

## Daylight Saving Arrives Early

The following information has also been sent to departmental IT support staff. If you have a local/departmental IT support person, please check with them first in regard to what you need to do (if anything) on your computer.

For those departments without local IT support staff, if you have any questions or need assistance in doing any work required, please contact the ITS HelpDesk.

Daylight savings will start one week earlier (2am on 30 September 2007) and end two weeks later (3am on 6 April 2008) than in previous years. These additional three weeks are where problems may occur.

In particular, you will need to take extra time to check that your electronic appointments and time critical applications are reporting correctly. The reason for this is that Calendar programs store the date and time of an item using one of several time conventions. When a calendar item is saved it may convert the time from local time to Greenwich Mean Time (GMT) and save this value or it may save in local time. If the item is saved using local time then this is what is displayed. If the item is saved using GMT then the local time zone is checked to determine how many hours should be added to calculate the original time of the item. If the time zone information is wrong during this calculation then the calculation will cause the calendar item to be 1 hour earlier.

In general, only applications and/or operating systems that are not up to date with the local time zone changes and that use time zones will be affected. In the worst case scenario, your calendar items may be off by an hour during the extra three weeks.

### Mac OS X

Mac OS X 10.4.11 (which will be released before 30 September 2007) includes the new daylight saving information, so updating to that when it arrives is recommended.

We expect to see the "Daylight Saving Time Update 002" for Mac OS X 10.3 computers at the same time.

Those computers running Mac OS X 10.2 can adjust the clock manually using Date and Time preferences. Deselect the option to set date and time automatically, and then set the time for your local time zone as needed.

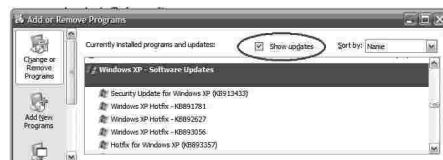
For those still running Mac OS 9.2, use the Date and Time control panel to deselect the option to observe Daylight Saving Time changes automatically, and then enable Daylight Saving Time manually. Applications that run in the Classic environment of Mac OS X will honour the Daylight Saving Time setting in Mac OS X.

### Microsoft Windows

Microsoft Windows XP and Vista have made a patch available (released on 28 August) from the Microsoft update service (KB933360), so if you are set to update automatically your computer should now have the new time zone data. This patch is also available on pc-support.otago.ac.nz.

If your computer is set to update directly from Microsoft, you might want to consider changing to the University's update service (wsus.otago.ac.nz). Note, only the English versions of Microsoft products are supported on this service.

For Windows XP, you can check to see if you have the patch installed by double-clicking on the "Add or Remove Programs" item in the Control Panel – tick the "Show updates" box and then scroll down to Windows XP – Software Updates and then through the list of items looking for KB933360 (see next column). It should be near the bottom of the list.



... and then scroll down ...



Once you've checked that it has been applied, you can untick the "Show updates" box.

For Windows 2000, there is a free update tool available on PC-Support (<http://pc-support.otago.ac.nz/pc-support/Microsoft/Windows/MSSecurityUpdates/2007> and then KB933360-WinTZUpdate - >Win2k). You need to run and configure it on each Windows 2000 computer individually.

There is an "Enhanced Hot Fix" from Microsoft, but this is not available to the University as it is not covered by the University's licence agreement with Microsoft and it's not free (US\$4,000).

Windows 2003 SP1 and SP2 have patches available - see the KB933360 article below (Reference 3).

### Outlook and Entourage

If you use Outlook or Entourage to access email:

- on the StaffMail exchange server and your desktop computer's operating system is patched; no further action should be required. However, we do recommend that you check your appointments for those three weeks just to make sure.
- another exchange server (e.g., School of Business, Chemistry, Surveying, or Property Services), check with your departmental IT support staff for instructions.
- but it is not connecting to an Exchange server then you may need to follow the instructions below for Microsoft Outlook Calendar and Microsoft Tools (Reference 6). If you are using Entourage, you will need to manually adjust your calendar appointments.

### Linux

Red Hat posted updated time zone data during June 2007, and it seems that most other distributions (e.g., debian, ubuntu, fedora, etc.) are OK as long as the patching is up-to-date. To check when daylight saving starts and stops run the following command:  
`zdump -v Pacific/Auckland | grep 2007`

You can also use this command on Mac OS X to check the daylight savings start and end dates.

### Mobile Phones

Windows Mobile versions 5 and 6 - check the Microsoft New Zealand web site below for downloads (Reference 3).

Those using Blackberries will need to manually update the time as there is no patch available. We recommend all mobile phone users check the time at the time daylight savings starts and ends and manually adjust if necessary.

### References

To read more about the impact of the change in daylight savings dates and what to do (if needed), check the following websites.

- 1 Apple About Daylight Saving Time changes in 2007  
<http://docs.info.apple.co/article.html?artnum=305056>
- 2 Mac Rumours Apple seeds OS X 10.4.11  
<http://www.macrumors.com/2007/08/01/apple-seeds-mac-os-x-10-4-11-8s21388s138/>

**Comments and enquiries regarding ITS Update should be referred to:**

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- 3 Microsoft New Zealand web site about the time zone changes  
<http://www.microsoft.com/nz/msdn/timezone/itpro.msp>
- 4 The Department of Internal Affairs  
[http://www.dia.govt.nz/diawebite.nsf/wpg\\_URL/Services-Daylight-Saving-Daylight-saving-to-be-extended?OpenDocument](http://www.dia.govt.nz/diawebite.nsf/wpg_URL/Services-Daylight-Saving-Daylight-saving-to-be-extended?OpenDocument)
- 5 Microsoft Manual Update for Windows 2000  
<http://www.microsoft.com/nz/msdn/timezone/manual.msp>
- 6 Microsoft Outlook Calendar and Microsoft Tools  
<http://www.microsoft.com/nz/msdn/timezone/calendar.msp>

## New Service –VPN Access to the University Network

The VPN service provides secure and authenticated access to resources on the University network from “remote” (not on the University network) computers that have an existing Internet connection. The existing connection may be dial-up, ADSL (broadband), a service provider wireless network solution, or Internet connectivity provided via the network of an external organisation.

The VPN service is complementary to the existing Remote Network Access Service (RNAS) which provides dial-up access to the University network.

You can use the VPN service to access services from off campus just as if you were on campus. Its use also allows your computer to appear to be connected directly into the University network, even though you're actually connecting through an ISP. This permits access to restricted services such as Finance One and makes it possible to connect to your office computer.

### How to Get Access

To use the VPN service, the first step is to complete the VPN application form and send it to the HelpDesk. This is available on the ITS web site – click on the “Network & Phones” and then “Remotes Access” links ([www.otago.ac.nz/its/networkphones/remotaccess.html](http://www.otago.ac.nz/its/networkphones/remotaccess.html)). Full information on the VPN service, installing the software and accessing the University network via VPN is also available from the “Remote Access” page.

All guidelines and policies with regard to operating system patches and anti-virus software that apply to computers connecting directly to the University network also apply to the remote computer for VPN access.

The cost of Internet traffic entering and leaving the University to the remote computer is recovered, as is the case for computers connected directly to the University network.

The service uses University usernames and passwords to access the service. Once your University username has been enabled for access, you will be provided a link to the pre-configured (for access to the University network) VPN software so that you can install it on your remote computer.

The University is required to keep records of the VPN software distribution and so cannot make the software publicly downloadable.

There is no requirement for computers to be owned by the University. However, the VPN software is only licensed to access the University VPN Service and so must not be used for other VPN access.

### Windows

The VPN software is supported on Windows 2000, XP, 2003, Tablet PC 2004/2005, and Vista platforms. Only the 32 bit version of Vista is supported at the present time. Cisco recommends a client device with a Pentium class processor, 50 MB of free disk space, and at least 256 MB of memory.

### MacOS X

The MacOS X VPN software will install and operate on either PPC or Intel based Macintosh computers. Version 10.4.0 or later of MacOS X is required - no earlier versions of MacOS X are supported.

## New Spam Law

On September 5 this year a new law came into effect in New Zealand that makes some spam messages illegal. This law also has an impact on email lists and on how we publish information on the web.

In essence, the law says that unsolicited commercial email messages with a New Zealand connection are not permitted. All of the terms used here have a legal definition, some of which may surprise some people. A full outline of the Act and the impact on the University is available on the ITS web site - click on the Information Security and then SPAM links ([www.otago.ac.nz/its/informationsecurity/spam.html](http://www.otago.ac.nz/its/informationsecurity/spam.html)).

One of the perhaps unexpected outcomes of the new law is that if contact details are published on the web, then this can be considered a request to be added to spam lists. The simple solution to this is to add a disclaimer on these pages stating that permission to use the information is only granted for the purposes of contacting an individual. An example standard comment is available at the end of the above document.

Universities are permitted to continue sending out bulk emails as long as it is related to our purpose. Businesses will still be able send out bulk emails providing they have consent from the recipient and they put appropriate contact details as well as unsubscribe options in the email. It may be appropriate that some mail-outs from the University also apply those standards.

Any questions relating to this new law should be made in the first instance to the Information Security Office (contact via the ITS HelpDesk). If appropriate, we can pass on any complaints to the new section of Internal Affairs that will be dealing with spam complaints.

## 2008 is Coming! Get your Course Software Requirements Sorted Now!

Are you going to be running a course in Summer School or Semester One 2008? Do your students need access to special programs or software?

If you:

- have software that you would like made available to your course on the Student Desktop,
- have an update for software currently available to your course on the Student Desktop,
- are renewing an existing piece of software currently available to your course on the Student Desktop

then you need to submit a Student Desktop Software Request form before it is too late.

Download the form from the ITS website (<http://www.otago.ac.nz/its/students/studentdesktop.html>.) Please submit all requests by Friday 9 November 2007.

All 2007 software requests relate only to 2007 courses – if you require it for 2008 – you need to reapply.

General software such as Microsoft Office does not need to be requested. A list of General Software can be found on the ITS website (<http://www.otago.ac.nz/its/sch/software/general/index.html>)

If you have any questions, please contact Traci Voss (phone: 5423 or email: [traci.voss@otago.ac.nz](mailto:traci.voss@otago.ac.nz))

### FROM THE ITS “QUOTE” FILE

*No vacation goes unpunished.*

Karl A. Hakkarainen