

Computer Corner

By Jim Jeup
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New Issues – Windows SP2

Last month's Computer Corner was dedicated to Microsoft's newest update, Service Pack 2. Issues reported this month have exceeded the combined number of all issues from previous months. If you have installed Microsoft Windows Service Pack 2, and are experiencing any/all of the issues listed below, you will need the help of a professional to correct these problems.

Major Issues

- Windows boot-up failure
- Internet Explorer and Outlook Express start and shut-down immediately
- Internet connection unavailable on standard connections (High-speed and Dialup)
- Wireless network connections fail to communicate (*This is a New Issue*)
- Sound, video, or other software drivers do not work (*This is a New Issue*)
- Continuous reboot (not planned)
- No Windows "Restore Point" available

Minor Issues

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

Windows XP Service Pack 2 is NOT a "Required" Update

Here are some precautions to take if you still want the added benefits of SP2. These precautions will minimize the possibility of system issues after installing SP2.

- 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**
- Complete all critical updates prior to Service Pack 2. This can be accomplished by selecting "Custom Install" instead of "Express Install" at the Windows Update web site
- 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>

WHAT ARE YOUR MOST USEFUL WEBSITES?

TELL US, AND WE'LL ADD THEM TO OUR FUTURE COLUMNS

Email your useful websites and categories to: cornerquestions@pctechshop.com

TAMPA BAY COMPUTER USER'S GROUPS:

- <http://gtbpcug.org/> (Tampa Bay PC User's Group)
- <http://www.tpcug.org/index.asp> (Tampa PC User's Group)
- <http://www.suncitycentercomputerclub.com/> (Computer Club, Sun City Center)
- <http://www.suncoastlug.org/> (Suncoast Linux User's Group)

HOLIDAYS:

- <http://www.holidays.com>
- http://yahooligans.yahoo.com/Around_the_World/Holidays/
- <http://www.education-world.com/holidays/>

EDUCATIONAL:

- <http://www.howstuffworks.com/>

MAPS:

- <http://maps.yahoo.com/>
- <http://www.mapquest.com/>
- <http://www.mapsonus.com/>
- <http://mappoint.msn.com/>

PHONE NUMBERS AND REVERSE LOOKUP:

- <http://www.anywho.com/>
- <http://www22.verizon.com/utilities/whitepages/>

Jim Jeup is a Certified Master Technician for Advanced Mobile Tech Computer Service. Reach him at (813) 508-4378. Computer Corner Archives can be found at <http://www.advancedmobiletech.com/computercorner.shtml> - Email your computer questions to: cornerquestions@pctechshop.com, or on the web at www.advancedmobiletech.com