

Daylight Saving Time FAQ

1. Where can I go for more information about the Energy Act of 2005 and changes to daylight-saving time?
 - a. <http://tf.nist.gov/general/history.htm>
2. What will happen to my equipment if I do nothing regarding the daylight-saving time change?
 - a. For **ATMs**, the impact of not updating the time is *NOT* considered a catastrophic event. Customer receipts and transaction time stamps are based on the time supplied from the ATM host and not the ATM system time. Certain local files could be affected, such as diagnostic log files or the time stamp on the EDC file (not the time of transactions, but the time stamp of the file). These do not affect financial transactions. Any agent software that is dependent on the ATM time for activation, such as CRM products, could be affected and start activations one hour different than expected.
 - a. For **Surveillance Systems**, (including VCRs or DVRs) time and/or date inaccuracies may exist with regard to searching, archiving, evidence time synchronization with other devices and/or systems, and (not limited to) possible storage database conflicts. This could lead to possible conflicts in time and/or date investigations and/or court cases involving video evidence.
 - a. For **Access Control Systems**, time and/or date inaccuracies may exist with regard to historical reports, possible time zone issues if a system is spread across multiple zones and issues related to the synchronization to video and data storage. This could also lead to access issues including granting or denying access when a cardholder is assigned to a specific user group (i.e. the cleaning crew has access between 6p.m.-10p.m.).
 - a. For **Alarm Panels**, time and/or date inaccuracies may exist with regard to schedules and event date/time stamps. This could also lead to access issues including granting or denying access, false alarms, event reporting and historical event date and time stamping.
3. Why doesn't my warranty cover the programming changes that may be needed to bring my equipment into compliance?
 - a. Your warranty provides coverage should the Diebold product require repair due to defects in materials or workmanship under the typical use of the product for a specified period of time. The upgrade for daylight-saving compliance is not due to a defect or workmanship errors but to a government regulation. Therefore, the installation and/or implementation of this upgrade to comply with the Energy Policy Act of 2005 is not covered under any existing warranty.
4. Why doesn't my service contract include the labor cost to cover the programming changes to bring my equipment into compliance?

- a. Per the service maintenance agreement, Diebold will, by its authorized representatives, inspect and maintain in operating condition, the equipment itemized on such equipment schedule. The services to be provided for an annual service fee do not include services required as a result of installation of additional features, upgrades, options or functions; major overhauls, or refurbishing the equipment due to governmental regulation changes.
5. Will new products I order from Diebold be compliant with the change to daylight-saving time?
 - a. For new **ATM** purchases, any ATM installed and brought live on Feb. 1 or later will be daylight-saving time compliant, and no charges will be assessed for this compliance. Any ATM installed and brought live prior to Feb. 1 will fall under the standard daylight-saving time upgrade procedures and may be invoiced.
6. Are my Express Delivery Units or MiniTerminals affected by the change in daylight-saving time?
 - a. No, any change in time – daylight-saving or otherwise, needs to be done manually on MiniTerminals. Click [here](#) to access instructions for the Diebold Express Delivery Compuflex MiniTerminal document or [here](#) for the Diebold Express Delivery Compuflex Line Monitor document.
7. There is only a limited time before daylight-saving time begins (March 11). Will you get to my locations in time?
 - a. Diebold's field service teams will make every effort to schedule all calls and complete as many daylight-saving time changes as possible before March 11. Scheduling will be completed as demand allows, however, technicians will be dispatched on a first-come, first-serve basis.
 - a. Please keep in mind that nearly all products have a manual upgrade procedure and links to manufacturer's instructions for the manual upgrade are provided on Diebold's daylight-saving time Web site. In the case that a Diebold technician cannot reprogram your equipment before March 11, on-site financial branch or retail store personnel may make the appropriate changes.
8. What are the ATM network and processor implications for daylight-saving time?
 - a. ATM network processors use a variety of hardware and software configurations to drive Diebold ATMs. Transactional information (receipt data) is sent from the network processor and will be based on the host's date and time. All host systems will have to be updated by the network owner to support the new daylight-saving time schedule. Dates and times from the ATM operating system are NOT used for transaction data and do not affect the network.

Please reference the ATM terminal FAQ in this section.

Diebold encourages our customers to develop a joint DST migration plan with their network processor well in advance of the cutover date.

9. What is the policy on non-Diebold ATMs (Fujitsu or NCR) under a Diebold service contract?
 - a. It will be up to the customer to contact its software vendor to obtain any upgrade for the daylight-saving time change in 2007. It is Diebold's policy that Diebold service will not deliver, provide or support another vendor's software. However, it is possible for Diebold service to install third-party upgrades as an agent for the customer, provided the customer has signed the Authorization to Install Third-Party Software Agreement. The customer must provide the upgrade on suitable media, which is compatible with its ATM and installation instructions. There is a fee for this installation.

10. What is the policy for Diebold ATMs running on non-Diebold software (e.g. Aptra)?
 - a. We cannot determine the exact impact of software not supplied by Diebold. However, we do not expect any catastrophic failure due to not updating the ATM clock. File time stamps will be off by one hour, but ATM transactions should be unaffected as they are dependant on the host time, not the ATM system clock. We do recommend that you contact your host to ensure they follow the appropriate daylight-saving time upgrades.

11. What operating systems are affected?
 - a. All Microsoft operating systems will need to be updated with the exception of Vista.

12. What Diebold server based systems may be affected?
 - a. Any product that processes financial transactions or has critical jobs that run on a schedule will need to be updated to conform to the new daylight- saving time schedule. Most of the Diebold server products will require these changes. Among these are Postilion, Imageway (Alogent), Campaign Office, Journal Office, iqESD, iqCRM and EMS.

13. How are the operating systems updated?
 - a. Microsoft will provide downloadable updates to Windows XP (SP2), Windows Server 2003 and Windows Server 2003 (SP1). For all other Windows operating systems there is a Microsoft utility, TZEDIT.EXE, that can be downloaded. The following link has information on both the downloadable updates and the Time Zone utility. <http://www.microsoft.com/windows/timezone/dst2007.mspx>

14. Who will make these changes to the server based products?

- a. These changes can be made by the IT staff of the financial institutions. If they do not feel comfortable making this change, the Diebold server support team can assist. The institution should request this support through the team e-mail supportservices@diebold.com. There will be a Professional Services charge for this service.

15. Am I able to change the time manually on my Microsoft Windows® operating system personal computer without applying a Microsoft Windows patch?

- a. Yes, for personal computers running Windows XP, 2000, NT, 95/98, please review your on-board help files. Click “Start,” then “Help” and search for “time” for the proper time change procedures.

16. If I change my personal computer’s time manually using the “help” feature, will it keep current with the new daylight-saving dates?

- a. No. You will have to disable the daylight-saving option until you apply the Microsoft Windows patches. Click “Start,” then “Help” and search for “time” for the proper time zone change procedures and uncheck the daylight-saving option in that window.

17 My ATM’s operating system is running OS/2. What affect will the daylight-saving time change have on my ATM?

- b. The OS/2 operating system is not programmed to automatically adjust for daylight-saving time. For OS/2 ATMs, the process for setting the system time for daylight-saving time is a manual process and can be adjusted for the new dates using the same processes used in prior years.