



January 23, 2007

HP Software support for Daylight Saving Time changes Frequently Asked Questions for customers

What is the new Daylight Saving Time (DST) change that the U.S. is implementing?

Beginning March 11, 2007, Daylight Saving Time (DST) start and end dates for the United States will transition to comply with the Energy Policy Act of 2005. Under the new law, Daylight Saving Time will begin on the second Sunday of March and end the first Sunday of November, extending the timeframe by four weeks. Due to this DST change, operating system and application software updates may be required to so that the system clock on HP products is accurate.

Does the DST change affect other parts of the world?

Other countries, such as Canada and Bermuda, adopted similar DST changes in order to be consistent with the U.S., and other countries, such as Australia, implemented a similar change in the past. While this DST change primarily affects the U.S., customers based outside of the U.S. may also be affected, particularly if they have U.S. offices, U.S. partners or U.S. vendors or if their IT systems interact with U.S. systems. Note that Mexico is not adopting the U.S. DST changes.

Do HP Software products, including OpenView, OpenCall and Mercury products, comply with the DST change? Have you tested HP Software products for compliance?

We are in the process of testing and certifying that current versions of HP Software products will support the DST change, and we expect that the latest OpenView, OpenCall and former Mercury products will be compliant by March 1, 2007.

Information related to DST support for specific HP Software products is being posted on the HP Software Support site: support.openview.hp.com.

Note that even though HP Software products may support the DST change, you still need to check that supporting software, such as Java, WebSphere, WebLogic and JBoss middleware and your systems' operating systems, supports the DST change as well.

What workarounds are needed for HP Software products to comply with the new U.S. DST law?

We have documented known, affected products, and we are providing the necessary updates and patches for your system and software to adjust automatically to the DST change. We recommend that you assess your products to ensure that all applicable updates or patches are required. A listing of HP Software products and how the DST

change may affect them is being posted on the HP Software Support site at support.openview.hp.com.

What happens if I don't make the suggested changes to my products or underlying systems?

You risk having your systems and applications not support the correct time stamp, resulting in the possibility of incorrect operations or computations.

What about other HP products I may have? Are they affected by the DST change?

DST-related information for all HP products can be found at <http://www.hp.com/go/DST>. Please check this website regularly for the latest information on your HP products to help you prepare for the DST changes that take effect on March 11, 2007. We are investigating whether other products are also affected by the DST change and expect to complete this analysis by February 1, 2007.

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