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HP and Compaq Desktop PCs - Important Information for Upgrading to Microsoft Windows XP Service Pack 2

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This document contains important information about the Service Pack 2 (SP2) Upgrade and what you need to do before upgrading. SP2 is designed for all PCs that use Windows XP (Home, Professional, Media Center, and Tablet Editions). HP and Compaq desktop PCs that were purchased prior to June 2003 may require other upgrades beyond the upgrades listed in this document.

Most companies provide free updates for their software products. HP and Compaq desktop PCs come with a wide variety of software titles not made by HP. After installing SP2, if you have an issue with a software title or a hardware device driver and the update cannot be found from the HP Web site, look on the product manufacturer's Web site for the latest updates. Most software downloads are located on the product manufacturer's Web site.

CAUTION: Upgrading to SP2 without updating your drivers can cause some software to not work properly.

NOTE: While following the instructions in this document, you will need to restart your PC. You may want to print out these directions before you begin and for future use.

Before upgrading to SP2

Before upgrading to SP2, remove spyware and all other unnecessary software and optimize your

PCs performance. Refer to [Increase System Performance without Adding Memory \(in English\)](#) for more information.

Before upgrading to SP2, connect to the Microsoft website and download all critical updates using the Windows Update tool. Refer to [Updating Drivers and Software with Windows Update \(in English\)](#) for more information.

Update these drivers before installing SP2

The following driver updates resolve compatibility issues in Windows XP with SP2. HP recommends applying the following updates to PCs with Microsoft Windows XP before upgrading to Microsoft Windows XP SP2:

NOTE: You must have administrative rights before installing the updates. Under most circumstances, including a home installation, you should already have administrative rights. If you know you do not have administrative rights, contact the IT administrator.

Update: System Restore

Once you install SP2, you are not able to use System Restore to go back to a previous restore point unless the following update (SP26352) has already been installed. If you have already installed service pack 2 and want to access restore points made before service pack 2 was installed, uninstall service pack 2 and apply this update:

[System Restore Update \(in English\)](#).

Update: HP Image Zone

HP Image Zone software does not work with SP2 unless the following update (SP26330) is installed:

[HP Image Zone Plus Update \(in English\)](#).

Update: Norton Anti-Virus

To prevent issues with Norton Anti-Virus, open Norton Anti-Virus, click the LiveUpdate button, and follow the instructions to install all updates from Symantec. Use Live Update until Norton Antivirus is fully up-to-date. For more information, refer to [Symantec's Web site \(in English\)](#).

Update: nVidia Driver

nVidia graphics driver may not work as good with SP2 unless the following update (SP26286) is installed: nVidia Driver Update (in English).

To find out if your computer has an nVidia based card, click **Start**, Right-click **My Computer**, select **Properties**, click the **Hardware** tab, and then click **Device Manager**. Look in Display Adapters for the name of the tuner.

Update: HP Toolkit

HP Toolkit software does not work properly with SP2 unless the following update (SP26332) is installed:

HP Toolkit Update (in English).

Update: Updates from HP and Compaq Connections Messages

This update (SP26371) identifies Updates from HP and Compaq Connections messages as originating from HP rather than from an unknown publisher. Knowing this, it is safe to unblock these messages and view them.

Updates from HP and Compaq Connections Messages Update (in English).

Update: Wild Tangent Games

The Wild Tangent game software does not work properly with SP2 unless the following update (SP26333) is installed:

Wild Tangent Driver Update (in English).

NOTE: The following updates apply only to Media Center computers (not Pavilion or Presario).

Update: Media Center Program Guide

The Media Center Program Guide does not work properly with SP2 unless the following update (SP26350) is installed:

Microsoft Media Center Auto-Disconnect Utility (in English).

Update: Media Center Intervideo WinDVD

WinDVD has compatibility issues with SP2 unless the following update (SP26379) is installed:

Intervideo WinDVD Update (in English).

Update: Media Center Edition Registry Utility

Windows Media Center Edition has compatibility issues with SP2 unless the following update (SP26378) is installed:

Registry Utility Update (in English).

Update: Media Center TV Tuner

Certain TV Tuners used with HP Media Center PCs do not work properly with SP2 unless the following update (SP26329) is installed:

Emuzed TV Tuner Driver Update (in English).

Hauppauge TV Tuner Driver Update (in English).

To find out if the PC has one of these tuner cards, click **Start**, right-click **My Computer**, select **Properties**, click the **Hardware** tab, and then click **Device Manager**. Look in Sound, Video, and Game Controllers for the name of the tuner.

What to do if Service Pack 2 does not install

Only a limited number of computers get to download SP2 each day to prevent the download site from becoming overloaded. Computers that use Automatic Updates are served first. To enable Automatic Updates, click **Start**, right-click **My Computer**, click the **Automatic Updates** tab, select the checkbox, and click **OK**.

Also, Service Pack 2 may not install if Service Pack 1 is not already installed, a specific advertising program is installed on the computer, or other conditions. Make sure your computer meets the necessary requirements, before proceeding. For more information please reference Microsoft article KB885627: Windows XP Service Pack 2 is not available to install from Windows Update and is not offered by Automatic Updates (in English).

Software behavior differences to note after installing SP2

The computer always automatically restarts or the Error: Stop c000135 {Unable To Locate Component} appears

This error can occur when specific software exists while installing SP2. The software that can cause this problem does not come from HP and may be classified as spyware. The error occurs after restarting and does not allow Windows to open.

Performing a non-destructive system recovery corrects the error.

Microsoft has published a document to assist with this issue. Please reference Microsoft article KB885523: You receive a "Stop: c0000135" and "winsrv was not found" error message after you install Windows XP Service Pack 2 (in English).

Message appears: Windows XP Setup cannot continue because the version on your computer is newer than the version on the CD

To prevent this message from appearing. Restart the computer three times and then apply Service Pack 2.

Security Warning Windows

Due to the enhanced security of SP2 there are more Security Warning Windows when downloading files.

Windows Security Alert

Due to the enhanced security of SP2 there are more Security Alert messages when the firewall blocks an incoming network request. If you don't recognize the sender, **Keep Blocking** the message.

For more information about Windows XP, Service Pack 2 Security messages, refer to the HP support document Downloads Fail and Security Warnings Appear after Installing Service Pack 2 for Windows XP (in English).

Updates from HP and Compaq Connections (BackWeb)

The Updates from HP and Compaq Connections messaging services use technology developed by BackWeb Technologies Incorporated to communicate messages to your PC. These are trusted services maintained by HP. After SP2 is installed, the built-in firewall intercepts Updates from HP and Compaq Connections messages, and opens a `Windows Security Alert` window that prompts you to approve the delivery of the message. When you see this Alert window, click the **Unblock** button to continue receiving these important messages.

Installing the Updates from HP and Compaq Connections Messages Update (in English), identifies these messages as originating from HP rather than from an unknown publisher.

For more information about Windows XP, Service Pack 2 Security messages, refer to the HP support document Downloads Fail and Security Warnings Appear after Installing

Service Pack 2 for Windows XP (in English).

Lengthy startup time

You may notice after upgrading that the first few startups can take more time than usual.

Word Symphony by Wild Tangent not compatible with SP2

The Word Symphony game does not work with SP2. Be aware of this before upgrading to SP2.

Splash screen may not display complete Windows XP version information after upgrading to SP2

This behavior is expected. Microsoft has published a document to assist with this issue. Please reference Microsoft article KB886930: The splash screen that appears at startup does not display the complete Windows XP version information (in English).

Display appearance may change after upgrading to SP2

Display appearance may change after upgrading to SP2 due to several factors encountered during the upgrade process. To resolve this issue:

- Adjust the display with the controls on the monitor.
- Refer to the HP support document Monitor or Video Card: Troubleshooting, Tips, and Information (in English).

Related Information

For information on checking your Windows and Service Pack version information, or to obtain Windows XP SP2, refer to:

HP Web page: Important Information from HP About Microsoft Windows XP Service Pack 2 (in English).

Microsoft Web site: Windows XP Service Pack 2 (SP2) Support Center (in English).


Microsoft article 875350: How to remove Windows XP Service Pack 2 from your computer (in English).

Microsoft article 886264: Programs that may experience a change in behavior after you install Windows XP Service Pack 2 (in English).

NOTE: One or more of the links above will take you outside the Hewlett-Packard Web site. HP does not control and is not responsible for information outside of the HP

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