Vista SP1 and SP2 Install Checklist ©

DATE: _____ **PC OWNER** _____ **PC NAME** _____

OPERATING SYSTEM (Home Premium / Professional / Business) _____

CPU: _____ **RAM =** _____**MB**   **START SP Time:** _____

RESTART STARTED Time: _____   **RESTART COMPLETED Time:** _____

GENERAL TIPS & WARNINGS: *Be sure to read all of page 5 before starting.*
Vista SP1 is a particularly touchy update to install. Follow this sequence to help avoid problems booting the PC after installing SP1. All tasks are best run from an Administrator Account.

PRE-INSTALL TASKS:

1) ☐ RUN FULL SCANS OF ALL YOUR ANTIVIRUS/ANTISPYWARE PROGRAMS.

2) ☐ RUN CCLEANER File Cleaner: (If you don't like CCLEANER, use the Windows Cleanup utility by opening *("My Computer", then right-click Drive C: > Properties > General Tab > Disk Cleanup)*

3) ☐ HARD-DISK ERROR SCAN: Run chkdsk or an HDTUNE scan. Chkdsk: *(My Computer > right-click Drive C: ICON > Properties > Tools Tab).* Then, under Error-checking, click <Check Now>. Choose ☑ Automatically fix errors & ☑ Scan for and attempt recovery of bad sectors. Click <Start>, OK, OK. Then, restart your PC to actually run the scans (Note: The scans will run during the boot sequence).

4) ☐ DEFRAG THE HARD DRIVE. I recommend using "Piriform Defraggler" to Analyze and Defrag Vista. The Vista Defrag sucks.

5) ☐ MAKE SURE YOU HAVE AT LEAST 8 GB OF FREE DISK SPACE.

6) ☐ CREATE A WINDOWS RESTORE POINT.

7) ☐ FULL IMAGE BACKUP: If at all possible, be sure to do a full IMAGE backup. *It is possible that your PC can become unbootable after the install*. Make sure your Image Backup Recovery Boot CD actually boots and recognizes all drives. Otherwise, make sure all your data is backed up in case of disaster. (Acronis True Image Home should be version 2010 or higher).

8) ☐ IE BROWSER HOME PAGE: Write down the URL of the IE7/8 Home page for use later.

9) ☐ STOP ALL POSSIBLE PROGRAMS BEFORE INSTALLING SP1 or SP2. NOTE: After the System Restart, almost every closed program will start up again. (NOTE: Any Antivirus Resident Shield, MSE Real-Time Protection and certain other real-time protections will have to be re-activated manually when you are done with SP1 and SP2.)

   a. ☐ Make sure to stop all "Resident Shields" & "Real-time Protections" from AVG, MSE, Trend Micro, Norton, etc. These programs are the main cause of SP1 complications.

   b. ☐ Stop all Anti-virus, Anti-spyware, & Pop-up Blocker Programs. *NOTE: Not stopping the anti-virus can lead to problems.*

   c. ☐ Stop (or Exit, Quit, Close) Skype, Windows Messenger, and any other programs that are running in the System Tray. *(Right-click the System Tray Icons).*

   d. ☐ Shutdown ZoneAlarm or any other 3rd party Firewall.

10) ☐ UNPLUG All flash-drives, external hard-drives & any other un-needed USB Devices.

11) ☐ POWER OPTIONS: *NOTE: The PC needs to powered on during the entire SP1 / SP2 Installation. (Go to Control Panel > Power Options)*. Set the Power Scheme to "Always On". Make sure the scheme settings are all set to "Never" under; Monitor, Hard-Disks, System Standby, and System Hibernate. *NOTE: POWER CANNOT BE INTERRUPTED DURING THE ENTIRE INSTALL.* If you have a battery Backup, make sure it is operational.

12) ☐ Verify the current SP level= _____. *(To see current SP level, right-click Computer > Properties > Windows Edition area).* If SP1 and IE8 are both already on, skip to section "SP2 INSTALL NOTES". If SP1 is on, but IE is still at IE7, go to the section called "POST SP1 TASKS" for installing certain updates & IE8 first, before attempting SP2.

SP1 INSTALL NOTES - *Read this before starting the SP1 update!.*

1) Make sure all pre-requisite updates are installed as shown below before you start SP1.

2) To run SP1 install from the CD (KB936330), just put it in and autoplay will start it up. Click "Next" to start the install. *Warning: KB937287 and KB955430 are pre-requisite to SP1.*

3) BE PATIENT! The total install time can exceed 90 minutes (NOTE: Two or three operator responses may be required during the install process). The older the PC, the longer it will take.

4) DO NOT do any tasks or open any windows while the SP1 update is in progress.

5) DO joggle the mouse every few minutes to make sure Vista does not time out in any way.

PRE SP1 TASKS:

☐ WINDOWS UPDATE:

- Make sure "Automatic Updates" is off and stays off during the whole process.

- Make sure the Windows Update settings are checked to include all "Recommended" updates and as well as updates for all "Microsoft products".

- Repeatedly go to Windows Update and do a "Check for Updates" to install all available "Important/Recommended" updates EXCEPT SP1 (KB936330), KB 937287, and KB955430. Do a restart after each group of updates.

- Install all Optional and Hardware Driver updates. Test hardware after any Driver updates.

- Reboot the PC, then install KB 937287.

- Reboot again, then install KB 955430.

- Be sure to reboot again before installing SP1

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INSTALL SP1
• ☐ **Start the SP1 Update using WINDOWS UPDATE or the Standalone CD**:

1) ☐ At one point near the end, the Installation Wizard asks you to click <Restart>. After a LONG & SLOW "System Restart", it may ask you to turn on Automatic updates. If asked, click "Not right now", and then click "Next->".

2) ☐ The PC will now take a long, long time to finish booting up the Desktop. There will still be background activity going on for a while, so just leave your PC alone for a few minutes even if it seems idle. Don't press any keys until your are SURE SP1 is completely finished.

3) ☐ Do a System Restart and make sure all comes up clean.

4) ☐ Right-click "Computer" > Properties > Windows Edition, and see that it now says "Service Pack 1".

POST_SP1 TASKS
1) ☐ Make sure "Automatic Updates" is still turned OFF.

2) ☐ Windows Update:
   • Repeatedly go to "Windows Update" > Check for Updates, and install all available "Important" updates, <u>EXCEPT for IE8. Just UNCHECK the box for IE8 for now</u>. Do a restart after each group of updates.

3) ☐ IE8: Run Windows Update again & install IE8 by itself. NOTE: To get a standalone version of the IE8 installer, go here:
   http://www.securitynet.org/windows-internet-explorer-8-for-windows-vista-final-release/
   • During the IE8 install, you may get a window asking to "Install all the latest updates for Internet Explorer along with the IE8 install". Be sure to UNCHECK this Box.
   • Then after IE8 is installed OK, go to Windows Update and install any Important updates to IE8 separately.
   • After you are done upgrading from IE7 to IE8, you may have to manually re-enter the home page URL you recorded from page 1 step 8, and set it as the new Home Page.

5) ☐ Now is a good time to do another image backup.

SP2 INSTALL NOTES - *Read this before starting the SP2 update!*.

1) Make sure all available "Important", "Recommended", and "Microsoft" updates are installed first, including IE8 and all its updates & fixes.

2) To run the SP2 Install (KB948465) from CD, just put it in and autoplay will start it up. Click "Next" > then "Install" to start the install. *Note: Vista Service Pack 1 is pre-requisite to SP2*.

3) BE PATIENT! If all previous updates were installed, SP2 make only take 10 minutes or so to complete. Otherwise, it can take much longer. The older the PC, the longer it will take.

4) DO NOT do any tasks or open any windows while the SP2 update is in progress.

5) DO joggle the mouse every few minutes to make sure Vista does not time out in any way.

PRE SP2 TASKS:

• ☐ Windows Update:
   • Make sure the Windows Update settings are checked to include all "Recommended" updates and as well as updates for all "Microsoft products".

   • Repeatedly, go to "Windows Update" > Check for Updates, and install all available "Important" and "Recommended" updates, EXCEPT FOR SP2. Do a restart after each group of updates.

INSTALL SP2

• ☐ Start the SP2 Update Program using Windows Update or a Standalone CD:

1) ☐ At one point near the end, the Installation Wizard asks you to click <Restart>.

2) ☐ After the "System Restart", it may ask you to turn on Automatic updates. If asked, click "Not right now", then click "Next->".

3) ☐ The PC will now take a longer than usual time to finish booting up the Desktop. There may still be background activity going on for a while, so just leave your PC alone for a few minutes even if it seems idle. Don't press any keys until your are SURE SP2 is completely finished.

POST SP2 TASKS

1) ☐ Do a System Restart and make sure all comes up clean.

2) ☐ Right-click "Computer" > Properties > Windows Edition, and see that it now says "Service Pack 2".

3) ☐ Make sure Automatic Updates is still turned OFF.

4) ☐ Windows Update:
   • Repeatedly, go to "Windows Update" > Check for Updates", and install all new "Important/Recommended" updates. Do a restart after each group of updates.

5) ☐ Re-activate any desired Resident Shields. (MSE & your Antivirus Suite)

6) ☐ Re-set the Power Options to their original settings.

7) ☐ Change the Automatic Updates setting to "Automatic" or to the PC owner's preference.

8) ☐ Now is a good time to do another image backup.

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GENERAL TIPS & WARNINGS:

1) The pre-requisite for SP1 is all "Important" and "Recommended" Updates available through Windows Update, plus KB 937287 and KB 955430.

2) The pre-requisite for SP2 is SP1 plus all Important Updates available through Windows Update, including IE8.

3) NOTE: Microsoft officially ends Free support of Vista SP1 July 12, 2011, but it is possible that they will un-officially continue to support SP1 install problems beyond that date. Google: "microsoft support Vista service pack 1" for details.

4) If you experience AUDIO problems after installing SP1, see Knowledge base KB948481.

5) INSTALL FROM CD: If you are installing SP1 or SP2 on more than one PC, the best method is to download the CD ISO Image from Microsoft and burn it to CD, then install SP1 or SP2 from the CD:
   a) To make an SP1 or SP2 CD, Google: "Vista SP1 CD download" or "Vista SP2 CD download" *(no quotes).* -- You will get the microsoft.com site to download an ISO-9660 image of the SP1 or SP2 CD from Microsoft.
   b) From that image you can burn an install CD.

6) INSTALL FROM THE SP1 or SP2 Program "exe" file. If you are only installing SP1 or SP2 on one PC, you can manually download the Install program exe file (for Network Installation), and install SP1 or SP2 by double-clicking the file. NOTE: The "Windows Update" method is preferred.

7) Do not let "Windows Update" download SP1 or SP2 unless you are ready to install it. If you download it, the Service Pack may start installing itself when you are not looking. If you see a windows update message about SP1 or SP2, uncheck the box and recheck that Automatice Updates are OFF.

8) The older the PC and the less RAM a PC has will extend the Service Pack install times. I have seen the time vary from 10 to 90 minutes.

9) BLUE SCREEN OF DEATH: If your install fails with a Blue Screen during the Restart process, see the notes below. be sure to write all the info shown on the Blue Screen before powering down the PC. First try booting with F8 and try to get back to the "Last good configuration". If that does not work, try getting into Safe-Mode to remove SP1 or SP2. If that fails, hopefully you have made an image backup and you can use it to restore the system to operational status. If no image backup, call Microsoft Support for help with a "Repair" Install (1-866-234-6020), otherwise you will be reinstalling windows from Scratch.

10) For more info, see the Microsoft knowledge base:
    http://windows.microsoft.com/en-US/windows-vista/Learn-how-to-install-Windows-Vista-Service-Pack-1-SP1
    http://windows.microsoft.com/en-US/windows-vista/Learn-how-to-install-Windows-Vista-Service-Pack-2-SP2