Preparing for Daylight Saving Time Changes in 2007

Intended Audience:
IT Professionals and Messaging Administrators

Microsoft Services
Agenda

- Overview of new Daylight Saving Time (DST) changes in 2007
- Discuss what needs to be updated and why
- Patch requirements and availability
- Patch order recommendations
- Remediation steps for updating calendar items with the Exchange Calendar Update Tool
Overview of Daylight Saving Time Changes

  - Congress passed legislation extending DST by four weeks
  - Beginning in 2007, DST starts the second Sunday of March and ends the first Sunday of November:
    - DST starts: **Sunday, March 11th, 2007**
    - DST ends: **Sunday, November 4th, 2007**

- Canada will follow U.S., but Mexico currently will not

- Newfoundland, Canada recently decided to follow suit with the U.S. and the rest of Canada. Western Australia has decided to observe DST on a trial basis. The initial release of the OS patch in 928388 does not update the Newfoundland and Western Australia time zone definitions. Microsoft has recently provided a re-release of the patch that includes updates to Newfoundland, Canada and Western Australia.
  - Version 2 of the Windows DST patch recently released and is available in article 931836.
Extended Daylight Saving Time

<table>
<thead>
<tr>
<th>Previous DST Start</th>
<th>New DST Start</th>
<th>Previous DST End</th>
<th>New DST End</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Sunday of April</td>
<td>Second Sunday of March</td>
<td>Last Sunday of October</td>
<td>First Sunday of November</td>
</tr>
</tbody>
</table>

DST is NOT observed in:
- Arizona (except the Navajo Indian Reservation)
- Hawaii
- American Samoa
- Guam
- Puerto Rico
- Virgin Islands

Extended Daylight Saving Time
Customer Resources on DST

- **NEW! Step-by-Step Evaluation on DST and more**
- Public list of DST Impacted Products
  - [http://support.microsoft.com/gp/dst_topissues#a6](http://support.microsoft.com/gp/dst_topissues#a6)
- **NEW! External customer web casts February 22, 27 and March 1**
  - DST “Step by Step” content for customers
  - List: [http://support.microsoft.com/gp/dst_webcasts](http://support.microsoft.com/gp/dst_webcasts)
- **NEW! DST Technical Chat Sessions Daily**
  - Mon-Fri 10:00am-2:00pm Pacific Time
- No charge technical support for customers who have DST technical issues via 1-800-642-7676
DST Update Requirements

- Despite the size of the organization, the same patch requirements apply to all businesses:
  - Both Windows Client and Server Operating Systems require Windows DST patch or manual remediation
  - Windows Vista has the updated time zone information already
  - Exchange Server 2003 or earlier require updates
  - Especially true for OWA, Blackberry/other CDO interfaced apps
  - Exchange 2007 does not require any update
- Optional calendar rebasing tools available to ease DST remediation
  - Outlook Time Zone Data Update Tool
  - Exchange Time Zone Data Update Tool

DST Update Requirements
Small Business, No Server

Recommended Installation Order

1. Users apply updates to Windows operating systems on individual user PCs
   - For more details, please see Windows OS KB [931836](http://www.microsoft.com)

2. Users run Outlook Time Zone Data Update tool — or — they can manually update calendar items in the delta period
   - NOTE: The tool should be run as soon as possible after updates are applied to ensure consistent application of DST rules
   - The Outlook Time Zone Update tool is available on the Microsoft Download Center

For more information, visit Office Online

- “Prepare Outlook calendar items for daylight saving time changes in 2007” describes the impact to Outlook customers and general install order of updates
25 to 50 Mailboxes w/ Small Business Server

Recommended Installation Order

1. Apply update to Windows Server OS (Microsoft Knowledge Base (KB) Article 931836) or utilize manual update method (less than 50 mailboxes)
2. Apply updates to Windows operating systems on client machines. (For more details, see KB 931836)
3. Users run Outlook Time Zone Data Update tool – or – they can manually update calendar items in the delta period
   • NOTE: The tool should be run as soon as possible after updates are applied to ensure consistent application of DST rules.
4. Apply update to Exchange Server OS (see KB 926666)
   • Documented in KB article 931667
   • Download now available on Microsoft Download Center

25 to 50 Mailboxes w/ Small Business Server
50-100 Mailboxes w/ Exchange Server

Recommended Installation Order

1. Apply update to Windows Server OS (KB Article 931836)
2. Apply updates to Windows operating systems on client machines (KB article 931836)
3. Run Exchange Time Zone Data Update tool for multiple users (KB article 930679) — OR —
4. Users run Outlook Time Zone Data Update tool (KB 931667)
   • NOTE: The tool should be run as soon as possible after updates are applied to ensure consistent application of DST rules.
5. Apply update to Exchange Server (KB 926666)
   • Download now available on Microsoft Download Center
   • Link available at http://support.microsoft.com/kb/931667
100-200 Mailboxes w/Exchange Servers

Recommended Installation Order

1. Apply update to all Windows Server OS (KB 931836)
2. Apply updates to Windows operating systems on client machines (KB article 931836)
3. Depending on # of Exchange servers, run Exchange Time Zone Data Update tool for multiple users (KB 930879)
   - OR -
4. For few Exchange servers, users run Outlook Time Zone Data Update tool (KB 931667)
   - NOTE: The tool should be run as soon as possible after updates are applied to ensure consistent application of DST rules.
5. Apply update to Exchange Servers, first BE then FE (KB 926666)
   - Download now available on Microsoft Download Center
   - Link available at http://support.microsoft.com/kb/931667
200-500+ Mailboxes; Multiple Exchange Servers

For 200+ mailboxes

- Use instructions for 100-200 mailboxes +
  Run Exchange Time Zone Data Update tool
  for multiple users (KB article 930879)

For large (500+) environments, see MSIT’s best practice documentation:

- MSIT DST Assessment Checklist:
  http://go.microsoft.com/fwlink/?LinkId=83000

- MSIT DST Enterprise Response Plan:
  http://go.microsoft.com/fwlink/?LinkId=83002

- MSIT DST Patching Overview:
  http://go.microsoft.com/fwlink/?LinkId=83004

- MSIT DST Exchange TZ Update Tool Guidance:
  http://go.microsoft.com/fwlink/?LinkId=83005

- MSIT DST Outlook TZ Update Package Guidance:
  http://go.microsoft.com/fwlink/?LinkId=83006
Operating System Patches

- Microsoft Knowledge Base (KB) Article 931836 contains patches for the following operating systems:
  - Windows Server 2003
  - Windows Server 2003 SP1
  - Windows XP SP2

- KB Article 914387 contains information on updating legacy operating systems

- **Windows Update**: Patches are currently available as “Critical” updates.

- The OS patch adds or modifies time zone definitions for 32 different time zones. Overall, the U.S. is actually a very small part of the fix. For that reason, it is recommended the patch be applied to all machines globally.

- Windows Mobile Patches released to the Microsoft Download site on 2/12: [http://www.microsoft.com/windowsmobile/daylightsaving](http://www.microsoft.com/windowsmobile/daylightsaving)
Operating System Patches: Registry Information

The Time Zones database is stored here:

HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Time Zones

Patching the OS adds "Dynamic DST" keys

- Added to maintain consistency with the Vista time zone database
- Used by tools (3rd party as well) which need to know time zone info per year
- Remain in place if the OS patch is uninstalled

Time zone information currently in use by the OS stored here:

HKLM\SYSTEM\CurrentControlSet\Control\TimeZoneInformation

Updating time zone information used by the OS

- Date/Time Control Panel Applet
- control.exe timedate.cpl, /Z <time zone name or time zone display name>
- SetTimeZoneInformation

Operating System Patches: Registry Information
Operating System Patches: Common Issues/Concerns

Windows does not currently understand previous years
- Once the OS is updated, it considers time zone information the same for past and future, regardless of the year
- Currently under investigation

Uninstall order of legacy patches (KB 928388 and 929120)
- KB 928388 and 929120 were dependent on one another; during uninstall, the last patch installed had to be the first patch uninstalled
- KB 931836 installs over both, and if uninstalled, removes everything

MSVCRT.DLL has its own time zone definitions
- Requires an update for apps that use them
- Developer Guidance: How to handle dates and times including DST (KB 932955)
- Windows 2000 and above, Visual Studio
- Updates planned for release this week (week of 2/19/07)
Exchange CDO Update

- Many messaging clients, like OWA, Exchange Active Sync and 3rd party mobile clients (e.g. Blackberry, Goodlink) leverage CDO (Collaborative Data Objects) for certain calendaring operations. These operations leverage separate time zone tables that are internal to CDO
- Exchange 2003 (sp2) is available on the Microsoft Download Center and is associated with KB 926666
- Exchange 2003 (sp1) is available on the Microsoft Download Center and is associated with KB 931978
- Exchange 2000 is available under Extended Support, please see your Technical Account Manager for more details
Which CDO Patch Should Be Applied?

- **Outlook 2000-2003:** CDO is included as an optional component on the Office CD. Outlook 2000/2002 are in the extended support lifecycle and release is tbd. Outlook 2003 is still in mainstream support; therefore, the update will be free of charge.

- **Outlook 2007:** CDO is no longer included on the Office 2007 CD, but it is available as a separate web download. If you installed an older version of this release from the Microsoft Download web site, you must uninstall it and install the new version (6.5.7888) from the following location:


- **Exchange Server 2003:** CDO is included as part of an Exchange Server install. You should apply the patch provided in KB article 926666.

...Topic continues on next slide
Which CDO Patch Should Be Applied?

...Continued from previous slide

- **Exchange System Manager**: CDO is included as part of an Exchange System Manager (ESM 2003) install. This typically applies to management machines, BES servers, etc. This is just a component of Exchange Server, so apply the patch provided in article 826666.

- **Exchange Server MAPI Client and CDO 1.2.1**:
  - Stand-alone MAPI/CDO download (no Outlook or Exchange installation required).
  - Will not install on a system in which any version of Microsoft Outlook or Microsoft Exchange Server 2003 or earlier is installed.
  - If you previously installed it, you need to uninstall the old version and install the new version (6.5.7888):
    

- **Note**: It is not necessary to patch CDO on Outlook 2003 and previous versions if the user is not actively using CDO. However, desktop “organizers” (3rd-party software) that use Outlook calendars may be leveraging a local install of CDO on the Outlook machine.
RIM BlackBerry Enterprise Server

Refer to Research In Motion’s documentation and guidance:


Summary of RIM’s Recommendations:

- On the BES computer, install ESM 2003 SP2. It is a pre-requisite for the latest release of the Exchange CDO patch (Development of SP1 build is under way).
- Apply the Exchange CDO patch (926666).
- Apply BlackBerry device software update, as needed.
- If performing Intellisync USB Calendar Synchronization to synchronize Calendar items with a BlackBerry device, the Windows OS you are synchronizing with must have the DST patch from 931836.
- No recommended order for application of patches.
Recommended Order of Applying MS Patches

The order for applying the required Microsoft patches is documented on the following web site:

Prepare Outlook calendar items for daylight saving time changes in 2007

1. Apply operating system patches (931836) to Microsoft Windows operating systems on servers running Microsoft Exchange. For legacy operating systems, follow the steps documented in 914387.

2. Apply operating system patches (931836) to client computers running Windows. Where possible, apply updates to mobile devices used to create or view calendar items. You may need to contact the OEM/device carriers directly for the appropriate updates.

3. Run the Time Zone Data Update Tool to update Outlook calendars that are saved on servers running Microsoft Exchange and on individual computers.

4. Apply the Exchange CDO patch (926666) to all Exchange servers.

Important Note: It is recommended that you NOT apply the above patches until you are ready to run the Outlook and Exchange Calendar Update Tools. It is also recommended that you not apply the OS patch to your Exchange Server until after you run the Time Zone Update Tool if you are heavy users of OWA created recurring meetings. For more information on the Outlook Time Zone Data Update Tool, see Article 991399. See article 980073 for the Exchange Calendar Update Tool.
Server Considerations

- **Exchange Server 2003:**
  - SP1 and SP2 versions of the CDO patch are available
  - The store.exe binary file in the Exchange CDO patch includes the **Send As** fix (version 6.5.7650.23). If the required Send As permissions have not been configured properly, CDO-based devices and applications may be unable to properly impersonate users
  - Follow [912918](#) to ensure applications such as Blackberry and Goodlink continue to work properly
  - The Outlook Web Access, Lotus Notes connector, and Groupwise Connector components of Exchange 2003 rely on the Exchange CDO patch

- **Patching OWA in a Front-End / Back-End Server Scenario**
  - Although the time zone conversion actually occurs on the Back-End server both servers should be patched with the CDO fix (926666). Front-End servers should always contain binary builds that are equal to or greater than the installation on the Back-End servers.
Exchange Calendar Update Tool

Step by step walk through

Exchange Calendar Update Tool
Virtual Machine for MS Exchange Calendar Update Tool

- Windows Server 2003
- Outlook 2007
- Word 2007
- Excel 2007
Virtual Machine for MS Exchange Calendar Update Tool (cont’d)

- Works with the following host programs:
  - Virtual PC 2004
  - Virtual Server 2005 R2
- Contains Outlook and Exchange Calendar Update Tools
- Instructions for setup and configuration in KB 933185 (not yet published, ETA week of 2/20)
Walkthrough: Scenario Description

- Updating one Exchange 2003 Server: racafq-1
- Server contains resource mailboxes
- Server does not contain Public Folders
Preparation

- **IT Environment:**
  - Install OS patch on the client only
  - For Exchange 2003 SP2, install KB924334

- **Client running the Exchange tool**
  - Outlook installed
  - .NET 2.0 installed
  - Outlook Time Zone Data Update tool installed
  - Set HKEY_CURRENT_USER\Software\Microsoft\Exchange\client\options\PickLogonProfile to 0
  - For the user that will be running the Exchange tool, create an online Outlook profile that logs onto a mailbox on the server that will be updated
Creating the Outlook Profile

Server name the same as the one you are trying to update

Do not enable cache mode
Installation

- Download installer msextmz.exe from Download Center
- Two executables
  - MSEXTMZ.exe: the tool that actually does time zone extraction and updating of mailboxes.
  - MSEXTMZCFG.exe: a wizard that walks the user through time zone extraction and creates all the necessary configuration and input files needed to run MSEXTMZ.exe in update mode.
Permissions

- Exchange View-Only Admin
- Full Mailbox Access rights to all mailboxes on the server
- Send-As rights to all mailboxes on the server
- Local Admin of the machine running the Exchange tool
Launching the Configuration Tool

Using explorer, go to the install directory c:\dstv2rtm and double click on msextmzcfg.exe
Configuration Tool

- Server friendly name
- Outlook profile
- Output of all the users and their time zones

Configuration Tool
Errors are logged if any of the three timezones (CDO, OWA, Outlook) were not found.

Do not be alarmed if you see this.
The tool extracted a timezone display name that it does not recognize.

You need to manually provide the mapping to an OS timezone.

This screen should only show up if you select the "Extract Recurring Meeting TimeZones" Option.
<table>
<thead>
<tr>
<th>User DN</th>
<th>Extracted time zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>/O=FIRST ORGANIZATION/OU=FIRST ADMINISTRATIVE GROUP/CH=RECIPIENTS/CN=CNSTUSER339</td>
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</table>
Contains DN of mailboxes that do not contain one or more time zone properties that the Exchange tool is looking for
Configuration Tool

- Users whose different time zone properties do not match
- Users whose do not have any time zone properties
You can choose to split users into buckets each with its own batch file.

This allows you to run multiple instances of the Exchange tool (each on a different client) in update mode against one server.

Through this method you can achieve concurrency and speed up the overall update process.

Recommend use defaults
Configuration Tool

Configuration completed successfully.
You may run the batch file(s) now to update the calendars.
Server Subdirectory

- List of mailboxes to update and their time zones
- Execute batch file to update mailbox
- Configuration file for running msextmz.exe in update mode

Server Subdirectory
Format is MailboxDN<tab>ServerName<tab>OSTimeZoneRegistryKey
MSEXTMZ_1.ini

- **CommandLine**: specifies the command to execute tzmove.exe
- **ServerDN**: Exchange Legacy DN of the server to update
- **ErrorFile**: logs all mailbox DNs that failed to update
- **LogFile**: master log file
- **InputFile**: file that contains list mailbox DNs and their time zones
- **Profile**: the Outlook profile that TZMove.exe uses
- **PerMailboxTimeLimit**: if TZMove.exe take more than this limit to update one mailbox then it will be terminated by MSEXTMZ.exe
- **PostMailboxDelay**: delay in between updating mailboxes to reduce load on server
- **LogDirectory**: the directory to store the logs generated by TZMove.exe

MSEXTMZ_1.ini
Edit Mailboxes_1.txt

- Remove all system mailboxes from the list
- Remove all resource mailboxes from the list
Update Resource Mailboxes

- Turn off “allow decline conflicting meeting requests” on all direct booking resource mailboxes.
- Keep Auto Accept Agent running.
Update Resource mailboxes

- Create a txt file called ResourceMailbox.txt
- Added one entry for each resource mailbox in the text file; the format should follow mailboxes_1.txt
* Create ResourceMailbox.ini
  * Copy the contents of MSEXTMZ_1.ini into ResourceMailbox.ini
  * In ResourceMailbox.ini change the CommandLine parameter from `<path>tzmove.exe/q to `<path>`tzmove.exe/q /FORCEREBASESUPPRESSALLUPDATES
  * ErrorFile: ResourceErrors.txt
  * LogFile: ResourceMSEXTMZ.log
  * InputFile: ResourceMailbox.txt
Update Resource mailboxes

- Create ResourceMailbox.bat
  - Batch file should contain one line:
    "<path>msextmz.exe" "<path>racafq-1\ResourceMailbox.ini"

- Run the batch file to update all resource mailboxes
Update all other Mailboxes by Running MSEXTMZ_1.exe
MSEXTMZ.exe finished running in Update Mode

TZMove.log file.
One for each mailbox that is updated.
Title of the log file contains the name of the mailbox.
TZMove.exe log files

Old time zone

New time zone

A meeting that was updated

TZMove.exe log files
MSEXTMZ.log

MSEXTMZ.log
Errors.txt

List of mailboxes that did not get updated.
After running the Exchange tool

- Install KB 926666 on the Exchange Server
- Install OS patch (928388/914387) on the Exchange Server
Troubleshooting: Extraction Mode

- **MSEXTMZ.log errors:**
  - **0x3004011D:**
    - **Cause:** Unable to open mailbox due to lack of permissions.
    - Make sure you have proper permissions.
  - **Try:** Adding “Administer Information Store” permissions on each of the MDBs of the Exchange Server.
  - **Try:** Using a profile that logs on to the same Exchange Server.
  - **0x30004005**
    - **Cause:** Unable to read one or more mailbox time zone properties.
    - This is quite common and should not cause alarm as many mailboxes will not have all the time zone properties that the tool is looking for.
Troubleshooting: Update Mode

- **MSEXTMZ.log errors**
  - "No log file written for user"
    - May or may not be an issue.
    - Some users may have no appointments that need to be updated.
  - To confirm, look at the Application Event Log for events generated by TZMOVE.exe

  Event Type: Information  
  Event Source: TZMOVE  
  Event Category: None  
  Event ID: 32  
  Date: 2/14/2007  
  Time: 11:10:02 AM  
  User: XA  
  Computer: TIMEX-04  
  Description:  
  The Time Zone Data Update tool for Microsoft Office Outlook completed. 0 items updated. In Mailbox - Harrdon.  
  Jill. Additional information in C:\DOCUMENTS~1\inbox_all\LOCALS~1\Temp\Outlook Time Zone Update.log.  
  For more information, see Help and Support Center at http://support.microsoft.com/kb/920247.

- **0x8004011D: again, no permissions to access the mailbox**
Troubleshooting: Appointments Not Updated

- KB 931836 installed before running the rebase tool
  - OWA recurring appointments will not be updated.
  - Uninstall KB 931836 and run the Exchange tool again to re-update all mailboxes

- Recurring meetings booked by organizers in PST time zone not updated
  - Caused by the "ambiguous time zone" problem
  - Remove/rename the Mexican time zones on the computer that is running MSEXTMZ.exe. Run MSEXTMZ.exe in Update mode, and then restore the Mexican time zones in the registry.
DST 2007 Resources

Preparing for daylight saving time changes in 2007

Daylight Saving Time Help and Support Center
http://support.microsoft.com/qp/cst

How to configure daylight saving time for the United States in 2007
http://support.microsoft.com/kb/914387

February 2007 cumulative time zone update for Microsoft Windows operating systems
http://support.microsoft.com/kb/931536

Update for daylight saving time changes in 2007 for Exchange 2003
http://support.microsoft.com/kb/926668

Addressing the daylight saving time changes in 2007 using the Outlook Time Zone Data Update Tool
http://support.microsoft.com/kb/931667

How to address daylight saving time by using the Exchange Calendar Update Tool
http://support.microsoft.com/kb/930879
Parting Message

Ultimately, end users are the only ones who know whether their calendar entries are correct.

At a minimum, the following should be communicated to the user population once all required client and server patches have been applied and proper remediation steps implemented to ensure the accuracy of calendar items:

- Carefully review any appointments within the extended DST period for inaccuracies (3/11/07-4/1/07, 10/28/07-11/4/07)

- Meeting organizers should be asked to verify the times themselves and with invitees.

- End Users should consider best practices of including the meeting time in the subject and body of the meeting request.
Q&A