



# TECH NOTE

VICON TECHNICAL SERVICES GROUP

**Subject:** Daylight Saving Time 2009  
**Product:** ViconNet Computers  
**Number:** 1400-0002-00-03  
**Date:** 11/2/09

Dear Valued Customer,

This notice is in regard to Daylight Saving Time 2009.

We feel it is extremely important to provide our customers with current information regarding our product enhancements, features and support solutions. This notice has been created to advise you of Daylight Saving Time changes and how it will affect our products. This year, the Daylight Saving (DST) change for the United States is on March 8th at 2:00AM and then again on November 1st at 2:00AM. In 2010 it will occur on March 14<sup>th</sup> and November 7<sup>th</sup>. Below is a brief explanation of how our products will respond to this change.

***(Please note that this notice is only meant for computers purchased from Vicon bundled with any of our ViconNet series software. This does not include any other products such as embedded DVR's, VDR's or any Matrix series products, etc.)***

Microsoft has informed us of the possibility that certain versions of their XP operating system may not react correctly to current Daylight Saving Time dates. This issue causes the computers time to be 1 hour off.

If you are encountering this problem or simply want to ensure that your Vicon computer has the latest correction see the following.

Microsoft will require you to validate the OS when going to their site. For this reason it is suggested to link directly from the computer in question directly to the Microsoft site. This insures you are getting the correct update from Microsoft.

Please go to: <http://www.microsoft.com/downloads/details.aspx?FamilyID=e4a72667-2279-4b05-b92e-6b0e15b9eb5a&displaylang=en>

For situations where Internet access to the Vicon computer is unavailable. It will be necessary to download the patch to a portable device and then update the computer accordingly.

For more information go to Microsoft:  
<http://support.microsoft.com/kb/970653>  
<http://support.microsoft.com/?kbid=970653>

***For any technical questions, please contact Vicon Technical Support at:***

1-800-34-VICON select option 2 or <mailto:technicalsupport@vicon-cctv.com>

***The mission of Vicon's Technical Services Team is to provide world class Technical Support to our customers and exceed their expectations. Our customers can expect prompt and professional support with the goal of making them knowledgeable and successful with our product line.***

Thank you for your support.

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