

# Computer Corner

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**Q:** *I have Windows XP SP1 and Microsoft just released SP2. Should I install SP2?*

**A:** Microsoft's latest update to their current operating system, Windows XP, has been hailed by many and lauded by an equal number. There are reasons to install Windows Service Pack 2, and there are potential problems for the same installation. Let's take a look at the issues, improvements and options for SP2.

## **SP2 Released August, 2004**

Since Microsoft's Service Pack 2 release, people installing the update are reporting issues, both major and minor, which require professional intervention to resolve. General lists of issues include the following symptoms:

### Major Issues

- Could not boot to Windows
- Internet Explorer and Outlook Express started and shut down immediately
- Internet connection unavailable
- Continuous reboot (not planned)
- No Windows restore point

### Minor Issues

- Slow computer operation
- Some programs do not work with Windows XP SP2
- Network shared printers and computers cannot "see" each other

## **Why install SP2?**

With users reporting so many issues, you might wonder why anyone would attempt this update. Well, there are a number of desirable benefits in the latest major update from Microsoft including:

- Pop-up ad blocking
- Updated firewall
- Attachment warning in Outlook Express, Internet Explorer and Windows Messenger
- Downloaded files are logged with information about their origin
- Web graphics in email are no longer loaded by default (Possible virus issue resolved)
- Some spyware blocking
- Update reminders
- New/Improved Security Center for anti-virus, updates and firewall information
- & more!

## **Gotta Have it?**

If you understand the possible issues, and still want the added benefits SP2 will add to your computer, here are some protective measures, which may help you avoid the issues listed earlier:

- Resolve all current issues on your computer before beginning. Installing SP2 to resolve current issues on your computer is **highly discouraged!**
- Backup all important information **before beginning**
- Use Microsoft's support site to identify potential issues:  
**<http://support.microsoft.com/default.aspx?scid=fh;ln;xpsp2getinstall>**
- Check your critical programs and applications for compatibility with SP2:  
**<http://support.microsoft.com/default.aspx?kbid=842242>**

## **Other Options**

As with other Service Packs and patches released by Microsoft, you are NOT required to install this update! Here are some suggestions:

- Wait a month or two... or three for Microsoft to update the update
- Avoid potential headaches by having a professional install the update and check your system for issues.
- Join a support group that will help you through the anxiety of not installing every update presented for your computer

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