business Stakeholders	This communication is a report of the current DST update deployment, notes every DST update and its current level of implementation.

## APPENDIX G – SAMPLE DEPLOYMENT PLAN

Step	Day	Date	Action	Comments
1.	Fri	9/21	<p>A. <b>Start updating Windows</b> servers</p> <p>B. <b>Start updating Exchange servers</b> over the weekend (OS patches only)</p> <p>C. <b>Start Updating</b> Terminal Citrix Servers with OS Patch.</p> <p>D. <b>Start Updating</b> All Windows clients with OS Patch.</p> <p>E. <b>Start Updating</b> All Windows Mobile clients.</p>	<p>Exchange, BES and TS/Citrix Servers OS patching should be complete.</p> <p>Adds a little randomness to the email and network traffic generated by the meeting updates.</p>
2.	Sat-Sun	9/22-9/33	A. Run <b>Microsoft Exchange Calendar Update Tool</b> against all Exchange calendars.	<p><b>Use Exchange Tool Strategy</b></p> <p>Do not install the CDO patch on Exchange servers prior to rebase. Install the patch after the rebase. Installing before the rebase will lead to OWA recurring meetings not being updated. If you already have the CDO patch installed on the Exchange servers, uninstall it and (re)run the Exchange tool.</p>
3.	Sun	9/30	A. <b>Start updating All Exchange</b> servers over the weekend (CDO patches)	<b>Use Exchange Tool Strategy Only</b>
4.	Sat	10/6	A. <b>Update</b> Remaining Windows Servers (e.g. SharePoint/WSS, SQL Notification Services, DCs, File/Print)-	Patch List depends on Server Role; some will need more than the OS patch.
5.	Mon	10/8	A. Start <b>assessing</b> which servers and workstations did not receive the patches.	Re-apply patch accordingly.

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## APPENDIX H – REFERENCES AND USEFUL WEBSITES

### Daylight Savings for Australia and New Zealand:

<http://technet.microsoft.com/en-au/bb821275.aspx>

### Daylight Saving Time Help and Support Center

[http://support.microsoft.com/gp/cp\\_dst](http://support.microsoft.com/gp/cp_dst)

### Daylight Saving Time Changes Webcasts:

[http://support.microsoft.com/gp/dst\\_webcasts](http://support.microsoft.com/gp/dst_webcasts)

### Microsoft IT Deployment Guidance:

[http://support.microsoft.com/gp/dst\\_topissues/#a3](http://support.microsoft.com/gp/dst_topissues/#a3)

### Daylight Savings Time Blog:

<http://blogs.technet.com/dst2007/>

### How to address time zone changes with Time Zone Update Tool for Microsoft Outlook:

<http://support.microsoft.com/kb/931667/en-us>

### Windows Mobile Daylight Saving Time:

<http://www.microsoft.com/australia/windowsmobile/daylightsaving/default.aspx>

### Microsoft Support Lifecycle Website:

<http://support.microsoft.com/lifecycle/>

### Exchange Server TechCenter

<http://technet.microsoft.com/en-us/library/aa996249.aspx>

### Microsoft Software Update Solution Accelerators:

<http://www.microsoft.com/technet/solutionaccelerators/cits/mo/default.aspx>

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## APPENDIX I – INSTRUCTIONAL VIDEOS FOR REBASING

DST: Cumulative Time Zone Update for Microsoft Windows

<http://channel9.msdn.com/ShowPost.aspx?PostID=341535>

DST: Using the Outlook v2.0 Time Zone Data Update Tool

<http://channel9.msdn.com/ShowPost.aspx?PostID=341649>

DST: How to Address Daylight Saving Time in Exchange Server by Using the Exchange Calendar Update Tool v2.0

<http://channel9.msdn.com/ShowPost.aspx?PostID=341747>

### Microsoft Download Center (table of contents included – use as a reference)

VIDEO: Cumulative Time Zone Update for Microsoft Windows and Windows Mobile

<http://www.microsoft.com/downloads/details.aspx?FamilyId=1E55473C-80FF-4E87-A48F-3BC872EF39AA&displaylang=en>

VIDEO: Using the Time Zone Data Update Tool for Microsoft Office Outlook v2.0

<http://www.microsoft.com/downloads/details.aspx?FamilyId=1A511C92-A45B-46ED-9848-64349EEBD040&displaylang=en>

VIDEO: Using the Time Zone Data Update Tool for Microsoft Exchange Server v2.0

<http://www.microsoft.com/downloads/details.aspx?FamilyId=A05519EF-B698-4A60-8292-D22D35393E43&displaylang=en>