

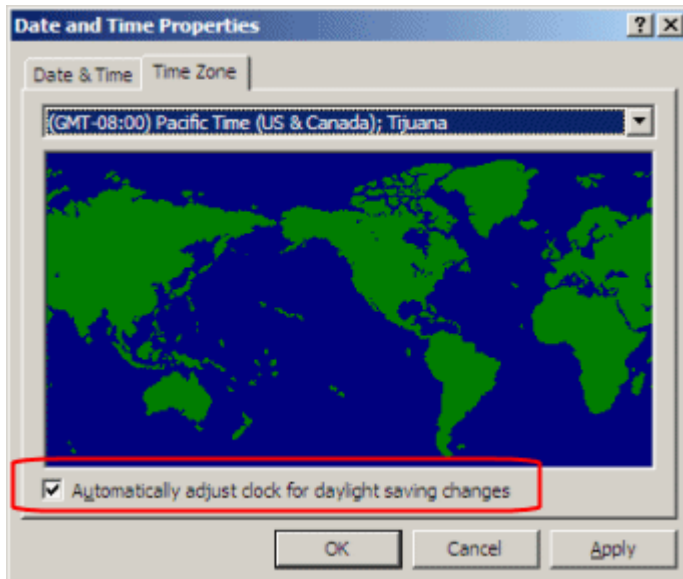
Customer Support Alert February 16, 2007

Microsoft® Update is required for Daylight Savings Time in 2007

This alert pertains to Alteer Office® users located in areas where Daylight Saving Time (DST) occurs and to non-DST users who interact digitally with users who are in DST zones. Beginning in 2007, DST in the U.S. and Canada starts three weeks earlier and ends one week later than previous years, as outlined in the table below.

| | | |
|-------------|---|------------------|
| DST begins: | 2 nd Sunday in March at 2:00 a.m. | March 11, 2007 |
| DST ends: | 1 st Sunday in November at 2:00 a.m. | November 4, 2007 |

The change affects Microsoft® Windows® operating systems, MS Outlook®, and various other applications. Alteer Office® relies on the Windows clock for many time and date related activities—e.g., in Schedule and Patient Flow. An option in the MS Windows Date and Time Properties dialog box (in Windows Control Panel) tells the operating system to allow for DST, “Automatically adjust clock for daylight saving changes.”



Most users in DST time zones have this option selected in their settings. However, the operating system requires an update so that it knows to begin DST earlier and end later—following the new rules for 2007. To ensure your clock adjusts to DST properly,

you must download, install, and run the free MS Windows update from Microsoft's Web site prior to March 11, 2007. Go to: <http://update.microsoft.com/windowsupdate> and choose the appropriate windows update—for example, for Windows XP users, click Update for Windows XP (KB931836).

| Areas affected by the change in Daylight Saving Time <i>(source: Microsoft online support article, "Preparing for Daylight Saving Time changes in 2007")</i> | | |
|--|---|---|
| Windows Vista | No update needed | Updated time zone definitions will ship with Windows Vista. |
| Windows XP SP2, Windows Server 2003, Windows Server 2003 SP1, Windows Embedded for Point of Service, Windows Fundamentals for Legacy PCs | Update available | The Windows XP SP2 (also applicable to Windows Embedded for Point of Service and Windows Fundamentals for Legacy PCs) and Windows Server 2003 updates are available for production deployment for all customers through the Microsoft Download Center , Knowledge Base article 931836 , Windows Update and WSUS. While this update is currently being offered as optional, once the Outlook and the Exchange Time Zone Update tools are completed, Microsoft expects to change the classification of 931836 to high priority or critical. At this time, all customers should have removed the test version of the Windows time zone update released under Knowledge Base article 924840 . |
| Windows 2000 | Update available - <i>(under Extended Hotfix Support)</i> | Windows 2000 has passed the end of Mainstream Support and will not be receiving an update without Extended Hotfix Support. All versions of Windows can be manually updated using the tzedit.exe utility or other techniques documented in Knowledge Base article 914387 , Online Webcast 930688 , and similar articles for other countries, which is the preferred method of remediation for any product outside of Mainstream Support. (The tzedit.exe tool allows you to create and edit time zone entries for the Date/Time settings in the Control Panel, especially for daylight-saving time). |
| Windows XP SP1 | Not Supported | Windows XP SP1 is no longer supported. Find information regarding support options for Windows XP SP1. |
| Windows NT 4 | Not Supported | Windows NT4 is no longer supported. Find information regarding support options for Windows NT4. All versions of Windows can be manually updated using the tzedit.exe utility or other techniques documented in Knowledge Base article 914387 and similar articles for other countries, which is the preferred method of remediation for any product outside of Mainstream Support. |

For more details from Microsoft, please visit the following Web pages:

http://support.microsoft.com/gp/dst_topissues#a2

http://support.microsoft.com/gp/dst_topissues#A5

<http://support.microsoft.com/kb/931836>

For assistance, please contact Alteer Customer Support. Tel: 949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time. E-mail: support@alteer.com.