



Technical Release: February 14, 2007

### Daylight Savings Time Change Tech Tip #466

Field engineers should be aware that congress passed a bill in 2005 that changed the Daylight Savings Time adjustment starting this year.

Under the bill, Americans in the 48 states that currently observe daylight-saving time (Arizona and Hawaii don't) would move their clocks ahead by an hour starting on the second Sunday of March, rather than the first Sunday of April. They would set clocks back an hour on the first Sunday of November, rather than the last Sunday of October. The changes would take effect beginning one year after the law's enactment or March 1, 2007, whichever date comes later.

There are patches for most operating systems to address this issue. This will also affect certain third party software programs and databases. Of course, if a customer did not install the appropriate patches, their system clock will be incorrect for parts of DST.

It is suggested that you discuss this issue with your customers so no problems occur. If a customer should call to file a error report about incorrect system clocks around March 10th, this issue could be the cause.

### Remedy

Here are links to patches or procedures to address this issue for the major operating systems we support:

#### Microsoft Products

<http://www.microsoft.com/windows/timezone.msp>

#### Solaris 8, 9, 10

<http://sunsolve.sun.com/search/document.do?assetkey=1-26-102178-1>

#### HPUX 10.XX workaround

<http://forums1.itrc.hp.com/service/forums/questionanswer.do?threadId=1074866>

#### HPUX 11.XX

Patch ID PHCO\_34668 (could not find download link)

#### Tru64

<http://h30097.www3.hp.com/unix/erp/c00599503.html>

The other option for most types of Unix and Linux is to manually edit the tztab file. This file controls how the system updates its clock for DST.



### SMS Company Snapshot

- Founded in 1981
- 10% CAGR since 1999
- Profitable growth since inception.
- 27 Service Centers in 2006.
- The Leader in Independent Maintenance.

### Systems Supported

- Sun Microsystems
- Hewlett-Packard Systems
- Hewlett-Packard Classic Digital
- Hewlett-Packard Classic Compaq
- IBM P-series (RS-6000)
- IBM X Series
- Dell Systems
- Cisco Systems



## About SMS

SMS delivers Responsive, High Quality, Cost Effective Systems Maintenance Services throughout the United States. Our business strategy uses:

**HotSpares™** ► ensures that you have good working parts when a service call is made. Our engineers diagnose the problem and show up on-site with part in hand, ready to repair your system. These are your parts stocked at our local facilities owned by SMS. 100% of our parts are company owned. 100% of our engineers are SMS employees.

**Fix-IT-First™** ► guarantees that if you call us, we will respond. You will never be rejected for a service call because of a misplaced serial number, mistaken server or transposed digits. When the problem is resolved, and we discover a server off contract, we will add this equipment to your contract and adjust monthly billing accordingly.

**All-Inclusive™** ► provides coverage for the entire data center. In the event of a localized disaster, vandalism, or theft, SMS covers all of your equipment with **HotSpares™** replacement for incidents beyond normal wear and tear.

## Service Enables the SMS Experience

“First Time Fix” is our key measurement and the greatest driver of positive customer satisfaction with our clients. Our local engineers arrive at your site within the specified call window with the correct parts, software and tools to remedy your problem faster than anyone in the industry! We keep our service technicians trained on your systems by using:

- SMS HotSpares™ to provide hands on experience with your systems operational in lab environment.
- Field Engagements with OEM resellers and Independent Equipment Providers for hardware installations to keep up with the latest technologies.
- Data Center Relocations to provide greater hands on experience.
- KPI's based on certifications achieved, user group participation, and technical authorship in forums like HP Review, Storage Magazine and Think Magazine.

These simple techniques give our engineers the hands on experience needed to fix it first, fix it right and fix it fast.

## Maintenance Services

- Local Field Engineers in every service center, local to the need.
- Field Engineers that understand operating software and hardware.
- Field Engineers build mirror systems to match your systems.
- Field Engineers arrive at your site with the correct parts, software and equipment to remedy your system.

## Highlights

- \$941,660,00 in Mission Critical Systems under our maintenance contracts
- \$6,371,400 in our parts inventory
- 1250+ customers under contract

## Total Asset Management

- Manufacturers' Warranty Uplift Coverage and Extension
- Customized Coverage to match your need: 24x7x2 hour on-site to 8x5xNBD
- Asset retirement and recapture



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