



Why Your Business Should Install Service Pack 2

Released in August of 2004, Windows XP Service Pack 2 was designed to be a comprehensive security update to Windows XP. Because of the significant number of changes introduced with Service Pack 2, SFO Technology Professionals did not recommend its customers update their computers immediately. SP2 has been in production for 3 months and no major incompatibilities have been found.

In addition, since Microsoft changed the Windows Update website for Windows XP computers, patching your computers through their website has become very cumbersome unless SP2 is installed.

For these reasons we are recommending that our customers begin upgrading to SP2.

Before You Begin

Windows XP Service Pack 2 greatly enhances the security of Windows XP, but in so doing introduces some rather significant changes in the way that the operating system works for the applications that run on it. **Before you upgrade to Service Pack 2, we recommend that you do the following:**

Please be aware that the installation of Service Pack 2 can take as long as 2 hours.

1. Test Service Pack 2 on one or more of the computers on your network. Be sure to check older applications for compatibility with SP2. If you have compatibility questions or concerns and/or you run in to any issues on your test machines, please contact SFO so we can assist you in resolving these issues prior to the deployment of SP2 in your organization.
2. Decide whether or not your organization will enable the Windows Firewall, a feature of Windows XP that is now enabled automatically. Enabling this software will increase the security of your desktop computers, though the default settings will need to be adjusted if your company's desktops use any network applications beyond simple file and printer sharing. (For example: server-managed antivirus/workstations, PC Anywhere, VNC, Remote Desktop, etc.)
3. Download and place the full network install on your PC. You can download this file from SFO or from Microsoft directly with either of these links. When asked to save or open the file, save the file to a location accessible by all of the computers on your network. This is a large download of approximately 230 MB.

If you would like a CD containing SP2 sent to your office, please contact SFO Technology Professionals and we will mail one out to you.

From SFO Technology:

<http://www.sfotechnology.com/xpsp2/WindowsXP-KB835935-SP2-ENU.exe>

From Microsoft:

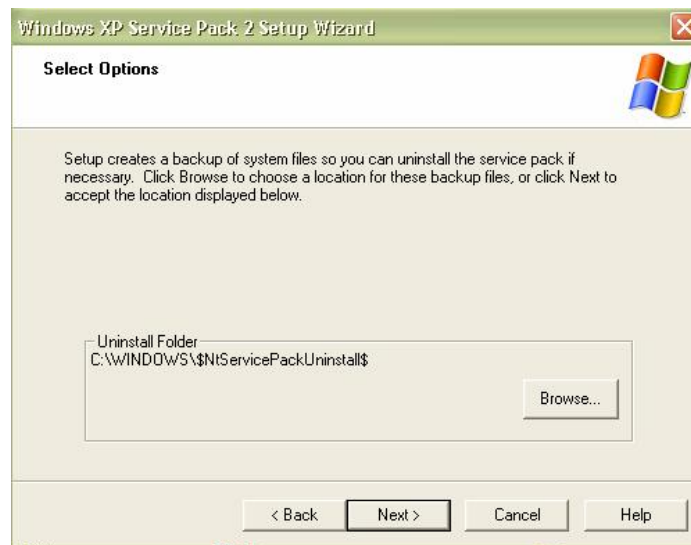
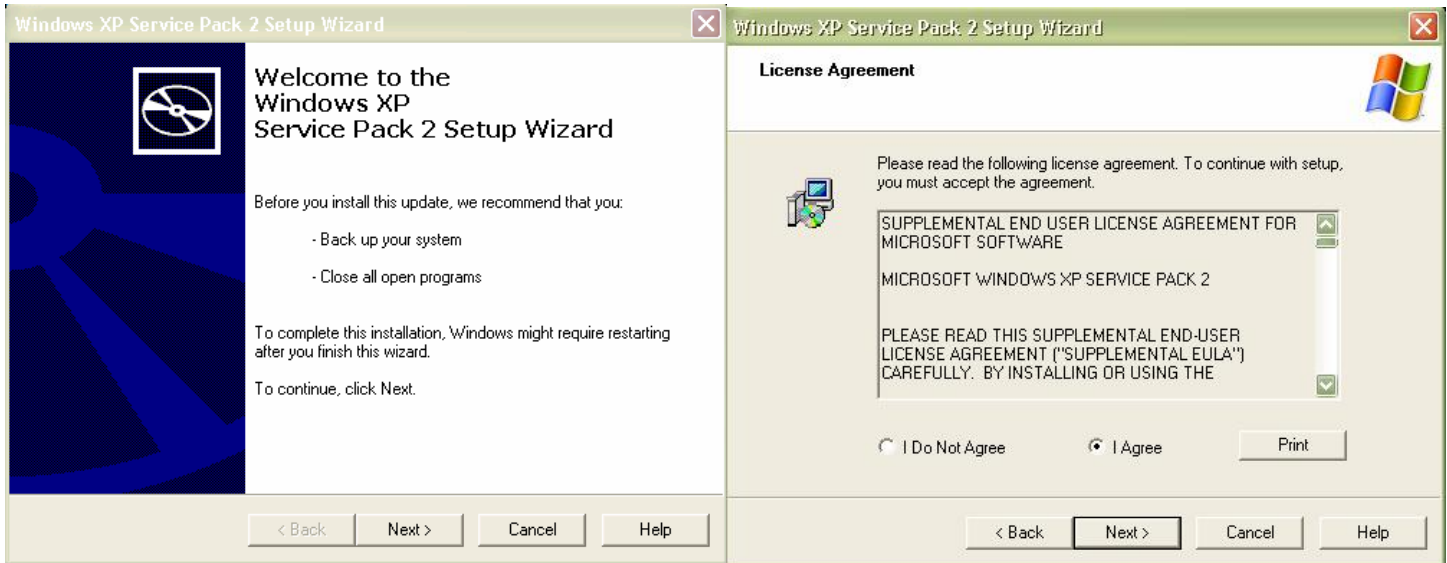
<http://www.microsoft.com/downloads/details.aspx?FamilyID=049c9dbe-3b8e-4f30-8245-9e368d3cdb5a&displaylang=en>

4. Make a backup of your computer and/or all of the important data on the PC. For network workstations, make sure that you have a recent backup/image of the computer and/or user profiles.

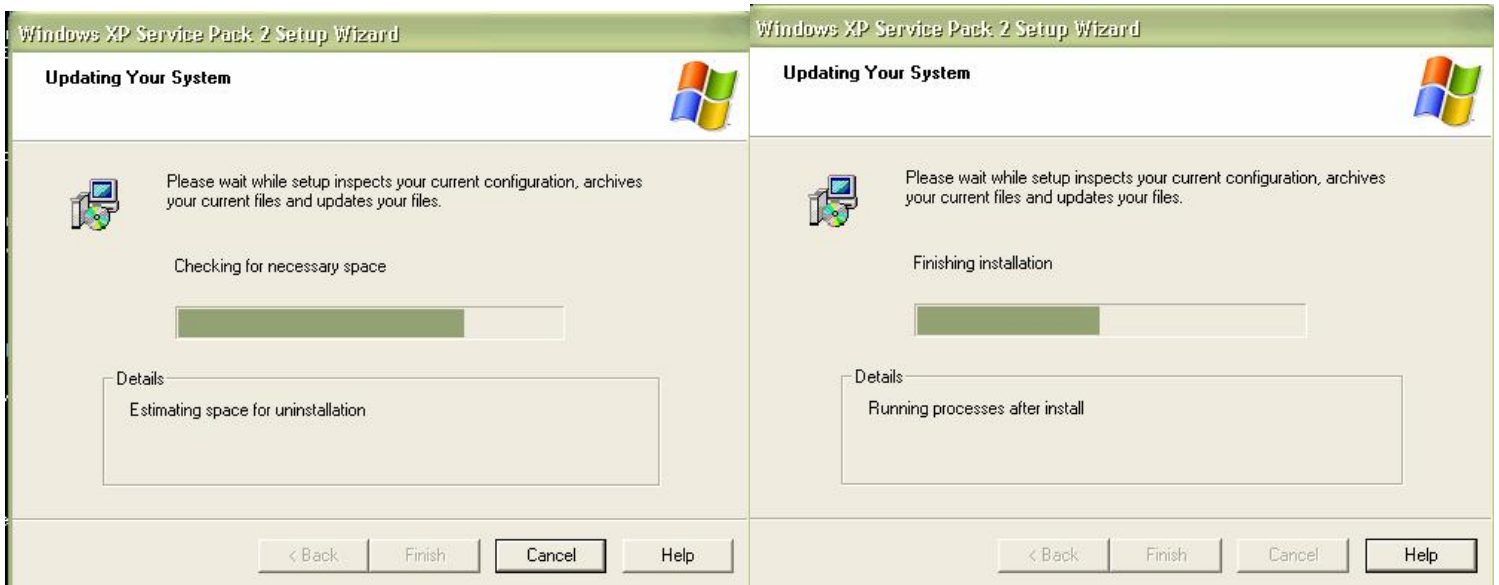
The Upgrade Step-by-Step

Step 1 – Beginning the installation.

Make sure that you have closed all applications. Navigate to the location you saved SP2 to and double click to start the installation. You will be presented with the following three screens. Click next through all three screens to start the installation.



The installation will begin updating your computer. This process will take awhile. You will be presented with the two screens below, one checking for disk space and preparing the computer for a possible uninstall and another showing the status of the actual update.



Upon completing the installation of XP SP2, you will be prompted to restart your computer. Click finish to restart the PC. When you logon to the PC after it has been rebooted you will need to make some changes to the configuration of the PC and Service Pack 2.



