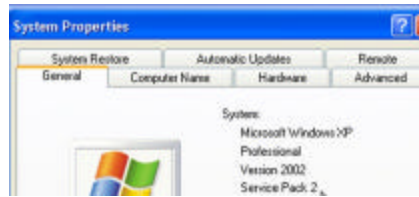


Service Pack 2 for Windows XP

If you have a computer with Windows XP on it, you may have heard that a service pack (SP2) is available. Here at Hartwick College, we have waited until some issues with SP2 were worked out before encouraging you to install it. We are now ready to proceed.

SP 2 is an update to the Windows XP software that contains better security against viruses and hackers. It has a few features (such as a built-in firewall) that we did not want to apply at Hartwick College, and we have developed a method to turn those features off automatically when you log on to the Hartwick network.

1. Verify if you still need SP2 (some users have already installed it). Click Start, and right click on the My Computer icon. Select Properties. In the properties window, the version of your operating system will be displayed. If you already have SP2, see the notes about SP2. If you have only SP1, proceed with the following to install SP2.



2. Look at the system tray on your computer (the area in the lower right hand corner of the screen where the clock is). See if you have a Windows update icon. When you point to it, it will say that Windows updates have been downloaded and are ready to install. If you have this icon, click on it and proceed with the express install. During the install, follow all the prompts and accept any recommendations for automatically backing up or archiving files.

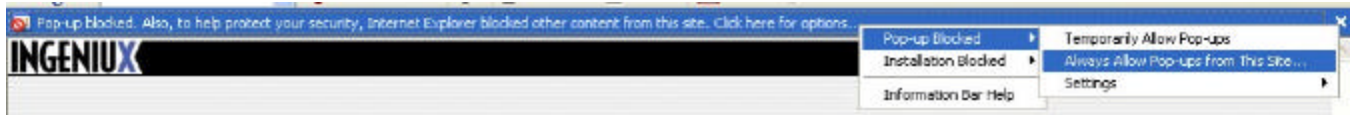
If you do not have an icon on your system tray for a Windows update, go to the Windows Update page of the Microsoft site and initiate the download from there.

- Open Internet Explorer, and from the menu bar, select Tools, Windows Update
- At the site, click to allow Microsoft update software to check your machine
- Select the Express Install of SP2
- Be aware that this may take up to an hour and can cause slow system performance during the install. --
- You may wish to run it during lunch or when you are away from than your computer.

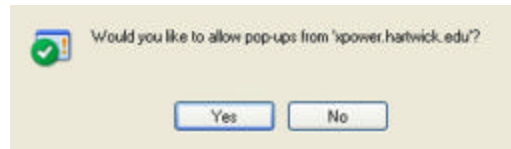
3. When the install is complete, you will need to restart your computer. Once SP2 is installed, you may receive a few additional Windows updates which can only be applied after SP2 is installed.

SP2 contains a few security features that may need to be adjusted to accommodate your use of certain sites including Ingeniux, webmail, and others

1. SP2 blocks pop-ups: If a site you are using requires pop-ups (such as Ingeniux and webmail), you will get a notice in the new information bar at the top of the IE screen that they are blocked. Click on the "Click here" text for a menu of choices, including to "always allow pop-ups from this site" if it is a location you use routinely.

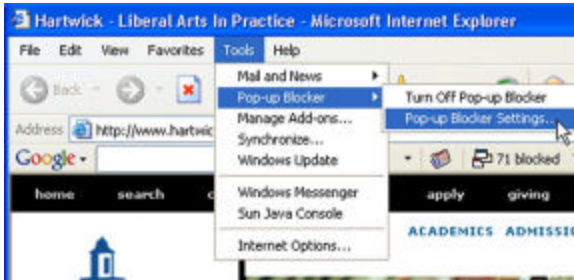


You will be prompted to verify that you wish to allow pop-ups from that site. Click yes after verifying the site.

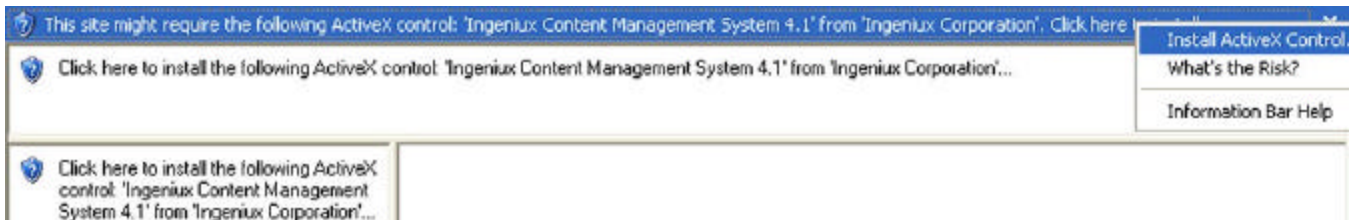


You can set Internet Explorer to allow pop-ups from all Hartwick.edu sites which would include Ingeniux and webmail:

- Open Internet Explorer
- From the menu bar, select Tools, PopUp Blocker, PopUp Blocker Settings
- In the Add box, type Hartwick.edu and click Add



2. SP2 blocks other potentially dangerous components and installations : If a site you are using requires the installation of a component such as an ActiveX control, SP2 will block it unless you specifically allow the install. To allow it, click on the “Click here” text on the information bar, and select Install.



You will be prompted to verify that you wish to install the component. Click Install after verifying the name and publisher.



Some installations will require you to restart your machine in order to continue.

3. SP2 may issue warnings when you download files from the Internet. Be prepared for these warnings and allow the download if you have initiated it and are sure of the content.