

2007 Daylight Saving Time Changes Transition for NotifyLink Users

With the passage of the Energy Policy Act of 2005, starting in March 2007, daylight time in the United States will begin on the second Sunday in March and end on the first Sunday in November. (In 2007, daylight time begins on March 11 and ends on November 4.)

Who is Affected Users in the United States, Canada, and Mexico are directly affected and should install all required updates prior to March 11, 2007. Users in other countries should install updates if they travel in the U.S., Canada, or Mexico or make calendar appointments that include attendees based in the U.S., Canada, or Mexico.

What is Affected: Consequences of Failure to Upgrade Failure to upgrade in **ALL** environments will result in clients experiencing clocks, appointments, and reminders that appear 1 hour off during one of the following windows of time in **any** year:

Between the second Sunday in March and the first Sunday in April
(In 2007: March 11 to April 1)

Between the last Sunday in October and the first Sunday in November
(In 2007: October 28 to November 4)

The Patches: Coordinating a Thorough Update For the new Daylight Saving Time (DST) definitions to be effective, DST patches must be applied to **ALL** of the following environments:

Operating System of the Server on which the Collaboration Suite Runs

Operating System on which NotifyLink Enterprise Server (NLES) Runs

Collaboration Suite: Exchange, GroupWise, Meeting Maker, Sun, etc.

NotifyLink Enterprise Server Software –versions 4.0, 4.1, or 4.3

Workstation Operating System and Workstation Collaboration Suite Software

Device Operating Systems: BlackBerry, Palm, Windows Mobile

In the following sections of this document you will find suggestions on where to find **Resources** for each of these updates and a **Checklist** for making sure all bases are covered.

Installation Tips

- The best strategy for applying updates is to perform the steps all at once and as soon as possible prior to March 11, 2007. Until **ALL** fixes are applied, it is possible for data with inaccurate times to be generated.
- Patches will correct the source of appointment generation, but may not correct data created prior to the application of the updates. End users may still have to manually correct appointments and reminders occurring between March 11 – April 1 and October 28 – November 4, 2007.

Easing the Transition

With so many variables out of the end user's control, it is probable that they will experience erroneous appointment data in the affected time periods. Here are some suggestions you might give to make their transition easier.

- Give extra attention to meetings, appointments and reminders scheduled between March 11 and April 1, 2007 and between October 28 and November 4, 2007.
- Including the time of a meeting in the email request or appointment subject will provide a means of double-checking times for events in the affected time period.
- Suggest that end users print out their weekly calendars for the affected time periods so they can keep track of appointments before and after the patches are applied.

The Patches: Resources for Implementation

Vendor links to 2007 DST fixes should be researched thoroughly as information may have been added or changed since this document was released.

Operating System of the Server on which the Collaboration Suite Runs

The operating system of the server running the mail/PIM server software may need updated with a patch to handle the new DST definitions. Check product websites to determine if this is necessary for the collaboration suite you use. Operating systems involved may include:

- Windows - <http://support.microsoft.com/kb/928388>
- Unix
- Mac
- Linux
- Solaris
- Netware

Operating System on which NotifyLink Enterprise Server (NLES) Runs

The operating system of the server(s) running NLES components will need updated with a patch to handle the new DST definitions.

Apply patches provided by Microsoft for Windows 2000 / Windows 2003.

Collaboration Suite Patches

Apply patches provided by mail/PIM server software provider.
See *Appendix A*.

NotifyLink Enterprise Server Software Hotfix versions 4.0, 4.1, 4.3

Hotfix will post week of February 26, 2007 or sooner. You'll find the hotfix at <http://notifylink.notify.net/>. Navigate to the page for the collaboration suite you use and click on **Software Updates and Hotfixes**. Look at the hotfix *ReadMe.txt* file for additional information.

To apply the change, perform the following steps on the server running the NotifyLink Enterprise Server (NLES) Messaging component:

1. **Stop all NLES services and the Web server** including IIS Admin Service if using IIS.
2. **Backup existing files.** In the NotifyLink Enterprise Server directory (default location C:\Program Files\NotifyLink Enterprise Server), backup the existing ntc_core.dll and nlpim.exe by renaming the files or copying to a different folder.
3. **Save the hotfix files to the directories.**
 - a. Save the ntc_core.dll and nlpim.exe hotfix files to the NotifyLink Enterprise Server directory
 - b. Save the ntc_core.dll hotfix file to the WINNT\system32 directory
4. **Start the Web server and all NLES services.**

Workstation Operating System & Workstation Collaboration Suite Software

The trick here is to get everyone “on the same page” – quickly. If some users have not updated their workstation’s operating system or mail/PIM software it will affect other users. (Ex: If a meeting organizer’s workstation is not updated, those invited to the meeting will experience erroneous meeting times even if their own workstation and device are updated.)

Windows Overview: http://support.microsoft.com/gp/cp_dst

Microsoft Windows XP & 2003: <http://support.microsoft.com/kb/928388/en-us>

Apple OSX: <http://docs.info.apple.com/article.html?artnum=303411>

See *Appendix A* for information on collaboration suite software.

Device Operating Systems

Again, the goal should be to get everyone updated quickly. If some users have not updated their device it will affect other users. Meetings generated from an un-updated device will appear incorrect to attendees receiving the invitation on an updated device or computer.

BlackBerry

<http://www.blackberry.com/select/dst2007/index.shtml>

http://www.blackberry.com/select/dst2007/planned_resolutions/device_impact.shtml

Palm

Check the Palm website, www.palm.com for more information.

Windows Mobile

<http://support.microsoft.com/kb/923953>

MS posted this for WM devices recently -- it has a link to download a utility that will update time zone definitions on the device:

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

Checklist for Troubleshooting the Cause of Erroneous Data

If users are still experiencing incorrect data in the date ranges between March 11 and April 1 and between October 28 and November 4 check the following:

√	Possible Cause	What to check
	NotifyLink Enterprise Server (NLES) OS	Has the patch for the operating system of the server(s) running NLES components been applied?
	NLES v4.0, 4.1, 4.3	Has the patch for the NLES Messaging component been applied?
	Collaboration Suite Server OS	Has the patch for the operating system of the server running the mail/PIM server software been applied?
	Collaboration Suite	Has the patch for the mail/PIM server software been applied?
	Individual Workstation OS	Has the patch for individual workstation operating systems been applied?
	Individual Workstation Collaboration Suite Software	Has the patch for mail/PIM client software running on individual workstations been applied?
	Device OS	Has the patch for the BlackBerry, Palm, or Windows Mobile OS been applied?
	3rd Party End Users	Is the incorrect appointment a meeting invitation from an un-updated user? If some users have not updated their PC OS, PC collaboration suite software, or device OS it will affect other users.
	Data Created Prior to Update	Was the appointment/reminder in question created prior to the time ALL updates were completed?

Reported Issues

- 1. Systems operating with Scalix collaboration suites**
Calendar appointment times show incorrect times after applying all DST patches:
See [NotifyLink KB article #341](#).

Appendix A: Collaboration Suite Resources

Vendor links to 2007 DST fixes should be researched thoroughly as information may have been added or changed since this document was released.

Server	Version	Patch
CommuniGate Pro *	5.1.5	Run minimum version 5.1.5
Exchange	2000	Exchange 2000 is under Extended Support. Customers with Extended Hotfix Support Agreements (EHSAs) can request hotfix through their Technical Account Managers.
	2003 SP1	SP Service Support will be retired January 9, 2007 so Exchange 2003 SP1 is not eligible to receive this update.
	2003 SP2	Exchange update is available through CSS, Microsoft Update (currently as an optional update), and the Microsoft Download Center. For more information, refer to KB article 926666. http://support.microsoft.com/kb/926666
GroupWise	General Info	https://secure-support.novell.com/KanisaPlatform/Publishing/741/3802376_f.SAL_Public.html http://www.novell.com/coololutions/tip/18583.html
	6.5	WebAccess needs updated. FTF: GroupWise 6.5 Post SP6 WebAccess Rev E is available: http://download.novell.com/Download?buildid=48q6OZ80bEA~
	7.0	WebAccess and GWIA need updated. GW 7.0.1 Interim Release 1 EN is available: http://download.novell.com/Download?buildid=s1KXRqjOfJU~
Kerio	6.3.0	Run minimum version 6.3.0
MDaemon		Patch the OS on which the MDaemon server runs.
Meeting Maker	8.6	Run minimum version 8.6
Mirapoint	3.6.4 – 3.7.0	Patch E3_zoneinfo_2007a
	3.7.1+	Mirapoint's Messaging Operating System (MOS) releases 3.7.1 and later support the United States Daylight Saving Time changes that take effect in March 2007. Customers running 3.7.1 or later do not need to upgrade or install a patch.
Oracle	9.0.3 – 10.1.2	Patch 5677174 – available from Metalink (requires an account). Metalink Note: 399739.1
Scalix	9 or 10	Patch the OS that Scalix server runs on. See also NotifyLink KB article #341 .
Sun	JES3 or JES4	Patches can be found at www.sunsolve.sun.com Calendar Server 5.1.1, 6.0, 6.1, 6.2 – uses timezones.ics to obtain DST Patches available: * 116577-40 (Solaris Sparc), 116578-40 (Solaris x86), 117851-40 (Linux) * For Windows and HP-UX, contact dst-calendarserver@sun.com to obtain the timezones.ics file. OS supported: Solaris Sparc/x86 (8,9,10); Windows (2000AS SP4, 2003 ES, XP SP1 and SP2); HP-UX 11i; Red Hat Linux (2.1, 3.0) http://sunsolve.sun.com/search/document.do?assetkey=1-26-102178-1 Communications Express 6.1, 6.2 – uses JDK to obtain DST. Patches available: JDK (1.3, 1.4, 1.5) OS supported: Solaris Sparc/x86 (9, 10), Red Hat Linux 2.1 http://java.sun.com/developer/technicalArticles/Intl/tzupdatertool.html
Zimbra *	4.5.1	Run minimum version 4.5.1

* Both CommuniGate Pro and Zimbra have chosen to accommodate the new DST definitions through the release of their latest software versions: CommuniGate Pro v5.1.5 and Zimbra v4.5.1

Though no official ETA has been established, Notify Technology Corporation is in the process of verifying the new versions against the NotifyLink Enterprise Server software.

NotifyLink Enterprise Server currently operates with:
CommuniGate Pro - versions 4.2.9 through 5.0.8
Zimbra - versions 3.1.0 through 4.0.0