



Critical Information Regarding Daylight Saving Time changes in 2007

- Introduction
- How do I find out if I have the Microsoft Daylight Saving Time Update installed?
- Instructions for adjusting ACT! activities
- Frequently Asked Questions (FAQ)

Introduction:

The United States Congress passed the Energy Policy Act which changes the dates of both the start and end of Daylight Saving Time effective in Calendar Year 2007. Daylight Saving Time (DST) will start at 2:00 AM on March 11th (three weeks earlier) and will end at 2:00 AM on November 4th (one week later).

The DST change affects all of the United States except Arizona, Hawaii, Puerto Rico, the U.S Virgin Islands and American Samoa. It also affects Canada and Mexico.

Microsoft has recently released updates for Windows® regarding Daylight Saving Time changes. In order to ensure ACT! 2005, ACT! 2006 and ACT! 2007 activities correctly adapt to the DST changes, ACT! users need to run a special ACT! utility program.

Sage Software provides the ACT! DST Utility to help ACT! customers to make necessary adjustments to ACT! activities.

In order to ensure that ACT! activities correctly adapt to the DST change, ACT! users living in these areas need to download and run the ACT! DST Utility. If you do not download and run the utility, ACT! activities from March 11th to April 1st and from October 28th to November 4th will not display the accurate time.

Instructions for adjusting ACT! activities to the new DST:

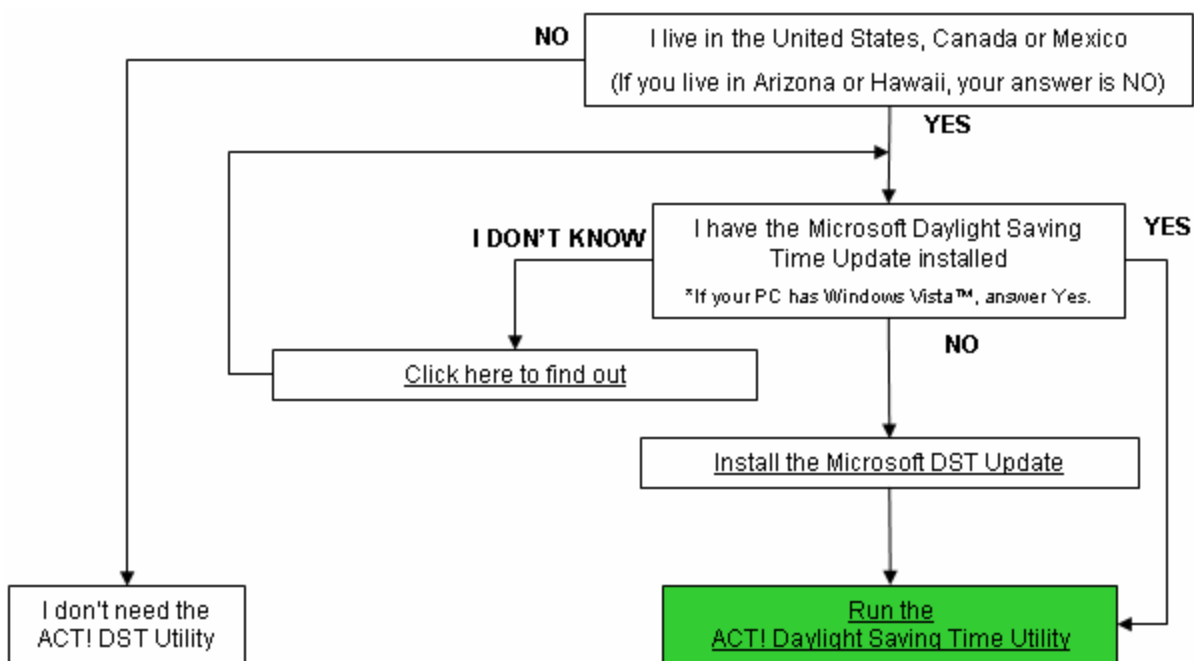
Read the following instructions carefully to find you if are affected and what you need to do to adjust activities in ACT!.

1. Find out if you need to run the ACT! DST Utility
2. Install the Microsoft® Daylight Saving Time Update
3. Understand the ACT! DST Utility
4. Run the ACT! DST Utility
5. Update ACT! activities in Microsoft Outlook® (applicable to user who sync ACT! with Outlook)
6. Update ACT! activities on Handheld Devices (applicable to users who sync ACT! with Handheld devices)

You can also download all information in PDF format "ACT! DST Utility – Start Here Guide.pdf"

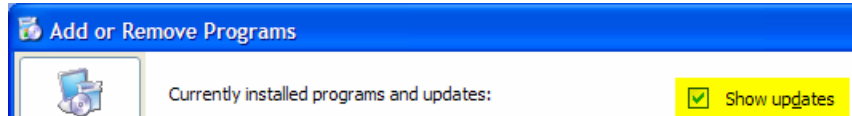
1. Find out if you need to run the ACT! DST Utility

Use the following chart to determine if you are affected and need to run the ACT! Daylight Saving Time Utility.



How do I find out if I have the Microsoft Daylight Saving Time Update installed?

- Go to Start – Control Panel – Add/Remove Programs
- Make sure that you have checked “Show Updates”



- Check if you have any of the following Security Updates installed:
 - KB 923723
 - KB 928225
 - KB 927802
 - KB 928843
 - KB 927778
 - KB 932135
 - KB 926436
 - KB 924667
 - KB 918118
 - KB 929434
 - KB 932554
 - KB 928090
- You have Microsoft's February 2007 Security Update installed if any of these Security Updates are installed on your computer
- To find out more about these Microsoft Updates go to <http://www.microsoft.com/athome/security/update/bulletins/200702.msp>

2. Install the Microsoft Daylight Saving Time Update

The Microsoft Daylight Saving Time Update will adjust your Windows Operating System for the new Time Zone Settings.

Go to step 3 if you have already installed this Microsoft update

Users in need of assistance finding the right update for their Windows operating system can view Microsoft's Daylight Saving Time Update Guide at: http://support.microsoft.com/gp/cp_dst

- Prepare your computer if you **do not share any ACT! databases with any other users**
 - Apply the Microsoft February 2007 Security Update (Windows Update)
NOTE: This Microsoft Update includes the Microsoft Daylight Saving Time Update

Users who have enabled Automatic Updates for Microsoft Windows will receive this update automatically

Open the Microsoft Security Center (Start > Control Panel > Security Center) to verify Automatic Update Settings for your computer.



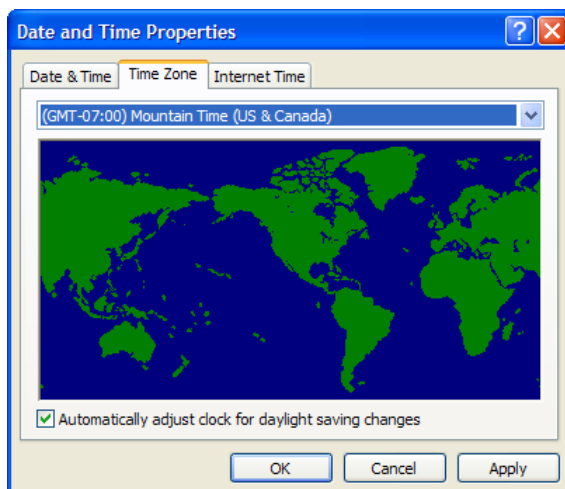
Users who have turned off Automatic Updates for Microsoft Windows can download the Microsoft February 2007 Security Update at <http://windowsupdate.microsoft.com/>

- The Microsoft Daylight Saving Time Update should only be applied by users who do not plan to apply the Microsoft February 2007 Security Update

The Microsoft Daylight Saving Time Update is provided as a separate download at http://support.microsoft.com/gp/cp_dst

- Verify your Windows Time Zone settings

Open the Date & Time Properties Window (Start > Control Panel > Date & Time), display the Time Zone Tab and make sure that your time zone is set correctly and that you have checked “Automatically adjust clock for daylight saving changes”



- Apply the Microsoft Time Zone Data Update Tool if you use Microsoft Outlook
<http://support.microsoft.com/kb/931667/en-us>
- Prepare computers if you **share one or more ACT! databases in a workgroup**
 - Contact your IT department or System Administrator. Workgroup users should work with their System Administrator to coordinate computer and database updates for all users.
 - All Microsoft Updates must be applied to all computers BEFORE you run the ACT! DST Utility
 - Apply the Microsoft February 2007 Security Update (Windows Update)
 - OR Apply the Microsoft Daylight Saving Time Update
http://support.microsoft.com/gp/cp_dst
 - Verify the Windows Time Zone is set correctly on every computer
 - Additional Steps will be necessary if you use a Microsoft Exchange Server
<http://support.microsoft.com/kb/931667/>



3. Understand the ACT! DST Utility

The ACT! DST Utility helps you adjust ACT! activities in accordance with the new time zone settings. It does not make any changes to your ACT! client. The ACT! DST Utility looks for all activities in an ACT! database that were created with a start date and/or end date between March 11th, 2007 and April 1st, 2007 or October 28th, 2007 and November 4th, 2007 and updates the time zone information that is stored in ACT! with every activity. The ACT! DST Utility will modify affected activities only once even if the Utility is applied multiple times.

- Supported ACT! Products
 - ACT! by Sage
 - ACT! by Sage Premium For Workgroups
 - ACT! by Sage Premium For Web
- Supported ACT! Releases
 - ACT! 7.0.4
 - ACT! 8.0.2
 - ACT! 9.0.0, 9.0.a, 9.0.1 (to be released in March)
- Unsupported ACT! Releases
 - ACT! 6.0 is an unsupported ACT! release and it is not certain how ACT! 6.0 users will be affected.
 - It is recommended to upgraded to a supported version of ACT!

Although it is not required, Sage Software recommends that the ACT! DST Utility is applied by an ACT! administrator. The Microsoft DST Update should be installed before running the ACT! DST Utility. The ACT! DST Utility will check for the Microsoft Daylight Saving Time Update on the local machine. If this update cannot be found, the ACT! DST Utility will display a message and will not perform adjustments to activities in your ACT! database.

4. Run the ACT! DST Utility

1. Download the utility and documentation

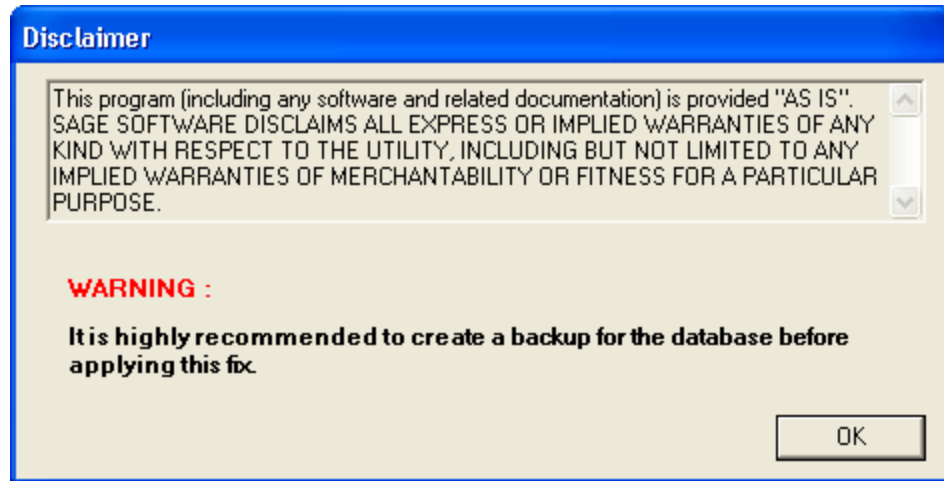
- a. For all users: Download the ACT! DST Utility.zip to a location on your computer. Make note of the location
- b. The ACT! DST Utility does not require installation; it is provided as a single file in compressed ZIP file format.
- c. To download, Right Click the ACT! DST Utility link and select “Save Target As” / “Save Link As”; navigate to a directory of your choice or left click the link and select “Save”. Do not run the Utility directly from the Web page by clicking the “Run” button. The ACT! DST Utility will only work when applied from your local machine..
- d. Unzip the file “ACT! DST Utility.zip” into any directory; the ZIP file contains the program “ACT! DST Utility.exe” and the Start Here Guide.

2. Run the ACT! DST Utility

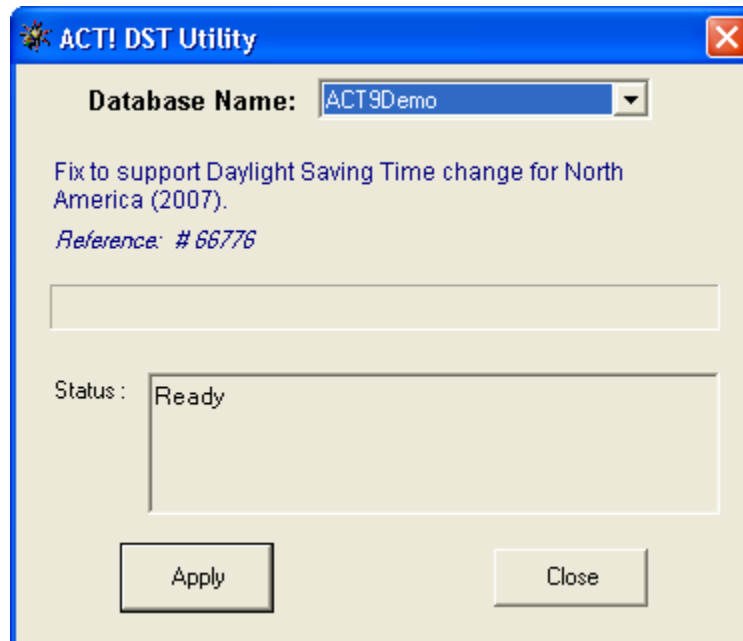
- a. If you are a single database user, you only need to run it on one database
- b. If you are a workgroup database user, and the database is installed on a server, run the utility from a location on the server. All of the ACT! clients accessing the database must have installed the Microsoft Security Update from February 2007 first and must be logged off from the ACT! database
- c. For ACT! databases that synchronize, in a Publisher/Subscriber (main/remote) scenario, run the ACT! DST Utility on the Publisher (main database) first. Then run the Utility on every Subscriber (remote database).
 - i. **Note:** The Subscriber ACT! client must install the Microsoft Security Update from February 2007 first
- d. Make sure that ALL users are logged off the ACT! database BEFORE you run the utility.
- e. Make sure you have a backup of your ACT! database and that you can successfully restore this backup.

Note: Workgroup Users need to run the ACT! DST Utility on every ACT! database. Activity adjustments made by the Utility will not be synchronized with ACT! remote databases. The ACT! DST Utility must also be applied to all remote databases

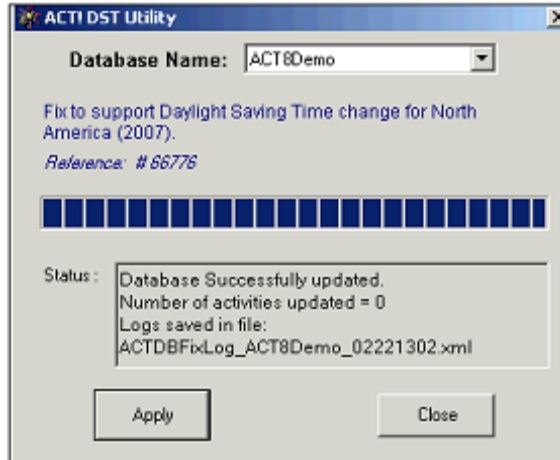
- f. The ACT! DST Utility can be run from any location but must be run from the same computer where the databases are stored
- g. Double-click the file “ACT! DST Utility.exe” to launch the Utility



- h. Review the Disclaimer and continue by selecting "OK"



- i. Select the ACT! database, then click the "Apply" button



- j. Wait for the status message "Database successfully updated". This message will also indicate how many activities were updated.
- k. Run the ACT! DST Utility again by selecting another ACT! database from the Database Name drop-down list and by clicking the "Apply" button again if you have more than one ACT! database
- l. Close the ACT! DST Utility by clicking the "Close" button

5. Update ACT! activities in Microsoft Outlook

This section applies to users who synchronize ACT! activities with Microsoft Outlook.

Single users should download and apply the Microsoft Time Zone Data Update Tool for Microsoft Outlook from <http://support.microsoft.com/kb/931667/en-us>.

Workgroup database users should contact their IT department or their company's ACT! administrator to coordinate updates for their email server and local Outlook folders.

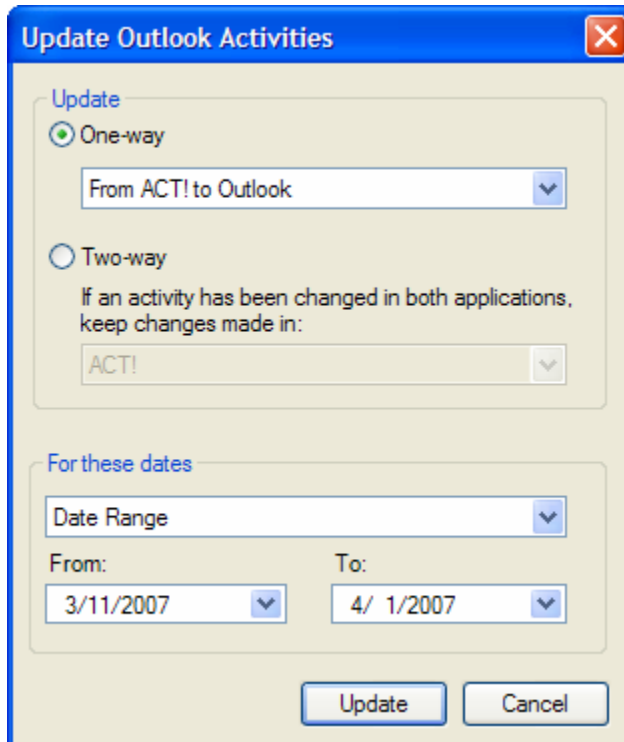
The following steps should be followed AFTER the Microsoft Time Zone Data Update Tool for Microsoft Outlook has been applied.

1.



Select "Update Activities" from the Tools > Outlook Activities Menu

2.



- Enter the following choices as shown in the image:
- UPDATE: Select "One-way"
- FOR THESE DATES: Select "Date Range"
- FROM: Enter 3/11/2007
- TO: Enter 4/1/2007

- f. Click the “Update” button

3.

Update Outlook Activities

Update

☒ One-way

From ACT! to Outlook

☐ Two-way

If an activity has been changed in both applications, keep changes made in:

ACT!

For these dates

Date Range

From: 10/28/2007 To: 11/ 4/2007

Update Cancel

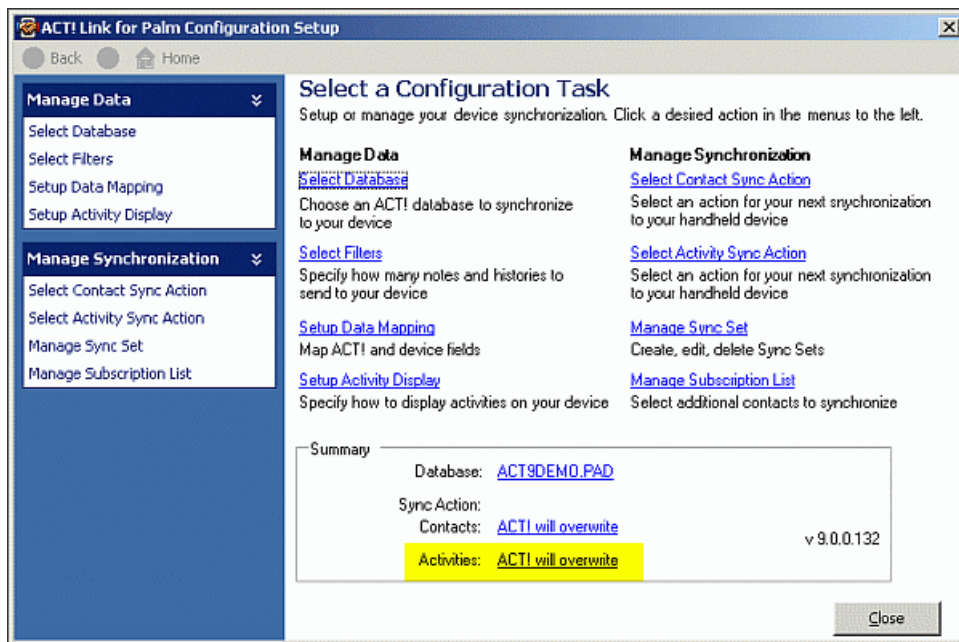
- a. Enter the following choices as shown in the image:
- b. UPDATE: Select “One-way”
- c. FOR THESE DATES: Select “Date Range”
- d. FROM: Enter 10/28/2007
- e. TO: Enter 11/4/2007
- f. Click the “Update” button

6. Update ACT! activities on Handheld Devices

This section applies to users who synchronize ACT! activities with a Handheld Device using the ACT! Handheld Links application or ACT! For Palm OS®.

Check your handheld device manufacturer's website for updates. Palm provides updates for Palm OS devices at <http://www.palm.com/us/support/dst.html>

- You must apply the Microsoft DST Update before updating your handheld device
- If you synchronize your Handheld Device with Microsoft Outlook, you must apply the Microsoft Time Zone Data Update Tool for Microsoft Outlook available at <http://support.microsoft.com/kb/931667/en-us>
- Install Daylight Saving Time Updates for your Device.
- Verify the correct time zone setting for your device after you have installed DST updates
- Set your Activity Synch Action to "ACT! will overwrite" to make sure that the adjusted ACT! activities are synchronized to your Handheld Device correctly.



ACT! DST Utility – Frequently Asked Questions

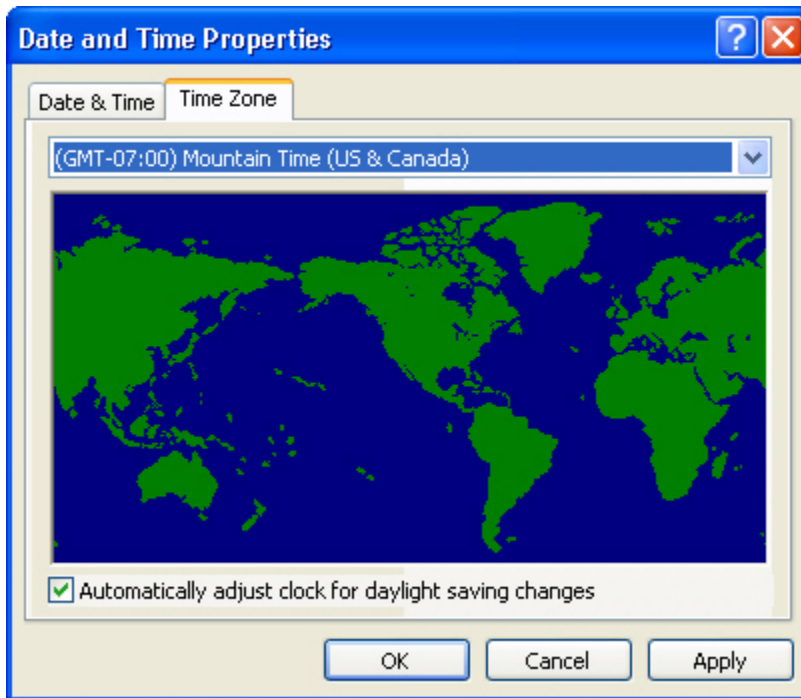
When does the Daylight Saving Time begin and end?

In 2007 DST begins on 3/11 2:00 AM and ends on 11/4 2:00 AM.

Clocks spring forward from 1:59 AM to 3:00 AM on 3/11/2007 and fall back from 1:59 AM to 1:00 AM on 11/4/2007.

Why does this DST change affect my ACT! activities?

A Windows setting typically adjusts the clock for DST automatically if you are in a time zone that requires DST adjustment.



Windows users select a time zone and check the automatic clock adjustment (see figure). The rules for when DST starts and ends are built into your operating system; which changes the time automatically at the appropriate date and time. Because these rules change in 2007, Windows needs to “learn” the new rules. These new rules were recently made delivered by Microsoft as a Windows operating system update (Microsoft’s February 2007 Security Update or Microsoft’s DST Update).

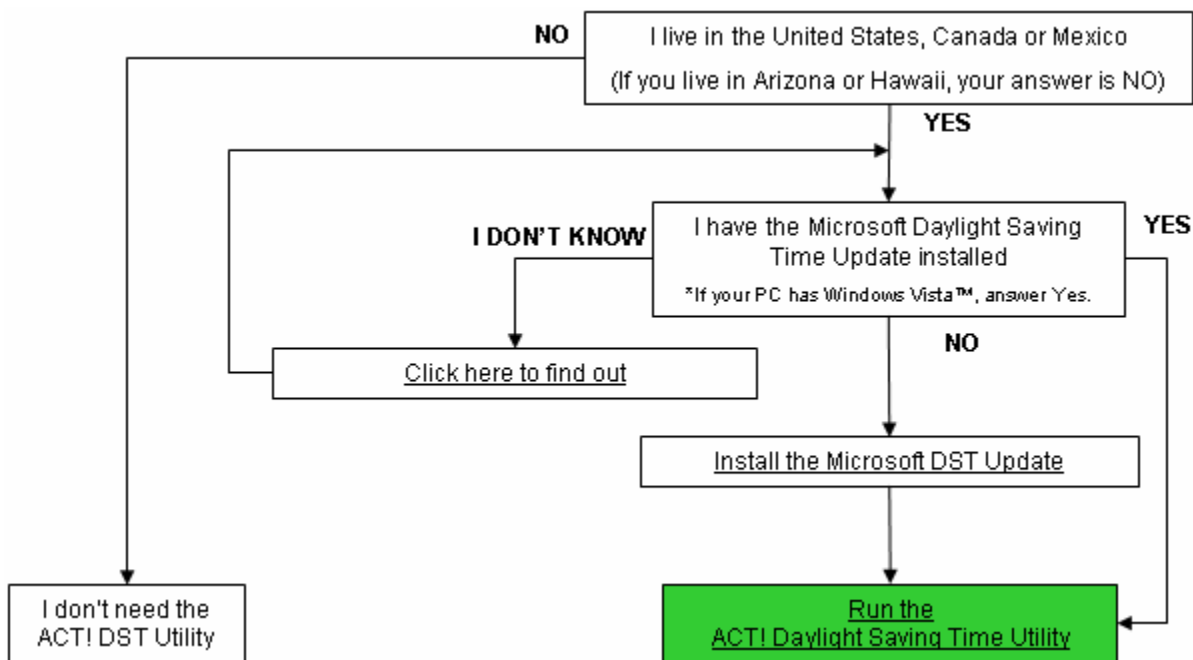
ACT! stores time zone information with every ACT! activity and event. After you installed Microsoft’s Update your operating system “knows” about the new rules for Daylight Saving Time but ACT! does not. You need to “tell” ACT! about the new DST rules as well.

How does Sage Software help me to fix the problem?

Sage Software provides the ACT! DST Utility which will place your affected activities in the correct time.

How do I find out if I need to run the ACT! DST Utility?

Use the following chart to find out if you are affected and need to run the ACT! DST Utility.

**Do I have to be an ACT! Administrator to be able to run the ACT! DST Utility?**

No. The ACT! DST Utility does not require you to be an ACT! Administrator.

What are the general steps to update my system?

1. Update your Windows Operating System
http://support.microsoft.com/gp/cp_dst
2. Download and apply Microsoft's Time Zone Data Update Tool if you use Microsoft Outlook.
<http://support.microsoft.com/kb/931667/en-us>
Please contact your IT department if you work in a corporate environment.
3. Update ACT!
<http://www.act.com/daylightsavingtime>
4. Verify that activities in ACT! are displayed correctly
5. Update ACT! activities in Microsoft Outlook
6. Install the DST Update for your handheld device
7. Set your Activity Synch Action to "ACT! will overwrite" for the next synchronization

What do I need to do BEFORE I run the ACT! DST Utility?

1. Apply Microsoft's February 2007 Security Update or install Microsoft's DST Update from http://support.microsoft.com/gp/cp_dst
2. Download and install Microsoft's Time Zone Data Update Tool if you use Microsoft Outlook. <http://support.microsoft.com/kb/931667/en-us>

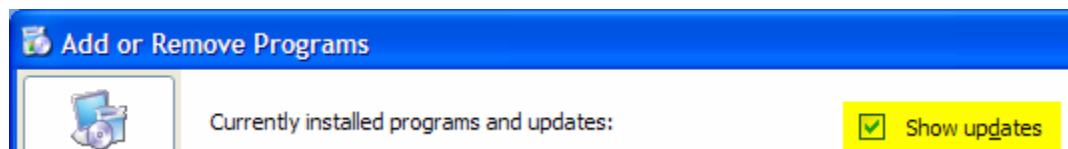
Note: Corporate users should contact their IT department for update details

Do I need to install Microsoft's February 2007 Security Update or Microsoft's DST Update on every computer in my ACT! Workgroup before I run the ACT! DST Utility?

Yes, you need install the Microsoft Update on every single computer before your run the ACT! DST Utility.

How can I find out if I have Microsoft's February 2007 Windows Security Updated installed?

- Go to Start – Control Panel – Add/Remove Programs
- Make sure that you have checked "Show Updates"



- Check if you have any of the following Security Updates installed:
 - KB 923723
 - KB 928225
 - KB 927802
 - KB 928843
 - KB 927778
 - KB 932135
 - KB 926436
 - KB 924667
 - KB 918118
 - KB 929434
 - KB 932554
 - KB 928090
- You have Microsoft's February 2007 Security Update installed if any of these Security Updates are installed on you computer
- To find out more about these Microsoft Updates go to <http://www.microsoft.com/athome/security/update/bulletins/200702.mspx>



Where can I download Microsoft's DST Update?

Microsoft provides a Daylight Saving Time Update Guide on http://support.microsoft.com/gp/cp_dst to help you find the right update for you.

Where can I download Microsoft's "Time Zone Data Update Tool for Microsoft Office Outlook"?

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

I have already installed Microsoft's February 2007 Security Update. What do I need to do?

Download the ACT! DST Utility from www.act.com/daylightsavingtime and run the Utility on all ACT! databases.

I have already installed the Microsoft DST Update but have not run the ACT! DST Utility. Now that I scheduled a meeting at the correct time will running the patch make the time incorrect?

No. The ACT! DST Utility will only adjust ACT! activities between 3/11 to 4/1 and 10/28 to 11/4 that were entered prior to installing Microsoft's DST Update.

Are all of my ACT! databases affected?

Yes, all ACT! databases will be affected if you live in time zone where the Daylight Saving Time Change is in effect.

I have an office in Chicago and ACT! remote clients in New York. Will all databases be affected ?

Yes. All databases will be affected because they are in affected areas.

How are my ACT! activities affected?

- Activities created in ACT! with a start date and/or end date between March 11th, 2007 and April 1st, 2007 or October 28th, 2007 and November 4th, 2007 will be off by plus one hour if they were created without having the Microsoft DST Upgrade installed.
- The activity start dates, activity end dates as well as the activity alarms for these activities will be off by plus one hour.
- Timeless activities, recurring activities and events are affected as well.



Will all of my ACT! activities be affected?

All ACT! activities with a start date and/or end date between March 11th, 2007 and April 1st, 2007 or October 28th, 2007 and November 4th, 2007 will be affected if they were created before you installed the Microsoft DST Update.

Does it matter when I created an activity that falls into the DST change window?

No, it does not matter if you created an activity before or after March 11th 2007. You need to run the ACT! DST Utility as soon as you have installed Microsoft's February 2007 Security Update or Microsoft's standalone DST Update.

Is there anything else I could do to make sure that my ACT! activities are displayed correctly?

- Pay extra attention to all activities created with a start date and/or end date between March 11th, 2007 and April 1st, 2007 or October 28th, 2007 and November 4th, 2007
- Include extra notes in the subject of important activities
e.g. "Quarterly Sales Meeting [3/20 10am-11am]"

What does the ACT! DST Utility do?

- The ACT! DST Utility helps you adjust your ACT! activities to the new time zone settings. It does not make any changes to your ACT! client
- The ACT! DST Utility looks for all activities in an ACT! database that were created with a start date and/or end date between March 11th, 2007 and April 1st, 2007 or October 28th, 2007 and November 4th, 2007 and updates the time zone information that is stored in ACT! with every activity.

How can I find out if I have already run the ACT! DST Utility?

The ACT! DST Utility will modify affected activities only once. The Utility creates a log file [ACTDBFixLog_databasename_number.xml] in the same directory where you started the Utility from. You have run the Utility if this log file exists in this directory.

I am using ACT! 6.0. Will I be affected as well ?

ACT! 6.0 is an unsupported ACT! release and it is not certain how ACT! 6.0 users will be affected. It is recommended to upgrade to a supported version of ACT!