

Windows XP SP3 Install Checklist

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DATE: _____ PC OWNER _____ PC NAME _____

OPERATING SYSTEM (XP Home/Pro/MediaCenter) _____

CPU: _____ RAM = _____ MB START SP3 Time: _____

RESTART STARTED Time: _____ RESTART COMPLETED Time: _____

GENERAL TIPS & WARNINGS: *Read all of page 3 before starting.*

PRE-INSTALL TASKS:

- 1) RUN FULL SCANS OF ALL YOUR ANTIVIRUS/ANTISPYWARE PROGRAMS.
- 2) RUN CCLEANER: (If you don't like CCLEANER, use the Windows XP Cleanup utility by opening "My Computer", then *Right-click Drive C: > Properties > General Tab > Disk Cleanup*)
 FILE CLEANER REGISTRY CLEANER
- 3) RUN CHKDSK ((*My Computer > right-click Drive X: 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.
- 5) MAKE SURE YOU HAVE AT LEAST 2 GB OF FREE DISK SPACE.
- 6) SET A WINDOWS RESTORE POINT.
- 7) FULL BACKUP: If at all possible, be sure to do a full IMAGE backup. *It is remotely 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 should be version 10 or higher).
- 8) IE BROWSER HOME PAGE: Write down the URL of the IE6 Home page for use later.
- 9) WINDOWS UPDATE: Update all available critical updates EXCEPT SP3, and do all Optional Hardware Driver updates. Test hardware after any updates.
- 10) STOP ALL POSSIBLE PROGRAMS BEFORE INSTALLING SP3. NOTE: After the System Restart, almost every closed program will start up again. (Exceptions: AVG Resident Shield, Defender Real Time Protection and certain other real-time protections will have to be re-activated manually when you are done with SP3.)
 - a. Make sure to stop all "Resident Shields" & "Real-time Protections" from AVG, Defender, Trend Micro, Norton, etc. These programs are the main cause of SP3 complications.
 - b. Stop all Anti-virus, Anti-spyware, & Pop-up Blocker Programs. *NOTE: Not stopping the anti-virus can lead to problems. Read Microsoft Article 953791 for more info:*
<http://support.microsoft.com/kb/953791/en-us>
 - 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)
- 11) UNPLUG All flash-drives, external hard-drives & any other un-needed USB Devices.
- 12) POWER OPTIONS: *NOTE: The PC needs to be powered on during the entire SP3 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.

- 13) INTERNET: If you are installing SP3 offline using the CD, you can unplug the network as you will not need access to the internet during the upgrade. Obviously, if you are downloading and installing SP3 from Windows Update, SP3 will need uninterrupted access to the internet during the entire download/install process.

INSTALL SP3

• **INSTALL NOTES** - *Read this before starting the SP3 update!*

- 1) To run the SP3 CD, just put it in and autoplay will start it up. Click "Continue" to start the install. Note: XP Service Pack 1 is pre-requisite to SP3. (SP2 CD includes SP1).
- 2) BE PATIENT! The total install time can exceed 90 minutes (NOTE: Three or four operator responses are required during the install process). The older the PC, the longer it will take.
- 3) DO NOT do any tasks or open any windows while the SP3 update is in progress.
- 4) DO joggle the mouse every few minutes to make sure XP does not time out in any way.

• **START THE SP3 UPDATE PROGRAM:**

- 1) At one point near the end, the Installation Wizard asks you to click <Finish> and allow a restart. Do not check the box, just click <Finish>. After clicking <Finish>, your PC will appear idle. Leave it alone! Eventually it will do the Restart.
- 2) After a LONG & SLOW "System Restart", it may ask you to turn on Automatic updates. Click "Not right now" or "Yes" and then click "Next->".
- 3) The PC will now take a long, long time to finish booting up the Desktop. You will see 2 or 3 DOS windows open up and eventually close by themselves. 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 SP3 is completely finished.
- 4) *NOTE: 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 SP3. 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" XP Install (1-866-234-6020), otherwise you will be reinstalling windows from Scratch.*

POST-INSTALL TASKS

- 1) Do a System Restart and make sure all comes up clean.
- 2) Right-click "My Computer" > Properties > General Tab, and see that it now says "Service Pack 3".
- 3) If Network cable was removed, it should be replugged now.
- 4) Windows Updates: (*NOTE: I recommend HIDING IE8, so it does not install on XP.*).
 - Go to "Windows Update", click "Custom", and install any new "High Priority" updates needed after SP3, except for IE7. Uncheck it for now.
 - Run Windows Update again & install IE7. During the IE7 install, you will get a window asking to "Install all the latest updates for Internet Explorer.." during the IE7 install. Be sure to UNCHECK this Box.
 - Then after IE7 is installed OK, go to Windows Update and install any critical updates to IE7 separately.
 - After you are done upgrading from IE6 to IE7, you must manually re-enter the home page URL you recorded from page 1 step 7, and set it as the new Home Page.
- 5) Re-activate any desired Resident Shields. (Windows Defender & your Antivirus Suite)
- 6) Re-set the Power Options to their original settings.
- 7) Now is a good time to do another image backup.

Windows XP SP3 Install Checklist

GENERAL TIPS & WARNINGS:

- 1) The pre-requisite for SP3 is Windows XP with Service Pack 1 Installed. Service Pack 2 does not have to be pre-installed. If you do not have an SP1 CD, use an SP2 CD as it includes both SP1 and SP2, then SP3 will go on OK.
- 2) NOTE: Microsoft officially ended Free support of SP3 installs via telephone, email, or chat on April 14, 2009, but it is possible that they will un-officially continue to support SP3 install problems beyond that date. Google: "microsoft free support xp service pack 3" for details.
- 3) INSTALL FROM CD: If you are installing SP3 on more than one PC, the best method is to download the CD ISO Image from Microsoft and burn it to CD, then install SP3 from the CD:
 - a) To make an SP3 CD, Google: "XP SP3 CD download" (no quotes). -- You will get the following site which downloads an ISO-9660 image of the SP3 CD from Microsoft.
<http://www.microsoft.com/downloads/details.aspx?familyid=2fcde6ce-b5fb-4488-8c50-fe22559d164e&displaylang=en>
 - b) From that image you can burn a SP3 CD.
- 4) INSTALL FROM THE SP3 Program "exe" file. If you are only installing SP3 on one PC, you can manually download the SP3 Install program exe file (for Network Installation), and install SP3 by double-clicking the file.
<http://www.microsoft.com/downloads/details.aspx?FamilyId=5B33B5A8-5E76-401F-BE08-1E1555D4F3D4&displaylang=en>
- 5) Do not let "Windows Update" download SP3 unless you are ready to install it. If you download it, SP3 may start installing itself when you are not looking. If you see a windows update message about SP3, uncheck the box.
- 6) AMD PROCESSOR WARNING; Especially HEWLETT PACKARD PC's: If you have a PC with an AMD processor, DO NOT download or install SP3. Find a tech to help you. (Microsoft and HP have distributed fixes). (To find out your processor type, right-click on *My Computer > Properties > General Tab*). See Microsoft article KB888372 and the Upgrade Utility for AMD Processors, sp37394: <ftp://ftp.hp.com/pub/softlib/software10/COL23267/pv-60484-2/sp37394.exe> .
- 7) The older the PC and the less RAM a PC has will extend the SP3 install time. I have seen the time vary from 10 to 90 minutes.
- 8) You can verify your current Service Pack level both before and after SP3 by *right-clicking "My Computer" > Properties > General Tab*.
- 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 SP3. 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" XP Install (1-866-234-6020), otherwise you will be reinstalling windows from Scratch. For more info, see Microsoft knowledge base: KB 950718.
- 10) If SP3 fails to complete because of an "Access Denied" error, install and run the Dial-A-Fix program to repair the registry permissions or see Microsoft article KB949377.
- 11) If SP3 aborts with a message: "Internal Error Occurred", see Microsoft articles KB 950718 and KB 949384. The SP3 Log is probably in C:\windows\svcpack.log

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