

Refer to this site for SP2 FAQs.

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Questions like:

Should I slipstream SP1 into Windows XP before SP2? Nope!

View them here:

[hXXxp://www.ntu.edu.sg/CITS/getting+help/faqs/windows+xp+sp2.htm#q4](http://hXXxp://www.ntu.edu.sg/CITS/getting+help/faqs/windows+xp+sp2.htm#q4)

#### Windows XP SP2 (Service Pack 2) Frequently Asked Questions

What is the size of this Windows XP SP2?

What is the minimum requirement for the system to run Windows XP SP2?

Can I upgrade my system with Windows XP SP2?

Do I have to install an earlier Service Pack 1 before installing Windows XP SP2?

Is there any patch that is required to install prior to SP2 installation?

Where can I download (and install) a copy of Windows XP SP2?

Is there any application that has compatibility issues with Windows XP SP2?

What are the patches found in this Windows XP SP2?

What is new in Windows XP SP2?

How do I install Windows XP SP2?

What is this so called Windows Firewall?

How do I know that the Windows Firewall is enabled in my system?

Can I disable the Windows Firewall?

With Windows Firewall turn on, do I still need to have an anti-virus software installed on my computer?

My computer stops responding when I restart to complete the installation of Windows XP Service Pack 2. What should I do?

I receive a "Stop: c0000135" and "winsrv was not found" error message after I install Windows XP Service Pack 2?

After installing SP2 and reboot my system, I receive this message "Your network administrator can unblock this program for you". Why is this so and what should I do?

When I am surfing to some websites using Internet Explorer, I notice that Internet Explorer does not display some of the pop-up windows? Why is this so and what should I do to display these pop-up windows?

What is the size of this Windows XP SP2?

The size of Windows XP SP2 (Service Pack 2) is about 270MB (back to top)

What is the minimum requirement for the system to run Windows XP SP2?

You need a PC running Microsoft Windows XP with at least 233-MHz processor, 64 MB of RAM and 1.6GB of available hard-disk space during installation. (back to top)

Can I upgrade my system with Windows XP SP2?

If you are using any application/software provided by your School, do a quick check with your School IT Support whether that application/software can run on Win XP SP2. Thereafter, proceed to the next question below.

Note: Before installing Windows XP SP2, it is strongly recommended to back up or make a copy of your data files. (back to top)

Do I have to install an earlier Service Pack 1 before installing Windows XP SP2?

No. (back to top)

Is there any patch that is required to install prior to SP2 installation?

Microsoft has issue a critical patch (KB885523) that will resolve compatibility issue with a non-Microsoft software application installed on your computer. Download and install this patch prior the installation of SP2. This download can be found

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<http://www.microsoft.com/downloads/details.aspx?amp;displaylang=en.&familyid=65875203-CF1B-4D32-8F32-E00D004659F6&displaylang=en>

**\*\* NO ACTIVE LINKS - Ninja \*\***

Microsoft has issue a non-security critical update (KB885626) that will help to resolve an issue where a limited number of systems running a BIOS without production support for Intel Pentium 4 and Intel Celeron D processors based on Prescott C-0 stepping that can potentially hang on Windows XP Service Pack 2 installation. This download can be found at

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[http://support.microsoft.com/default.aspx?scid=kb;\[LN\];885626](http://support.microsoft.com/default.aspx?scid=kb;[LN];885626) (back to top)

**\*\* NO ACTIVE LINKS - Ninja \*\***

Where can I download (and install) a copy of Windows XP SP2?

You can download a copy of Windows XP SP2 from one of the following methods:

- a. Microsoft Download Site
- b. Windows Update
- c. Automatic Update
- d. CD Order Process from Microsoft
- e. CITS Software Directory (back to top)

Is there any application that has compatibility issues with Windows XP SP2?

Microsoft has list out a list of programs that are known to have experience a loss of functionality when running on Windows XP SP2. Click here for more details.

There is also a list of programs that may stop working after installing Win XP SP2. Click here for the details. (back to top)

What are the patches found in this Windows XP SP2?

Please refer to the following Microsoft sites for the updates:

- a. Security patches
- b. Fixes (back to top)

What is new in Windows XP SP2?

This SP2 has improved security technologies that will withstand malicious viruses and worms attacks. These

technologies include:

- a. Network protection (protection against malicious attacks)
- b. Memory protection (prevent buffer overruns)
- c. E-mail handling (improved attachment control using AES API)
- d. Browsing security (lock down Local Machine zone and turn on pop-up blocker)
- e. Computer maintenance (keep computer with the latest security updated)

For greater details, please refer to Microsoft site here (back to top)

How do I install Win XP SP2?

After you have downloaded the Win XP SP2, the Setup Wizard will appear.

- a. Note: Remember to protect or back up all data files
  - b. In the 'Welcome to Windows XP Service Pack 2 Setup Wizard', click Next.
  - c. In the 'License Agreement', select 'I Agree' and click Next.
  - d. In the next screen for 'Uninstalled Folders', click Next to proceed.
  - e. The system will proceed to do the inspection of your current configuration, archive your current files and update your files. This will take quite a while, so please wait patiently.
  - f. At the end of the installation, click Finish and this will reboot your system.
  - g. After rebooting, a firewall option screen may appear. Select the 'ON' radio button to proceed with the turning on the Windows Firewall.
  - h. Ensure that the security essentials are all turn ON (by clicking Start -> Control Panel -> Security Center)
- (back to top)

What is this so called Windows Firewall?

Windows Firewall (previously known as Internet Connection Firewall or ICF in Win XP) is a software-based, stateful filtering firewall for Microsoft Windows XP.

After the Win XP SP2 installation, this Windows Firewall is turned on by default.

Windows Firewall provides protection for computers that are connected to a network by preventing unsolicited inbound connections through TCP/IP. The Configuration options include:

- a. Enabling static exceptions for ports
- b. Enabling exceptions for applications
- c. Configuring basic ICMP options
- d. Logging dropped packets and successful connections (back to top)

How do I know that the Windows Firewall is enabled in my system?

Go to the Control Panel and click Security Center and check that the Firewall is ON

Alternatively, if you open up the LAN connection icon, you will notice a lock symbol being shown.

Can I disable the Windows Firewall?

You can manually turn it off, if you have the administrator rights. However, it is advisable to leave it on in order to minimize any virus, worms or trojans attacks.

With Windows Firewall turn on, do I still need to have an anti-virus software installed on my computer?

Even with Windows Firewall turn on, it is still necessary to have an anti-virus software installed in the computer. Windows Firewall is NOT a replacement for anti-virus software but acts as a compliment to anti-virus software. (back to top)

My computer stops responding when I restart to complete the installation of Windows XP Service Pack 2. What should I do?

This issue may occur if either (1) your computer uses an Intel Pentium 4 or Intel Celeron D processor that is based on Prescott C-0 processor stepping or (2) Your computer has a BIOS version that is out of specification.

Contact your computer manufacturer for an updated version of BIOS that provides production support for the processor that is installed in your computer or refer to Microsoft article

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<http://support.microsoft.com/default.aspx?scid=kb>

;[LN];885626 for resolution.

(back to top)

**\*\* NO ACTIVE LINKS - Ninja \*\***

I receive a "Stop: c0000135" and "winsrv was not found" error message after I install Windows XP Service Pack 2?

This problem may occur if either you have (1) T.V. Media (TvMedia.tvmbho) from Total Velocity Corporation is installed on your computer or (2) not installed Critical Update 885523 or (3) tried to install Windows XP SP2.

Refer to Microsoft article

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<http://support.microsoft.com/?kbid=885523>

for resolution

(back to top)

**\*\* NO ACTIVE LINKS - Ninja \*\***

After installing SP2 and reboot my system, I receive this message "Your network administrator can unblock this program for you". Why is this so and what should I do?

This is because you are not the administrator of this system. You should use an administrator account to log in to unblock this program.

After logging in as an administrator, you can either choose to 'Keep Blocking' this program or 'Unblock' this program or 'Ask Me Later' when I run that program again as shown below.

When I am surfing to some websites using Internet Explorer, I notice that Internet Explorer does not display some of the pop-up windows? Why is this so and what should I do to display these pop-up windows?

When you install SP2, the pop-up blocker is turned on in Internet Explorer. It will block most automatic pop-ups but it will play a sound and show the Information Bar when a pop-up is blocked as shown below.

To temporarily or always allow pop-ups from that website, click the Information Bar when it notifies a pop-up has been blocked. Choose the correct setting as shown below.

If you choose to 'Always Allow Pop-ups from This Site', it will prompt you to confirm again to permanently trust this website to allow pop-ups. Click 'Yes' if you are sure.