

HP Compaq Business Desktops and Microsoft Windows XP Service Pack 2



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Introduction

HP is committed to supporting our customers' operating system needs and recognizes the importance of maintaining software image and hardware component stability and consistency across the HP business desktop product lines. As new operating systems and service packs are introduced, HP engineering teams perform testing to verify compatibility on HP products. This allows our customers to choose the operating system and service pack which best suits their computing environment.

HP recommends that each customer review the SP2 documentation and decide whether to deploy SP2 based on individual company needs. HP is dedicated to providing customers who choose to deploy SP2, a smooth transition by ensuring that SP2 is tested across a variety of configurations.

This white paper provides a list of tested products and, where applicable, known anomalies when using SP2.

List of Tested Systems

Systems on which Windows XP with Service Pack 2 have been tested include:

Desktops

- Compaq Evo D300/D500 Series
- Compaq Evo D310/510 Series
- Compaq D315 Business PC
- Compaq Evo D320
- HP Business Desktop d325
- HP Compaq Business Desktop D240/D248 Series
- HP Compaq Business Desktop D220/D228
- HP Compaq Business Desktop D230 Series
- HP Compaq Business Desktop D330/D338 Series
- HP Compaq Business Desktop D530/D538 Series
- HP Compaq Business Desktop dx2000
- HP Compaq Business Desktop dx6100
- HP Compaq Business Desktop dx6050
- HP Compaq Business Desktop dc5000
- HP Compaq Business Desktop dc7100

Point of Sale Systems

- HP Point of Sale system rp5000

Blade PCs

- HP Proliant BL10e G2 Server Blade
- HP Blade PCs bc1000

Installation Tips for Service Pack 2

When installing Service Pack 2, HP recommends the following considerations be made:

- To ensure that Symantec's Norton Antivirus works properly with Windows Firewall in SP2, please run NAV's LiveUpdate to receive all the latest definitions and updates. If you are running Norton Antivirus, version 2002 or earlier, we strongly recommend you upgrade to the latest version.
- T.V. Media (TvMedia.tvmbho) from Total Velocity Corporation may cause Blue Screens or other performance issues when SP2 is installed. Before upgrading to Service Pack 2, contact Total Velocity Corporation for a software upgrade, or uninstall T.V. Media.
- Before upgrading to Service Pack 2, install Microsoft Update QFE Q835409 which addresses a critical issue with the Windows XP System Restore feature. Failure to install the update may prevent System Restore from working correctly after the upgrade is complete. The QFE can be done in one of several ways:
 - Download and install SoftPaq SP28454 from the HP website; or
 - Download all critical fixes (except SP2) from Windows Update

Windows Firewall

Programs that connect to the network or internet as part of their general functionality may not function as expected after an upgrade to SP2 due to a new feature, Windows Firewall. Most programs will prompt the user to add the program to the Firewall Exception list the first time it is run after an upgrade. However, some programs may need to be added manually, or may need additional ports added to the Exception list. For more information on Windows Firewall, please refer to Microsoft's Windows Firewall website. For Troubleshooting tips, please refer to Microsoft Knowledge Base Article # 875357.

http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.msp

Active X

Programs and websites that utilize Active X may not function as expected after an upgrade to SP2. This is a result of stronger security around Active X. SP2 will block Active X installs, and on most web pages will notify the user with an Information Bar that will also allow the user to force an Active X install. For more information on how programs that use Active X can work in harmony with XP SP2, please refer to the Microsoft documentation at:

<http://msdn.microsoft.com/security/productinfo/xpsp2/default.aspx?pull=/library/en-us/dnwxp/html/xpsp2web.asp>.

Data Execution Protection (DEP)

Windows XP SP2 uses a new feature to prevent the execution of code from data pages. This feature is known as Data Execution Prevention (DEP), No-Execute, or Execution Protection. When a program attempts to execute code from the protected data pages, the DEP feature closes the program and displays an error notification. This feature is designed to prevent damage from viruses and other security threats. Other programs may also display this error, even if the code is not malicious. For a detailed description of the DEP feature, please refer to Microsoft Knowledge Base articles # 875352 and 875351.

This feature is disabled by default on HP Commercial Desktop products. It can be enabled using the HP Computer Setup (F10) Utility.

Known Anomalies

After Upgrading, Restarts Cause a Blue Screen for winsrv.dll

Anomaly:

After upgrading to XP SP2, restarting the system results in a Blue Screen.

Description:

After upgrading to XP SP2, restarting the system results in a Blue Screen. This will occur if T.V. Media (TvMedia.tvmbho) from Total Velocity Corporation is installed and the system is running XP SP2. There may be additional performance problems when XP SP2 is used with T.V. Media as well.

The Blue Screen displays the following information:

A problem has been detected and Windows has been shut down to prevent damage to your computer...

STOP: c0000135 {Unable To Locate Component}

This application has failed to start because winsrv was not found. Re-installing the application may fix this problem.

NOTE: After the Blue Screen is displayed, your computer may restart immediately because it is configured to automatically restart when a system failure occurs. To change this option so your computer does not automatically restart, while the system is booting into Windows press F8, select the option "Disable automatic restart on system failure", and then press ENTER.

Please refer to Microsoft Knowledge Base article # 885523.

Resolution:

1. Remove SP2 using the "Add or Remove Programs" option from the Control Panel. If you are unable to reach the Control Panel, please refer to Microsoft Knowledge Base article # 875350 for additional instructions.
2. Uninstall T.V. Media using the instructions in Microsoft Knowledge Base article # 885523. Please refer to Microsoft Knowledge Base article # 885523 for additional instructions.
3. Reinstall SP2.

Recovery Console Will Not Install After Upgrade to SP2

Anomaly:

User cannot install Recovery Console after upgrade to XP SP2.

Description:

A user who upgrades to XP SP2 using Windows Update or an Upgrade CD will not be able to install Recovery Console from the original OS CDs for the system. Microsoft will be releasing a Knowledge Base article for this issue.

Systems Affected:

This affects all systems upgraded to SP2 via Windows Update or an Upgrade CD.

Resolution:

Install Recovery Console BEFORE upgrading to XP SP2; or

If XP SP2 is already installed, Recovery Console can only be installed from a Full Retail CD for SP2 (not the Upgrade Only CD).

Cannot Change Video Resolution in Safe Mode

Anomaly:

User cannot change video resolution in Safe Mode on Evo D510 e-pc.

Description:

On a Compaq Evo D510 e-pc, the user will be unable to change the video resolution in Safe Mode. There is no known workaround. Microsoft will be releasing a Knowledge Base article for this issue.

Systems Affected:

Evo D510 e-pc

Resolution:

There is no workaround available.

Unsigned Files (hccoin.dll, usbechci.sys) After Upgrade

Anomaly:

Some files (hccoin.dll & usbechci.sys) may appear unsigned after an upgrade.

Description:

These two files may incorrectly appear as unsigned¹, for example through the sigverif tool. They are in fact signed, and this does not affect system functionality.

Systems Affected:

Compaq Evo D310 series, Compaq Evo D510 series, and Compaq Evo D320 series.

Resolution:

1. Right-click My Computer, and select "Properties".
2. On the "Hardware" tab, click the "Device Manager" button.
3. Expand "Universal Serial Bus Controllers" by clicking on the "+" sign.
4. Right-click the entry for "Intel Enhanced Host Controller", and select "Uninstall"
5. Restart your computer, and allow the USB Host Controller to be redetected. The files will now correctly be reported as signed.
6. Instead of restarting your computer, you may instead right-click the entry for "Universal Serial Bus Controllers", and select "Scan for hardware changes".

The Guest Account Cannot Open Help and Support

¹ Unsigned drivers are drivers that have not been officially approved by Microsoft. Device drivers that are "signed" have gone through the Microsoft testing and approval process and are safe to run on your system. Microsoft recommends using "signed" drivers, since you know they have been tested and are from an approved source.

Anomaly:

The Guest account cannot open Help and Support.

Description:

As part of the new security in XP SP2, several services do not run under the Guest account, including Helpsvc which is required for Help and Support. For this reason, the Guest account can no longer open Help and Support.

Systems Affected:

All Systems.

Resolution:

If a user will require use of Help and Support, and Administrator should create a limited account for that user. Otherwise, there is no workaround for this issue.

Restarting After an Upgrade to SP2 Shows an HKCMD Module Error

Anomaly:

After upgrading to SP2 the system displays an hkcnd Module error message.

Description:

After upgrading to SP2, every reboot will result in an hkcnd Module error message. This occurs on all systems that are using Intel 845G graphics with the driver version 6.13.1.3245 or earlier.

Systems Affected:

Compaq Evo D320 Microtower, Compaq Evo D310 Micro-desktop.

Resolution:

Upgrade to the latest video driver on <http://www.hp.com> (Version 6.13.01.3510A or later).

After Hibernation, User Cannot Logon

Anomaly:

After Hibernation, the Shift key sticks and prevents logon.

Description:

If the user holds down the Shift key too long while sending the system into Hibernation via the Start Menu, after resuming the Shift key is stuck in an ON position. If the user has a password for his account, then he will be unable to log into the OS until he hits the Shift key once. There is no indication that a caps lock situation is occurring. If the user does not have a password, after resuming the Start Menu will display "Hibernate" instead of "Standby", and the Shift key is stuck for other applications as well (i.e. Notepad). Please refer to Microsoft Knowledge Base article # 842515.

Systems Affected:

All Systems.

Resolution:

At the logon screen, press the Shift key several times to unlock the key. To prevent future locks, when sending the system to Hibernate release the Shift key as soon as the option to Hibernate has been clicked.

USB Keyboard/Mouse No Longer Wake System from Standby

Anomaly:

USB Keyboard/Mouse no longer wakes system from Standby.

Description:

After an upgrade to XP SP2, the Power Management options for USB Keyboards and Mice may be cleared. Until the user resets the properties, the keyboard and mouse will be unable to wake the system from Standby.

Systems Affected:

HP Compaq Business Desktop D220 series, HP Compaq Business Desktop D230 series, HP Compaq Business Desktop D228 series, HP Compaq Business Desktop D330 series, HP Compaq Business Desktop D530 series, HP Point of Sale system rp5000, and any other System running QFE 810090.

Resolution:

1. Right-click My Computer, and select "Properties".
2. On the "Hardware" tab, click the "Device Manager" button.
3. Expand "Keyboards" (or "Mice") by clicking on the "+" sign.
4. Right-click your keyboard (or mouse) and select "Properties".
5. Select the "Power Management" tab.
6. Check the option "Allow this device to bring computer out of standby".
7. Click OK.

Security Center Reports the Status of Norton Antivirus is Unknown

Anomaly:

Security Center reports that the status of Norton Antivirus is unknown.

Description:

After upgrading to XP SP2, the Windows Security Center may claim that the status of Norton Antivirus is unknown. The message in Security Center may read "Norton AntiVirus reports that it is installed, but its status is unknown". For NAV versions 3.0 and newer, Symantec has provided a patch to update their software's ability to communicate with XP SP2. XP SP2 will be unable to determine the status of older versions of NAV.

Systems Affected:

All Systems running Norton Antivirus.

Resolution:

For NAV versions 3.0 and newer, run Live Update to receive the latest updates from Symantec, and follow the directions on your screen. You may need to run Live Update two or three times to be sure all updates have been downloaded. For older versions, you may safely ignore the error message if you regularly check NAV's status manually. You may also turn off the notification from the Security Center side menu option "Change the way Security Center alerts me" if desired.

Deployment Solution Agent Cannot Communicate with the Server

Anomaly:

The Altiris Deployment Solution Agent cannot communicate with the Altiris Deployment Server.

Description:

The Altiris Deployment Solution Agent contains a file called AclntUsr.exe which must be added to the exception list in order to communicate with the Altiris Deployment Server.

Systems Affected:

All Commercial HP Client PCs

Resolution:

Add the AclntUsr.exe file to the Windows Firewall exception list on the client.

Running NAV 2002 Causes an Internet Explorer error

Anomaly:

Norton Antivirus 2002 may cause an Internet Explorer script error if run after upgrading to SP2.

Description:

After upgrading to XP SP2, running Norton Antivirus (NAV) may cause an Internet Explorer script error, and will be unable to run.

Systems Affected:

Any system running NAV 2002.

Resolution:

1. Upgrade to NAV 2003 or later.
2. Use Live Update to download the latest patches for NAV (you may have to run Live Update more than once to obtain all the required patches).

System Hangs While Booting Into Debug Mode

Anomaly:

The system hangs when the user tries to enter Debug Mode from the F8 menu.

Description:

If Norton Antivirus 2004 is installed on an XP SP2 system, the system will hang while booting into Debug mode via the F8 menu.

Systems Affected:

All systems running Norton Antivirus 2004.

Resolution:

There is no fix for this issue. Debug mode cannot be run while Norton Antivirus 2004 is installed on the system.

Event Viewer shows Error ID 7024

Anomaly:

The XP SP2 Event Viewer may show Error ID 7024, with the description "The computer browser service terminated with service-specific error 2550(0x9f6).

Description:

Enabling "File and Printer Sharing" in the Windows Firewall Exception List will prevent this error from appearing in the Event Viewer. However, enabling "File and Printer Sharing" may leave your computer vulnerable to security threats. This particular Event Viewer error does not affect functionality and can be safely ignored as a "warning". Please refer to Microsoft Knowledge Base article # 875362.

Systems Affected:

All systems.

Resolution:

This error does not affect functionality and can be safely ignored as a "warning". Enabling "File and Printer Sharing" in the Windows Firewall Exception List will prevent this error from appearing in the Event Viewer.

CAUTION: Enabling "File and Printer Sharing" in the Windows Firewall Exception List may leave your computer vulnerable to security threats.

Bluetooth Keyboard/Mouse Does Not Function on First Connect

Anomaly:

Bluetooth keyboards and mice are not usable at first connect, or after a battery replacement and reconnect.

Description:

When first connected, or when reconnected after a battery replacement, a Bluetooth keyboard or mouse may not be usable. A PS/2, USB, or previously detected Bluetooth input device (mouse or keyboard) is required to step through and complete the Bluetooth device process before the new device can be used. Please refer to Microsoft Knowledge Base article #873154.

Systems Affected:

All systems.

Resolution:

Use a PS/2 or USB input device (mouse or keyboard) to step through the Bluetooth device detection process for the new device. A previously detected Bluetooth keyboard or mouse may also be used.

Remote Desktop Cannot Connect to SP2 System Using its Computer Name

Anomaly:

Remote Desktop Connection will not connect to an XP SP2 computer using its Computer Name.

Description:

On a network that does not have WINS or DNS enabled, Remote Desktop Connection will not connect to a XP SP2 computer using its Computer Name, only its IP address. Microsoft will be releasing a Knowledge Base article for this issue.

Systems Affected:

All Systems

Resolution:

Use one of the following workarounds:

- Update the network to utilize WINS or DNS
- Use the target SP2 Computer's IP address instead of the Computer Name;
- Add "File and Printer Sharing" to the target computer's Windows Firewall Exception List.
CAUTION: This method may leave your computer vulnerable to security threats.
- Add the NetBIOS port to the target computer's Windows Firewall Exception List, "File and Print Sharing" can be more specifically modified.
CAUTION: This method may still leave your computer vulnerable to security threats.
 1. Open the Control Panel from the Start Menu, and open "Security Center".
 2. Open "Windows Firewall", and select the "Exceptions" tab.
 3. Highlight "File and Printer Sharing" and click EDIT.
 4. Check the box for UDP 137.
 5. By default, the scope for "File and Printer Sharing" is set for the same network (subnet) only. If necessary, you can change the scope to include any computer, or further customize the scope, by clicking on CHANGE SCOPE. When finished, click OK.
 6. Click OK to close the "Edit a Program" window.
 7. Click OK to close Windows Firewall.

Microsoft Interactive Training gives Error for Unfound File swflash.ocx

Anomaly:

Running Microsoft Interactive Training after an upgrade to SP2 causes an error.

Description:

After upgrading to XP SP2, running Microsoft Interactive Training will always cause an error that states the file "swflash.ocx" is missing. After the error box is closed, the Microsoft Interactive Training module will continue to load and functions correctly. This error will occur on all languages except English and Japanese. Microsoft will be releasing a Knowledge Base article for this issue.

Systems Affected:

All Commercial HP Client PCs

Resolution:

This error can be safely ignored. When the error is displayed, click OK to allow the Microsoft Interactive Training module to continue to load.

To prevent the error from displaying every time the Microsoft Interactive Training module is loaded:

1. Open C:\Windows\System32\Macromed\Flash
2. Right click the file flash.ocx and select "Copy"
3. Right click anywhere in the folder and select "Paste"
4. Rename the COPY to swflash.ocx

Microsoft Updates in Windows XP SP2

Summary:

Service Pack 2 brings Windows® XP users advanced security technologies. Innovations and updates from Microsoft. It improves your security infrastructure to help defend against viruses, hackers and worms, and provides tools that enhance manageability and control so it easier to protect your PC. Additional updates improve overall user experiences with Windows XP.

For more information regarding Service Pack 2, reference the Microsoft website <http://www.microsoft.com/windowsxp/sp2/default.mspx>

HP Installation Guide for Windows XP SP2

System Requirements

Operating Systems

- Windows XP Professional (Gold, SP1, or SP1a)
- Windows XP Home (Gold, SP1, or SP1a)

Disk Space

- The recommended space requirements depend on whether you install the Service Pack from the CD or from Microsoft's Web site. The Web download requires additional space to store the files which are normally stored on the Service Pack CD. For details see Space Requirements for the Service Pack listed in the Readme and FAQ htm files on the Windows XP SP2 CD or SP2 stand alone CD.

Check and Upgrade BIOS

No ROM BIOS changes are needed for Windows XP Service Pack 2 at this time. However, if you choose to update your BIOS to the latest available ROM, follow these steps:

1. Start your system using the current operating system.
2. Check for Current BIOS using Computer Setup.
3. Cross check the revision described in the previous step with the release listed on the HP Web site for your computer model and system BIOS.
4. Download the newer version and follow the instructions to install the new System ROM BIOS.

Check the HP Web site for the latest complete list of available software updates.

Installing from the Service Pack 2 CD Stand Alone

IMPORTANT: HP recommends that the user read through the READMESP.HTM and FAQ.HTM files included on the SP2 CD before installing SP2 on their system.

This method presents the user with an installation window from the CD by means of the autorun.

1. Insert the Service Pack 2 CD into your CD-ROM drive.
2. If the Service Pack 2 installation screen does not automatically open when you insert the CD, explore the CD and click on the XPSP2.exe or from a command prompt type D:\XPSP2.exe where D:\ represents your CD-ROM drive.
3. Follow the instructions that appear.

Using the Integrated Installation Method to Install Windows XP and Service Pack 2

The integrated service pack includes the original Windows XP product integrated with the Service Pack 2 files. The Service Pack 2 files that are part of this integrated service pack are a collection of updates for Microsoft Windows XP. If you use this CD to install Windows XP, you are also automatically installing SP2.

Software Delivery

Delivery methods for software updates available for HP commercial computers include:

- Preinstalled on some HP Compaq Desktop systems
- Compaq Worldwide Web Site and Download Facility

HP Compaq Worldwide Web Site and Download Facility

Individual drivers and utilities can be downloaded, in the form of SoftPaqs, from the Hewlett Packard Web site at <http://www.hp.com/support>. SoftPaqs provide a distribution method for driver and ROM updates and product software enhancements. Multiple files and bootable diskettes can be distributed conveniently and electronically through diskettes or the Web.

Frequently asked questions

Q: Should I upgrade to Service Pack 2?

A: Each customer's computing environment is different. While a number of enhancements have been provided with SP2, these may not improve performance for all customers. HP and Microsoft recommend that each customer review SP2's documentation, and then determine whether to deploy SP2 based on specific needs.

Q: Do I need to uninstall Service Pack 1 before I upgrade to Service Pack 2?

A: No, Service Pack 2 will install on top of Service Pack 1. No uninstall is required.

Q: Do I need to reinstall the Service Pack if I change system drivers?

A: No, unlike Windows NT you do not need to reinstall the service pack after changing system drivers or network protocols.

References

List of Fixes in Windows XP Service Pack 2 (SP2)

- [http://support.microsoft.com/default.aspx?scid=kb;\[LN\];811113](http://support.microsoft.com/default.aspx?scid=kb;[LN];811113)

List of programs that may stop working after upgrade to Windows XP Service Pack 2

- <http://support.microsoft.com/default.aspx?kbid=842242>
- List of programs that may behave differently in Windows XP Service Pack 2
- <http://support.microsoft.com/default.aspx?kbid=884130&product=windowsxpsp2>

For the Windows XP Service Pack 2 FAQ and other Support from Microsoft, visit:

- <http://www.microsoft.com/windowsxp/sp2>

For comprehensive online support, visit the HP Web site at:

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

For international information, visit the HP Web site at:

- <http://welcome.hp.com/country/us/en/othercountrieswel.html>

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