

# Outlook Time Zone Data Update Tool

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## Communication Content Examples

### **Communication Context**

IT organizations may need to implement an enterprise solution to manage the effect of the revised Daylight Saving Time (DST) period. The purpose of this communication is to make the affected user base aware of DST impacts, solutions, recommendations, and where to obtain further information or support.

The following is representative of internal strategies and communications by Microsoft IT utilized in addressing the potential DST impacts.

The primary Microsoft Internal IT solution to manage DST is the server based Exchange Calendar Update Tool. If a User's Exchange mailbox did not have an identifiable Time Zone, the Exchange tool would not adjust that User's Calendar for DST.

To mitigate this effect the Secondary Solution is to push, to the user's Desktop or Laptop PC, the Outlook Time Zone Data Update tool.

A version of this communication was sent to Users whose calendars were not updated by the Exchange Calendar Update Tool, informing them of this fact and indicating they will receive the Outlook Time Zone Data Update tool, with a subsequent action to run the tool on their PC.

**Microsoft Internal IT Solution Goal:** Minimum User touch requirement for DST.

#### **Microsoft Internal IT Solution Strategy:**

1. Inform affected Users of Primary DST update solution failure and a secondary solution is being pushed to them, with an action to run the Outlook Time Zone Date Update tool on their PC.
2. Implement Secondary strategy (minimum touch): Push the Outlook Time Zone Data Update tool to affected users.

**Microsoft Internal IT Support Strategy:** Note - the Internal Microsoft audience typically follows a self service model

- Internal IT website containing Microsoft IT DST content
- Helpdesk - Knowledge Base articles
- Helpdesk – Call Center

## Action Required



### Run the Microsoft Office Outlook Time Zone Update Tool

The Exchange Calendar Update Tool did not adjust calendar items for DST between <date period(s), YYYY>>

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#### Description

As a result of the <<Country Policy act>>. In, <<YYYY>>, Daylight Saving Time (DST) in the <<country name(s)>> will <<spring forward early OR fall back later>>. The revised DST schedule will start <<x days/weeks>> earlier on <<Month Date YYYY>> and end <<y days/weeks>> later <<Month Date YYYY>>.

<<Organization name>> has been unable to update your calendar for the revised DST period on first attempt. <<Organization name>> will be pushing the Outlook Time Zone Update Tool to your PC.

If you have a Windows Mobile® Smartphone or Pocket PC device running version 5 or less you will need to download a separate DST update.

The application of desktop, laptop and Windows Mobile device updates will resolve most calendaring issues.

If you are involved in meetings with external parties, << Company name>> cannot confirm if external parties are DST patched or un-patched, therefore calendaring issues could occur. To help manage any meeting during the revised DST period, review the Calendaring Recommendations.

#### Affected Users

Those users that <<Organization name>> has been unable to update calendar items for, on first attempt, for the revised DST period.

#### Impact: Until Outlook Time Zone Update Tool Run

- Appointments you have sent or received during the revised DST period may not have adjusted on your calendar and will appear one hour off.
- The DST updates may prompt conference room conflicts which should not be manually adjusted.
- Do not make any manual time or date changes for DST on your calendar or any other applications.
- Mobile device calendars may be out of sync with updated PC calendars, unless you download an update.

## Solution Planning

<<Organization Name>> will deploy the required DST patches starting <<insert date>>.

When a user's calendar updates for DST, meeting request(s) will be resent for the adjusted time. As a result old or outdated meeting requests could also be sent or received.

## Instructions

1. The Outlook Time Zone Data Update tool, will appear on your desktop or Laptop PC <<insert date>>.
  - The tool will detect the time zone change and the Change Calendar Time Zone **dialogue box will appear.**
2. In the Outlook Time Zone Data Update tool: Your default mailbox calendar is automatically selected. To select an alternate folder in your **Profile**, click **Custom**, and then select the **folder** that you want to update.
  - **Note:** If you de-select the Send Updates check box during installation of the Time Zone Data Update Tool then any meetings you have organized will *not* be updated in your calendar and updates will *not* be sent to invitees.
3. All appointments within the revised DST period will be updated by default.
4. After running the tool, **review your calendar items** and follow calendaring recommendations.

If you need to run the Outlook Time Zone Data Update tool again, go to the Microsoft Download Center <http://www.microsoft.com/downloads/details.aspx?familyid=%20E343A233-B9C8-4652-9DD8-AE0F1AF62568&displaylang=en>

## Calendaring Recommendations

- **Schedule appointments as usual.** Include the Date, Time, and Local Time Zone in the subject line of all meeting requests <<X days or weeks>> prior, during and <<X days or weeks>> after the DST change period

For example: March 15 - 2:00 P.M. Pacific Daylight Time.

- **Confirm meeting times** with non-Microsoft participants as they may or may not have updated systems.
- **Do not make any manual time or date changes for DST** on your calendar or any other applications. If you made manual adjustments to your calendar appointments change them back.
- **Accept meeting requests** you receive, generated as a result of calendars applying the DST updates.
- If you receive **old or outdated** meeting requests, **delete** them.
- **Download an update to your mobile device.**

## Information & Support

- If you require technical assistance - contact <<Helpdesk Contact info>>
- For users with a Windows Mobile device
  1. If you have an existing partnership between your Windows Mobile device and PC, connect your device via USB cable and go to <http://download.microsoft.com/download/a/8/8/a8896b5f-69d7-4381-b12d-6fe27ff0d07a/Setup.msi> to install the DST update to your Windows Mobile device and continue to step 3 below.

**Note:** If you have not created a partnership between your Windows mobile device and PC before and you are using Windows Vista™ go to <http://www.microsoft.com/windowsmobile/devicecenter.mspx> for instructions, if you are using any previous version of the Windows operating system go to <http://www.microsoft.com/windowsmobile/activesync/activesync45.mspx>
  2. If you are unable to connect your device via USB to your PC, you can install this update by clicking one of the links below directly from your mobile device:
    - For Pocket PC Users go to <http://www.microsoft.com/downloads/details.aspx?FamilyID=1a74d009-4e90-438d-883d-638e0bfd993a&DisplayLang=en> and select yes to install the update.
    - For Smartphone users go to <http://www.microsoft.com/downloads/details.aspx?FamilyID=7074664e-827c-477c-a59f-a6103aaba3b1&DisplayLang=en> and select yes to install the update.
  3. Once the patch is installed via one of the above methods, all users must manually toggle the time zone on your device.
    - **To manually change the time zone on a Pocket PC:**
      1. Go to **Start > Settings > Clock & Alarms > Time** tab.
      2. Change the current time zone to any time zone other than the one that is currently selected.
      3. Tap **OK** and tap **yes** to save changes to the clock settings.
      4. Change the current time zone to the one you want to use.
      5. Tap **OK** and tap **yes** to save changes to the clock settings.

- **To manually change the time zone on a Smartphone:**
  1. Go to **Start > Settings > Clock & Alarms > Date and Time** tab.
  2. Change the current time zone to any time zone other than the one that is currently selected.
  3. Click **Done**.
  4. Change the current time zone to the one you want to use.
  5. Click **Done**.

Thank You,

<Service Manager name> Service Manager, < Service description>